

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
EQUIPMENT AND PROCUREMENT DIVISION
BID INVITATION**

Bid Number: Contract No. H-16-226P

BID OPENING LOCATION:
AHTD Equipment and
Procurement Division
11302 W. Baseline Road
Little Rock, AR 72209

MAIL TO:
AHTD Equipment and
Procurement Division
P.O. Box 2261
Little Rock, AR 72203

DELIVER TO:
AHTD Equipment and
Procurement Division
11302 W. Baseline Road
Little Rock, AR 72209

Bid Opening Date: September 15, 2015 Time: 11:00 a.m.

Sealed bids for furnishing the commodities and/or services described below, subject to the Conditions on Page 2 of this Bid Invitation will be received at the above-noted mail and delivery locations until the above-noted bid opening date and time, and then publicly opened at the above-noted bid opening location. **Bids must be submitted on this form, with attachments when appropriate, or bids will be rejected. Late bids and unsigned bids will not be considered.**

In compliance with this Bid Invitation and subject to all the Conditions thereof, the undersigned offers and agrees to furnish any and all items upon which prices are quoted, at the price set opposite each item.

Company Name: _____

Name (Type or Print): _____

Address: _____

Title: _____

Phone: _____ Fax: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Federal Tax ID or Social Security No.: _____

Signature: _____

Signature must be legible, original (not photocopied) and in ink.
Unsigned bids will be rejected.

Item No.	Description	Quantity	Unit	Unit Price	Amount
	<p>The Arkansas State Highway and Transportation Department (hereinafter referred to as the "Department") will receive sealed bids for the furnishing of SECURITY SERVICES for a period from November 1, 2015 through October 31, 2016, with the option to renew, as mutually agreed, annually, for six (6) additional years. Services provided must be in accordance with Specifications and Special Provisions attached to and made a part of this contract.</p> <p>Security Services are required for the District Ten Headquarters Complex located at 2510 West Kingshighway, Paragould, Arkansas.</p> <p>Security Services required are to be provided by a company regularly doing business as a provider of guard and security personnel. References must be submitted with bid.</p> <p>It shall be understood that by submission of bid that bidder agrees to the conditions herein specified and, if bid is found acceptable by the Department either in whole or in part, shall consider this bid a contract agreement bound under these conditions. The parties hereto agree that this contract in all things shall be governed by the Laws of the State of Arkansas.</p> <p>Should there be a conflict between conditions printed on page 2 of this Bid Invitation and other conditions stated in the Specifications and Special Provisions, the latter shall prevail.</p> <p>Bid Bond in the amount of \$500.00 required of all bidders at time of bid opening or bid will be rejected. <u>Personal and company checks are not acceptable as Bid Bonds.</u> See Condition 3 on page 2 of this Bid Invitation.</p> <p>Performance Bond in an amount to be determined by the Department, not to exceed \$1,000.00, will be required of successful bidder prior to providing goods/services. <u>Personal and company checks are not acceptable as Performance Bonds.</u> See Condition 3 on page 2 of this Bid Invitation.</p> <p>Bids and Specifications are available on-line by going to the AHTD Web Site – www.arkansashighways.com and clicking on "Commodities and Services Bids/Contracts Information". Tabulations will also be available at this site within 72 hours after bid opening. If you have any questions, call this office at 501-569-2667.</p> <p>TWO ORIGINAL SIGNED COPIES OF BID INVITATION MUST BE SUBMITTED.</p>				
00-10				TOTAL BID	

STANDARD BID CONDITIONS

H-16-226P

1. **ACCEPTANCE AND REJECTION:** The Arkansas State Highway and Transportation Department (AHTD) reserves the right to reject any or all bids, to accept bids in whole or in part (unless otherwise indicated by bidder), to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications where efficiency of operation will not be impaired, and to award bids to best serve the interest of the State.
2. **PRICES:** Unless otherwise stated in the Bid Invitation, the following will apply: (1) unit prices shall be bid, (2) prices should be stated in units of quantity specified (feet, each, lbs., etc.), (3) prices must be F.O.B. destination specified in bid, (4) prices must be firm and not subject to escalation, (5) bid must be firm for acceptance for 30 days from bid opening date. In case of errors in extension, unit prices shall govern. Discounts from bid price will not be considered in making awards.
3. **BID BONDS AND PERFORMANCE BONDS:** If required, a **Bid Bond** in the form of a cashier's check, certified check, or surety bond issued by a surety company, in an amount stated in the Bid Invitation, must accompany bid. **Personal and company checks are not acceptable as Bid Bonds.** Failure to submit a Bid Bond as required will cause a bid to be rejected. The Bid Bond will be forfeited as liquidated damages if the successful bidder fails to provide a required Performance Bond within the period stipulated by AHTD or fails to honor their bid. When a bidder claims and can show clear and convincing evidence that a material mistake was made in the bid and was not the bid intended, the bidder may be permitted to withdraw their bid prior to award without forfeiture of bid bond. Cashier's checks and certified checks submitted as Bid Bonds will be returned to unsuccessful bidders; surety bonds will be retained. The successful bidder will be required to furnish a **Performance Bond** in an amount stated in the Bid Invitation and in the form of a cashier's check, certified check, or surety bond issued by a surety company, unless otherwise stated in the Bid Invitation, as a guarantee of delivery of goods/services in accordance with the specifications and within the time established in the bid. **Personal and company checks are not acceptable as Performance Bonds.** In some cases, a cashier's check or certified check submitted as a Bid Bond will be held as the Performance Bond of the successful bidder. Cashier's checks or certified checks submitted as Performance Bonds will be refunded shortly after payment has been made to the successful bidder for completion of all terms of the bid; surety bonds will be retained. Surety bonds must be issued by a surety company authorized to do business in Arkansas, and must be signed by a Resident Local Agent licensed by the Arkansas State Insurance Commissioner to represent that surety company. Resident Agent's Power-of-Attorney must accompany the surety bond. Certain bids involving labor will require Performance Bonds in the form of surety bonds only (no checks of any kind allowed). These bonds shall not only serve to guarantee the completion of the work, but also to guarantee the excellence of both workmanship and material until the work is finally accepted and the provisions of the Plans, Specifications, and Special Provisions fulfilled. In such cases, the company issuing the surety bond must comply with all stipulations herein and must be named in the U. S. Treasury listing of companies holding Certificates of Authority as acceptable sureties on Federal Bonds and as acceptable reinsuring companies. Any excess between the face amount of the bond and the underwriting limitation of the bonding company shall be protected by reinsurance provided by an acceptable reinsuring company. Annual Bid and Performance Bonds on file with E & P Division must have sufficient unencumbered funds to meet current bonding requirements, or the bid will be rejected, unless the balance is submitted as set forth above, prior to bid opening.
4. **TAXES:** The AHTD is not exempt from Arkansas State Sales and Use Taxes, or local option city/county sales taxes, when applicable, and bidders are responsible to the State Revenue Department for such taxes. These taxes should not be included in bid prices, but where required by law, will be paid by the AHTD as an addition thereto, and should be added to the billing to the AHTD. The AHTD is exempt from Federal Excise Taxes on all commodities except motor fuels; and excise taxes should not be included in bid prices except for motor fuels. Where applicable, tax exemption certificates will be furnished by the AHTD.
5. **"ALL OR NONE" BIDS:** Bidders who wish to bid "All or None" on two or more items shall so stipulate on the face of bid sheet; otherwise, bid may be awarded on an individual item basis.
6. **SPECIFICATIONS:** Complete specifications should be attached for any substitution or alternate offered, or where amplification is necessary. Bidder's name must be placed on all attachments to the bid.
7. **EXCEPTIONS TO SPECIFICATIONS:** Any exceptions to the bid specifications must be stated in the bid. Any exceptions to manufacturer's published literature must be stated in the bid, or it will be assumed that bidder is bidding exactly as stated in the literature.
8. **BRAND NAME REFERENCES:** All brand name references in bid specifications refer to that commodity or its equivalent, unless otherwise stated in Bid Invitation. Bidder should state brand or trade name of item being bid, if such name exists.
9. **FREIGHT:** All freight charges should be included in bid price. Any change in common carrier rates authorized by the Interstate Commerce Commission will be adjusted if such change occurs after the bid opening date. Receipted common carrier bills that reflect ICC authorized rate changes must be furnished.
10. **SAMPLES, LITERATURE, DEMONSTRATIONS:** Samples and technical literature must be provided free of any charge within 14 days of AHTD request, and free demonstrations within 30 days, unless AHTD extends time. Failure to provide as requested within this period may cause bid to be rejected. Samples, literature and demonstrations must be substantially the same as the item(s) being bid, unless otherwise agreed to by AHTD. Samples that are not destroyed will be returned upon request at bidders expense. Samples from successful bidders may be retained for comparison with items actually furnished.
11. **GUARANTY:** Unless otherwise indicated in Bid Invitation, it is understood and agreed that any item offered or shipped on this bid shall be newly manufactured, latest model and design, and in first class condition; and that all containers shall be new, suitable for storage or shipment and in compliance with all applicable laws relating to construction, packaging, labeling and registration.
12. **BACKORDERS OR DELAY IN DELIVERY:** Backorders or failure to deliver within the time required may constitute default. Vendor must give written notice to the AHTD, as soon as possible, of the reason for any delay and the expected delivery date. The AHTD has the right to extend delivery if reasons appear valid. If reason or delivery date is not acceptable, vendor is in default.
13. **DEFAULT:** All commodities furnished will be subject to inspection and acceptance by AHTD after delivery. Default in promised delivery or failure to meet specifications authorizes the AHTD to cancel award or any portion of same, to reasonably purchase commodities or services elsewhere and to charge full increase, if any, in cost and handling to defaulting vendor. Applicable bonds may be forfeited.
14. **ETHICS:** *"It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a State contract upon an agreement of understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business."* (Arkansas Code, Annotated, Section 19-11-708).

**ARKANSAS STATE HIGHWAY
AND TRANSPORTATION DEPARTMENT
NOTICE OF NONDISCRIMINATION**

The Arkansas State Highway and Transportation (Department) complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws and therefore does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in admission or access to and treatment in Department programs and activities, as well as the Department's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the Department's nondiscrimination policies may be directed to Joanna P. McFadden, Section Head - EEO/DBE (ADA/504/Title VI Coordinator), P. O. Box 2261, Little Rock, AR 72203, (501) 569-2298, (Voice/TTY 711), or the following email address: Joanna.Mcfadden@ahtd.ar.gov.

Free language assistance for Limited English Proficient individuals is available upon request.

This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
LITTLE ROCK, ARKANSAS
EQUIPMENT & PROCUREMENT DIVISION

Contract No. H-16-226P

BIDDER: _____

ITEM NO.	DESCRIPTION	AMOUNT
1.	Security Services – as specified	per hour _____

Under State Law, term of a service contract may not exceed seven (7) years including the initial term and all successive renewals. The contract may be renewed annually upon mutual agreement of the parties.

Increased cost, if any, to renew after original contract period shall be as agreed to but not to exceed the per hour dollar amount set forth below:

1st year renewal \$ _____/per hour – November 1, 2015, through October 31, 2016

2nd year renewal \$ _____/per hour – November 1, 2016, through October 31, 2017

3rd year renewal \$ _____/per hour – November 1, 2017, through October 31, 2018

4th year renewal \$ _____/per hour – November 1, 2018, through October 31, 2019

5th year renewal \$ _____/per hour – November 1, 2019, through October 31, 2020

6th year renewal \$ _____/per hour – November 1, 2020, through October 31, 2021

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-16-226P

Page 1 of 4 Pages

1. Prior to preparation and submission of bid, prospective bidders should contact the District Equipment Maintenance Supervisor or the District Maintenance Engineer at (870) 239-9511 to arrange for inspection of the area and to review details of the services to be provided.
2. Security is to be provided to fill specific time frames when regular Department employees are not on duty. Shift period will range in length from 8 hours to 24 hours, as needed for a particular day. The need will be as determined by District Administration.
3. The duties of the guard assigned to this operation will be as follows:
 - To protect and safeguard the Department's property, equipment and other assets from fire, theft, vandalism and injury, to seek out and report fire, theft or other unauthorized occurrences and to enforce Department regulations and policies pertaining to security.
 - To receive and handle appropriately, incoming telephone and radio calls, and relay any pertinent information to the appropriate Department personnel. Guards assigned to this station must become proficient in the use of the telephone and radio communication systems.
 - To make rounds on an hourly basis, or as directed, at locations specified by the Department. Round may be suspended only when the guidelines of Section IV of the Special Provisions section are met or a crew is in field handling an emergency situation.
 - To make reports and records in the guard log of events that occurred during the shift.

This is not intended to be all-inclusive but only to give examples of job duties. Other logical and related duties may be assigned and will be expected to be performed.
4. Each guard shall report for duty at the scheduled duty time for briefing by the guard being relieved, or by the District Equipment Maintenance Supervisor in case of any new instructions. They shall remain on duty until they are properly relieved or until the security period has ended and the regular daytime office employees have begun their activities. Each guard shall log in and log out appropriately in the events log. The security area is not to be left unattended at any time during the security periods set forth by District Administration.
5. The Guard Station will generally be the EOC Room except from 6:00 am to 7:30 am and 4:30 pm to 5:30 pm of the workweek shifts when the guard is to be stationed at the receptionist desk. Guards are to remain at the Guard Station except when making clock rounds or when their duty-related services are needed elsewhere. Guards are not to sit at, or use equipment at, employees' desks other than at the Guard Station, except for the performance of assigned duties. As this is a government facility eating and drinking is only allowed in the EOC room.
6. Clock keys are to be punched every hour at staggered intervals. Any exceptions must be reported to and approval obtained from the District Equipment Maintenance Supervisor.
7. **All** persons entering the complex before or after regular working hours must show their employee ID card and provide appropriate information on and sign the visitors' log provided for that purpose. District Administration will provide specific instructions concerning admission to buildings and grounds.

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-16-226P

Page 2 of 4 Pages

8. Guards shall not fraternize with Department employees while either is on duty. Guards are expected to be pleasant and courteous, but to carry on no unnecessary conversation. They are to be helpful, but are not to be negligent of their assigned duties.
9. Guards shall not have visitors while on duty. This is a State Government facility and will be treated as such. Personal phone calls should be held to emergency calls only. All long distance calls shall be logged in the guard logbook. Personal and non-work related long distance calls are not permitted.
10. Guards shall not reveal any information concerning this security assignment, on or off duty, to anyone except Security Company and designated Department officials, and fellow guards who need such information to carry out their assignment.
11. Any changes in orders concerning this assignment must come from one of the following, in order of priority: District Engineer, District Construction Engineer, District Maintenance Engineer, District Equipment Supervisor or District Shop Supervisor.
12. **Guards shall not be armed on this post.** As indicated above, the duty of the guard is to observe and report improprieties to Department supervisors and/or the appropriate law enforcement or emergency agencies.
13. The successful bidder may utilize a golf cart or Cushman type transport for the convenience of their employees when making rounds. No indoor storage area for parking the vehicle is available; therefore if the contractor deems it necessary they may supply a small structure for this purpose. Pending the approval of the Department.
14. The successful bidder must have Workers' Compensation Insurance coverage for each employee involved in this assignment, Public Liability and Property Damage Insurance coverage, and insurance to cover breakage and/or pilferage of Department and Department employees' property. Any employee involved in this assignment must be bonded. Certificates of insurance and proof of employee bonding must be furnished before the employee performs any guard service.
15. Documentation indicating results of background investigations on any guard to be assigned (including any arrests and/or convictions for law violations, employee counseling for policy violations, etc.) must be furnished.
16. Documentation of any drug test results on any guard to be assigned must be furnished. Compliance with the Department's "Drug Free Workplace" policy is required.
17. The Department reserves the right to terminate this contract upon giving the successful bidder thirty days written notice of intent to terminate.
18. The Department reserves the right of refusal, with reason, of any of the company's employees being allowed to work on Department grounds.

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-16-226P

Page 3 of 4 Pages

19. The Department reserves the right to require immediate replacement of a Security Company employee if it is discovered that an impropriety occurred while the employee was on duty at the Department. (i.e. use of drugs, alcohol, controlled substance, unauthorized visitors, unauthorized entry, unauthorized use of equipment, possession of contraband, violation of law, gross negligence, presence of firearms, violation of Department policies etc.)
20. The Department reserves the right to require replacement of any employee found not to be performing their assigned duties.
21. The successful bidder shall invoice the Department on a monthly basis following the performance of services, noting total hours and hours per week or portion thereof.
22. The Department reserves the right to deduct from any moneys due any additional labor costs incurred by the Department as a result of no-shows or late-shows by security company employees.
23. The service must have a local contact, capable of handling absenteeism or other related problems, in the immediate area of the facility being served. In the event of a potential late arrival the District Equipment Supervisor or District Shop Supervisor should be notified as soon as possible so fill-in arrangements can be made.
24. Bids shall be submitted for services to be provided and shall include all costs to the Department, including holiday pay. The Department requires a workforce capable of handling 80 hours per week, plus fill-ins (when department staff is off due to annual leave, sick leave and holidays). Due to potential changes in our current staff the security service needs of the Department may change during the period of this contract. The addition of a third 40-hour week plus fill-ins may be necessary. The contractor will be notified 30 days in advance of a change in the basic schedule. After the date of the change, the appropriate rate bid per hour as shown below, will be in effect.
 - For a double shift, no less than 4160 hours (based on a twin 40 hour week) or more than 4400 hours (based on leave and holiday fill-ins) _____ Per hour
 - For a triple shift, no less than 6240 hours (based on a triple 40 hour week) or more than 6500 hours (based on leave and holiday fill-ins) _____ Per hour
25. The AHTD is not exempt from Arkansas State Sales and Use taxes, or local option city/county sales taxes, when applicable, and bidders are responsible to the State Revenue Department for such taxes. These taxes should not be included in bid prices, but where required by law, will be paid by the AHTD as an addition thereto, and should be added to the billing to the AHTD. The AHTD is exempt from Federal Excise Taxes on all commodities except motor fuels. Where applicable, tax exemption certificates will be furnished by the AHTD.
26. The Department may extend the terms of this contract by written notice to the contractor at least 30 days before the contract expires. The expiration date of this contract will be one year from the date of award. Any extension must be at the existing bid prices for this contract and be mutually agreeable to both parties. Any extension shall be for a period of one year, and up to six extensions may be agreed to.
27. Training of new or replacement guards will be conducted at contractors expense.
28. Low bid will determine award consideration.

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-16-226P

Page 4 of 4 Pages

LIST REFERENCES

Company Name	Address	Contact Person/Phone No.
1.		
2.		
3.		

**ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIAL PROVISION
STANDARD OPERATING POLICIES AND PROCEDURES
GUARDS @ AHTD DISTRICT TEN HEADQUARTERS – PARAGOULD
ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-16-226P

Page 1 of 4 Pages

SECTION I

PURPOSE AND APPLICABILITY: The purpose of this policy is to delineate the duties and responsibilities of District Ten Headquarters Guard personnel. It is applicable to anyone performing Guard duties, either an AHTD employee as full time Guard, Contract Security Service Guard, or someone temporarily filling in at that position.

SECTION II

DUTY HOURS FOR GUARDS: Normally, members of the District Office Staff are at their work assignments from 7:30 a.m. until 4:30 p.m., Monday through Friday, except for Department recognized holidays. At all other times, a Guard will be scheduled to be on duty at the District Ten Headquarters. Guards, either Contract Security Service or regular Department employees, will be under the direct supervision of the District Equipment Maintenance Supervisor and will receive their instructions from that person or other members of the District Supervisory Staff. Related information may also be found in the Specifications for Contract Security Services (copy attached). Generally, a work schedule will be established for the various Guards. Schedule changes may be made when necessary to accommodate vacations, illnesses, holidays or vacancies, and Guards or the Contract Security Service will normally be advised directly.

When a Guard shift change is made or when a Guard is being relieved by the District Office Staff in the morning, the Guard going off-duty is expected to thoroughly brief the personnel coming on duty of any on-going situations or emergencies.

SECTION III

GUARD SECURITY CHECKS: The following is provided for general guidance in performing security rounds. Since monitoring the telephone and radio are a primary concern, the Guard should conduct each security round as thoroughly and expeditiously as possible and return to the District Headquarters.

A. INITIAL SECURITY CHECK: When the members of the District Staff leave for the day, the Guard should make a thorough check of the property and facilities to ensure everything is prepared for the oncoming Guard shift. Once a Guard has checked in for their shift they should not leave the facility until they are relieved. Guard checks should include, but are not limited to:

- Check the security of all yard buildings.
- Check perimeter fencing and gates.
- Check Resident Engineer Building/Materials Lab and adjacent buildings.
- Close and lock gates at 6:00 p.m. (depending on AHTD seasonal work schedule.)
- Turn on the security lights of Headquarters.
- Make sure the gas pumps and station are locked.
- Lower and store the flags.
- Check kitchen/coffee pot area to make sure appliances are not left on.
- Check radio channel (normally left on "Paragould")
- Make sure the main telephone console is forwarded to an audible range location.
- Make sure the District Headquarters building is secure by checking the outside doors and windows in the front office area, supervisor parking area, and shop.
- Check the doors in the storeroom area to make sure they are locked.
- Turn off non-essential lighting in the District Headquarters and turn the front porch light on.
- Make note of any questionable or abnormal situations or security concerns and discuss them with the District Equipment Supervisor or the District Supervisory Staff.
- Vehicles with lights left on should be turned off.

B. SUBSEQUENT ROUNDS: During a working shift, the Guard should make security checks each hour, as a minimum. Since a predictable pattern is not particularly desirable, rounds should be staggered. Hourly checks shall be made while carrying the security clock, and clock-in shall be made at all identified security stations, as well as a visual check of the front of District Headquarters building and the back lot annex.

In the event of an intruder, immediately notify the Paragould Police Department (911), then notify the District Maintenance Engineer, Assistant District Maintenance Superintendent or District Equipment Supervisor. If damage to property or facilities is noticed, notify one of the above supervisors. They will direct further action. If any situation arises that requires corrective action outside the scope of Guard personnel, notification should be made to supervisors mentioned above. Also, see Section VI, Emergency Calls for further clarification.

C. OPENING PROCEDURES: On weekdays, the District Headquarters is normally opened in preparation for the day staff by 6:00 a.m. In addition to normal security checks and clock-ins, the following should be accomplished, and the Guard should be at the receptionist desk no later than 6:00 am.

- Turn on the office lights in the District Offices.
- Turn all external security lights off.
- Raise the flags (except in inclement weather).
- Unlock the outside doors to the District Office Building.
- Unlock the District Service Station and one gas pump.
- Open the east and west gates by 6:00 am (depending on AHTD seasonal work schedule.)

SECTION IV

INCLEMENT WEATHER: During periods of inclement weather, security rounds may be temporarily suspended. Inclement weather increases the probability of incoming telephone calls alerting the Department to roadway hazards. Also, lightning and ice accumulation could pose a risk to Guard personnel. During periods of freezing precipitation, road crew operations may require that the Guard provide coordination assistance. The Guard should consider these factors when deciding to temporarily suspend security rounds. When weather dictates that rounds be suspended the Guard should remain at the receptionist desk to monitor telephone and radio communications.

If security rounds are temporarily suspended, the Guard should still make periodic visual checks of the yard and grounds area. A report should then be made to explain the reason for the suspension of the security rounds and that report submitted to the District Equipment Supervisor.

The flags are not to be flown when precipitation is falling or expected to start soon.

SECTION V

RADIO AND TELEPHONE USE: In all after-hours communications, the Guard is the AHTD contact point. In all communications, the Guard should be both professional and courteous. If a caller is trying to reach one of the day staff, the Guard may advise the caller of the appropriate time to call back, or may offer to relay a message. Actions taken by the day staff will be based on the relayed information, therefore, it is important that the Guard try to be as accurate as possible.

When a caller gives notification of a hazardous situation, the Guard should record the information, and make a determination whether to call the Area Maintenance Supervisor (refer to **Section VI** as well) or just record it for possible action during normal working hours. When the caller is from the police or another government agency, the Guard should inquire if the caller feels that an immediate response is necessary.

Any situation that makes the roadway unsafe for travel by the public will require immediate attention by Department personnel. The following are examples of situations that would require an immediate response. The report of a “Stop Sign” or “Yield Sign” down, the onset of winter weather, roadways blocked by an accident or debris, traffic control devices in construction zones out of place or not functioning.

In radio communications, the Guard should be familiar with the Radio Operators Manual and shall utilize the 10-code. (*Shown in the Guard Information Manual*)

SECTION VI

EMERGENCY CALLS: When the Guard is made aware of an emergency situation, calling the appropriate Area Maintenance Supervisor is the first priority. They should refer to the maps posted in the guardroom for assistance in determining the appropriate Area Maintenance Supervisor to call. Advise that supervisor of the situation as accurately as possible. Normally, they will call out crewmembers, but on occasion, they will have to make an on-site evaluation first. On those occasions, they may ask the Guard to call out members of their crew for them. The maintenance crew call order should be referred to prior to making these calls, unless the particular supervisor identifies specific personnel to be called.

In maintenance matters where the Guard or the Area Maintenance Supervisor feels the situation is significant, notification should be made to the District Maintenance Engineer or Asst. District Maintenance Superintendent. Normally, contact with the District Maintenance Engineer will indicate whether it is necessary to notify the District Construction Engineer or the District Engineer. Notify the appropriate member or members of the District Staff any time a situation is likely to significantly impact the public, or if AHTD actions or work might be critically viewed by the public or media.

Resident Engineers are the contact points for new construction projects (i.e. other than maintenance). Any information about problems with a construction project, or contractor associated with a project, should be relayed to the Resident Engineer responsible for that particular project. (*Refer to Resident Engineers' Project List*) If the Resident Engineer is unavailable, contact the District Construction Engineer for further instructions.

SECTION VII

ROAD CLOSURES: Whenever the Guard is notified that a road has become partially or completely blocked, the following needs to be determined:

- Reason for the blockage (accident, tree in the road, road flooded, etc.)
- Does AHTD personnel need to respond? (Road surface damage/debris.)
- Anticipated length of time before traffic can resume.
- Exact location of the blockage.
- Is traffic being rerouted? Does it need to be rerouted?
- If their assistance is needed, notify ASP if an officer is not already on the scene.
- Call the Area Maintenance Supervisor if they need to respond.
- Notify the District Maintenance Engineer or Asst. District Maintenance Superintendent if the closure will be for more than a few minutes.
- Notify Little Rock Central via FAX utilizing the “Major Occurrences” form if a total road closure will be for two hours or more (total closure to traffic)
- Other notifications/call outs may be required. If any are required, the Area Maintenance Supervisor or the District Maintenance Engineer will direct them.

SECTION VIII

INCLEMENT WEATHER OPERATIONS: The onset of frozen precipitation can be the most demanding situation the Guard faces. On initial call out, the Guard normally faces numerous calls from the public and AHTD employees, requests from some Area Supervisors to call out crewmembers for them, and considerable increases in radio traffic. At the start of winter weather operations the Guard should immediately notify the District Maintenance Engineer or Asst. Maintenance Superintendent. The Central Headquarters in Little Rock will also need to be notified that winter weather operations have begun. This will be followed by entries into the Department’s Weather Reporting System by the District Maintenance Engineer when the various Area Maintenance Supervisors have had time to assess and report on their areas of responsibility.

During periods of adverse road conditions, the Guard should remain in the reception area to monitor communications. The Guard should be acutely aware of all road conditions in this District, and try to be cognizant of surrounding Districts’ road conditions. Guards will be expected to relay accurate information between the public, Area Maintenance Supervisors, and the District Staff. Breakdowns in communication at these critical times can result in wasted manpower and increased exposure time to hazardous situations by the public.

SECTION IX

PUBLIC AND MEDIA CONTACT: The Guard can expect inquiries about road conditions and situations, and is expected to assist callers wherever possible. However, any request from media personnel seeking interviews, whether formal or informal must be forwarded to the District Engineer.

The Guard should decline any media request for an interview (live or taped). While the Guard is expected to be as informative and helpful as possible, a request for an interview must be referred to the District Engineer. The District Engineer is solely responsible for public statements, and he should be contacted, if available. If unavailable, the District Construction Engineer or the District Maintenance Engineer will assume that responsibility.

SECTION X

AFTER HOURS SERVICE STATION OPERATION: On occasion, an AHTD unit will need access to the service station after hours for fuel. Similarly, Arkansas Highway Police units utilize the fuel facilities. When requested to do so, the Guard should open the District compound and the service station. The Guard should ensure that any user properly signs for fuel/oil received, and note on the Guard log which unit required service. The station and compound will need to be re-locked after the departure of the unit.

SECTION XI

CLEAN UP: The Guard will not be asked to perform routine janitorial duties. However, they will be expected to clean up after themselves and keep their duty area clean. Guards may be asked to assist the caretaker from time to time. Supervisory personnel may provide the Guards with more specific instructions as needs arise.

SECTION XII

AFTER-HOURS DELIVERIES & VISITORS: Guards at the District Headquarters will not normally be asked to conduct or know the functions of the storeroom. Occasionally, a vendor may arrive late (after normal office working hours) and ask the Guard to allow them to drop off an order. The Guard should advise the party making the delivery to return during normal office hours. The Guard should not sign any documents acknowledging the delivery or obligating the Department for payment, unless instructed to do so by the District Storeroom Supervisor, the District Equipment Supervisor or a member of the District Supervisory Staff. A questionable situation may be resolved by calling the Storeroom Supervisor for clarification or further guidance.

AHTD employees may have to access the District Headquarters after normal working hours, but they are required to sign the visitors' log. Forms for that purpose are to be kept near the front entrance. Non-employees must make arrangements for visits by contacting day staff personnel during normal working hours. The Guard shall not have visitor while on duty.

AHTD Identification Cards, with photos, are provided to each AHTD employee. The Guard should ask visitors to produce their AHTD ID Card for verification if they are not known to or recognized by the Guard as an AHTD employee. Likewise the Contract Security Service Company should provide their employees with Photo ID Cards to allow for easy identification by AHTD personnel.

Days		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
		Security Company	Security Company	Security Company	Security Company	Security Company	Security Company	Security Company	
		0000 - 0730	0000 - 0730	0000 - 0730	0000 - 0730	0000 - 0730	0000 - 2400	0000 - 2400	
		1630 - 2400	1630 - 2400	1630 - 2400	1630 - 2400	1630 - 2400			
									Revised 8/25/15