

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

Bid Number: Contract No. H-17-207P

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: June 14, 2016 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 July 1, 2016 through June 30, 2017, with an option to renew, as mutually agreed. 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 Four Headquarters Complex located at 808 Frontier Road in Barling, Arkansas 72923.</p> <p>Security Services required are to be provided by a company 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. Personal and company checks are not acceptable as Bid Bonds. 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. Personal and company checks are not acceptable as Performance Bonds. 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 after award of bid/contract. 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>				

STANDARD BID CONDITIONS

H-17-207P

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 bidder's 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 & TRANSPORTATION DEPARTMENT
LITTLE ROCK, ARKANSAS
EQUIPMENT & PROCUREMENT DIVISION

Contract No. H-17-207P

BIDDER: _____

ITEM NO.	DESCRIPTION	AMOUNT
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1.	Security Services - as specified	per hour _____
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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 - July 1, 2017, through June 30, 2018

2nd year renewal \$_____/per hour - July 1, 2018, through June 30, 2019

3rd year renewal \$_____/per hour - July 1, 2019, through June 30, 2020

4th year renewal \$_____/per hour - July 1, 2020, through June 30, 2021

5th year renewal \$_____/per hour - July 1, 2021, through June 30, 2022

6th year renewal \$_____/per hour - July 1, 2022, through June 30, 2023

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
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-17-207P

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1. Prior to preparation and submission of proposal, prospective bidders should contact the District Office Manager or the District Maintenance Engineer at (479) 484-5306 to arrange for inspection of the area and to review details of the services to be provided.
2. Security is to be provided for specific shifts. A shift period will be no less than 8 hours and no more than 15 hours, as needed. 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 incoming telephone and radio calls, and relay any pertinent information to the appropriate Department personnel.
 - To make security checks on an hourly basis, or as directed, at locations specified by the Department.
 - To monitor and operate systems related to the Bobby Hopper Tunnel. Additional guidance will be provided in order to assure appropriate responses to warnings and other conditions.
 - To make reports and records as needed in the events log.

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 or Department personnel being relieved, or by the District Office Manager 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 be the reception area of the District Headquarters Building. Guards are to remain at the Guard Station except when making security checks 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.
6. Any person desiring to enter the complex at other than regular working hours must show appropriate identification, have official business to enter and must provide the appropriate information and must be logged as a visitor on the event log. Department employees have been issued an AHTD photo ID card which must be shown for after-hours entry. Specific instructions concerning admission to buildings and grounds will be provided by District Administration.

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

Contract No. H-17-207P

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7. 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 or inappropriate conversation. They are to be helpful, but are not to be negligent of their assigned duties or hinder work of Department employees.
8. Guards may have visitors for short periods while on duty provided the visitors are not left alone on the premises and visitation does not result in missed or modified security checks. This is a State Government facility and will be treated as such. Personal phone calls should be held to minimum. All long distance calls shall be logged. Personal and non-work related long distance calls are strictly prohibited.
9. Guards shall not reveal or convey 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 assignments.
10. Any changes in orders concerning this assignment must come from one of the following, in order of priority: District Engineer, District Maintenance Engineer, District Construction Engineer, District Office Manager or Assistant Maintenance Supt.
11. 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.
12. 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.
13. 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.
14. 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.
15. This contract may be terminated by either party for any reason upon giving the other party sixty (60) days written notice of intent to terminate. The Department reserves the right of immediate termination of the contract if any provision of items 4, 5, 9, 13 or 14 is violated.
16. The Department reserves the right of refusal, with reason, of any of the company's employees being allowed to work on Department grounds.
17. 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, etc.)
18. The Department reserves the right to require replacement of any employee found not to be performing their assigned duties.
19. 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.

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

Contract No. H-17-207P

Page 3 of 3 Pages

20. 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.
21. The service must have a local contact, capable of addressing absenteeism or other related problems, in the immediate area of the facility being served.
22. Bids shall be submitted for services to be provided and the proposed hourly rate shall include all costs to the Department, including holiday and/or overtime pay, as well as the training of newly assigned personnel. The Department's basic schedule will entail the performance of Guard duties for a total of approximately 6400 hours per year, including Department recognized holidays.
23. 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 June 30, 2017. Any extension must not exceed the per hour dollar amount indicated for the renewal year and must 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.
24. For award consideration and evaluation of the best bid, the proposed contractors references, training program, related personnel experience, and work record will be evaluated, and a bid value will be determined as being the total of:

6400 hours at the base bid hourly rate, plus;
6400 hours at the 1st year renewal rate, plus;
6400 hours at the 2nd year renewal rate, plus;
6400 hours at the 3rd year renewal rate, plus;
6400 hours at the 4th year renewal rate, plus;
6400 hours at the 5th year renewal rate, plus;
6400 hours at the 6th year renewal rate.

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 FOR
GUARDS AT DISTRICT FOUR HEADQUARTERS – FORT SMITH**

SECTION I

PURPOSE AND APPLICABILITY: This document provides guidance and direction related to duties and responsibilities for security, communication and other services during non-business hours at the District Four Headquarters of the Arkansas State Highway and Transportation Department. This guidance and direction is applicable to anyone performing these duties, either a Department employee or an employee of a Contract Security Service, and who are hereinafter referred to as “Guard” or “Guards”.

SECTION II

DUTY HOURS: Business hours at the District Four Headquarters are 7:30 a.m. to 4:30 p. m. Monday through Friday, except Department holidays. At all other times, a Guard will be on duty. Guards will be under the direct supervision of the District Office Manager. They will receive instructions from the District Office Manager or the District Staff (District Engineer, District Maintenance Engineer, District Construction Engineer and Assistant Maintenance Supt.).

SECTION III

TRAINING: Guards will receive specific training by Department employees prior to being assigned to work alone on a shift.

Training for Guards includes the proper use of telephone and radio systems; information regarding notification of employees; and guidelines for completing documentation necessary for the District 4 Guard Log, logging of long distance telephone calls, reporting of road closures, completion of the Road and Weather Condition Report and inputting data into the Weather Reporting System. Guards will receive detailed training for the monitoring and operation of systems of the Bobby Hopper Tunnel and the on-site video system.

SECTION IV

A Guard Station is provided in the front office of the Administration Building. This location provides ready access to video monitoring for the Bobby Hopper Tunnel and the District 4 Headquarters Complex, the phone system, radio system and other items necessary to conduct the duties of the Guards.

DUTIES: Guards are charged with the following duties:

- Operating the telephone and radio systems
- Receiving and referring messages, either in writing or verbally to Department employees
- Monitoring and operating the systems of the Bobby Hopper Tunnel and on-site video monitoring system for the District 4 Headquarters Complex to ensure security of both
- Preparing the facility, by locking or unlocking doors and gates, lowering or raising the flags, for status changes

- Assisting with the notification and coordination of Department employees in emergency and non-emergency operations
- Completing the District 4 Event Log and completing forms related to road conditions
- Entering data into the Weather Reporting System
- Providing non-business hours access to the facilities by Department employees
- Other duties that may be assigned

The Guard is not expected to perform routine janitorial duties. However, the Guards are expected to keep their work area clean. Supervisory employees may provide the Guards with more specific instructions as needs arise.

During non-business hours, the Guard is the primary contact point for communications with the Department. The Guard should always be both professional and courteous.

When a Guard is being relieved from duty, the Guard is to thoroughly brief those coming on duty of the status of any on-going situations or emergency operations.

SECTION V

SECURITY CHECKS: The following general guidance is provided for performing security checks of the buildings and grounds. A set of keys, for gates at the east end of the Complex, and doors for the Administration Building and Service Station, is available and the Guard is to carry these when conducting security checks and at other times when away from their work area in the front office. The Guard should conduct the security checks as expeditiously as possible and return to the Guard Station.

INITIAL SECURITY CHECK: An initial security check should be made immediately when the Guard comes on duty to ensure everything is in order for the shift. This check should include, but is not limited to:

- Verify the telephone at the Guard Station has a dial tone for outside calls.
- Verify the radio deskset is set to the "Magazine" tower for monitoring.
- Verify the status of the systems and traffic movement on the tunnel monitoring equipment.
- Verify the status of the on-site cameras on the monitoring equipment.
- Verify that flags are displayed properly. Flags should be lowered half-staff if directed by Supervisors. Raising and lowering of flags should be accomplished using appropriate flag etiquette.
- 30 minutes after all employees have left the building:
 - Turn non-essential lighting in the Administration Building off.
 - Verify the outside doors in the Administration Building, including the shop, are locked.
 - Lock the east pedestrian and vehicle gates.
 - Verify that coffee pots and other appliances in the break areas are turned off.
 - Verify with cameras that the pedestrian gate at the Service Station, the west vehicle gate, and vehicle gates at the Resident Engineer's Office are closed within 30 minutes after all employees have left the complex. If gates are open, the Guard should report this to the supervisor – Equipment Supervisor, Area Maintenance Supervisor, or Resident Engineer, respectively – and note the incident in the District 4 Event Log. Employees working on buildings on the west end of the Complex have access to the gates and buildings in that area. These employees should notify the Guard before entering the premises after hours.
- Any questionable or abnormal situations or security concerns should be noted in the District 4 Event Log and discussed with the District Office Manager or the District Staff.

SUBSEQUENT SECURITY CHECKS: During the shift, the Guard should make security checks of the campus using the on-site video system and should review the tunnel monitors for unusual conditions or incidents.

The Guard should check conditions within the Administration Building, including the Shop at least once every two (2) hours. Because the Guard needs to be available for phone and radio calls, the time away from the Guard Station should be minimized.

If an intruder is seen or signs of an intrusion or attempted intrusion is found or if there are suspicious persons on or near the property, the Guard should immediately call 911 and request assistance from the Barling Police Department. The District Staff should then be notified in accordance with the established call list. If any unusual situations or events occur, the District Staff should be contacted immediately to determine if further action is required

BEGINNING OF DEPARTMENT BUSINESS DAY: On weekdays other than holidays, the Administration Building is to be opened during the last security check prior to the beginning of the work shift (7:00 a.m. or 7:30 a.m.) for Department employees. The following should be completed during this security check:

- Unlock the outside doors to the Administration Building. A key is provided for this and the “panic bar” should not be locked in the open position.
- Open the east pedestrian and vehicle gates.

INCLEMENT WEATHER: Inclement weather, ice, snow, heavy rain, lightning, or thunderstorms, may require the Guard to concentrate their time on answering telephone calls from law enforcement, the public, and on contacting Department employees to coordinate response to weather related situations and, in some instances, require the Guard to input data on the road condition reporting system. The Guard should continue to review the tunnel systems and video from the Tunnel and the Complex.

SECTION VI

HOPPER TUNNEL: The Bobby Hopper Tunnel is located along Interstate 540 in southern Washington County and is monitored and operated from the District 4 Headquarters. During non-business hours, the Guard, acting as the tunnel operator, is responsible for monitoring the systems and operation of the tunnel. The operation of the tunnel systems is conducted at the Guard Station. The Guard should become familiar with the computer systems. Specific instructions and information for systems operations is contained in the Bobby Hopper Tunnel Manual 1 Operations. A copy of this manual is located at the Guard Station.

Video from cameras located at the tunnel may be viewed on monitors located at the Guard Station. The Guard is to periodically review the video and respond to any unusual activities or traffic situations. There are Motorist Aid Communications telephones located throughout the tunnel. These telephones may be utilized by individuals at the tunnel to contact the tunnel operator through the telephone system at the Administration Building. The tunnel control systems may sound an audible alert, heard at the Guard Station, if the systems detect a situation that requires intervention by the tunnel operator.

Prior to a Guard working a shift alone, training for operations of the Bobby Hopper Tunnel must be completed.

DISTRICT 4 HEADQUARTERS COMPLEX: A closed circuit video system is used to monitor the District Headquarters Complex. The system consists of 3 cameras located in the Administration Building and 23 cameras located throughout the grounds. These cameras are pan, tilt, and zoom cameras to allow detailed review of the area. Presets are provided for quick movement and restoration of the cameras to the primary views. Recordings are made of all camera views at all times. Prior to a Guard working a shift alone, training for operations of this video system must be completed.

SECTION VII

RADIO COMMUNICATION:

Radio communication may be critical to the safety of the public and Department employees. A Radio Operators Manual is placed at the Guard Station. The Guard should be familiar with the Radio Operators Manual, refer it for unit and tower information, and utilize the 10-code for communications. The radio call sign to be utilized for all radio communications is "Fort Smith". When ending radio conversations, Guards should say "Fort Smith clear".

SECTION VIII

TELEPHONE CALLS: When answering the telephone, the Guard should say "Arkansas State Highway and Transportation Department". The Guard should obtain the name and telephone number, if possible, of the person calling so they may be contacted if additional information is necessary.

The Guard may receive calls directed to the District Administrative offices or to other offices on the District Complex, including the Area Maintenance Headquarters, Resident Engineer's Office, and District Materials Lab.

If a caller is attempting to contact Department employees who are not on duty, the Guard should advise the caller of the normal business hours and offer to relay a message. The Guard should relay an accurate message so the matter may be adequately addressed by Department employees based on the message. If a caller is attempting to contact a Department employee concerning an urgent matter, the Guard may not provide the personal numbers for Department employees but may contact the employee and relay the message.

The Guard may receive notification of situations impacting the operation of highways from law enforcement, 911 centers, Department employees, or the public. The Guard should obtain as much information about the situation, including where, what occurred, what assistance is being requested, and the impact to traffic, that is available from the source reporting the situation.

Telephone calls received concerning matters that do not require immediate action by Department employees, such as route markers down or missing, minor guard rail damage, etc., should be noted for relay to Department employees at the beginning of the next business day.

Telephone calls received concerning situations that impact traffic flow, such as potholes, Stop or Yield signs down, blocked roadways, major damage to structures, weather related road conditions, etc., that require immediate action should be relayed immediately to the Department employees responsible for the section of highway.

If the area of the incident is within a highway construction project, the Resident Engineer responsible for the project should be contacted. A list of active projects and their locations are provided on a monthly basis. If the Resident Engineer or Assistant Resident Engineer cannot be contacted, the Guard should contact the District Construction Engineer or other District Staff members.

The Department employees contacted may direct the Guard to contact the District Staff or the Guard may determine the situation is significant enough to contact the District Staff. The District Staff should be notified of any situation that may significantly impact the public or traffic.

If the Guard is uncertain of the appropriate manner to address any telephone call, the District Staff should be contacted.

Only long distance calls related to Department business are authorized to be placed from Department telephones. Authorized long distance calls, other than those to other Department offices or Department cell telephones, are to be reported on the Report of Long Distance Telephone Calls. Guards shall not charge personal long distance calls to Department telephones.

All telephone in-coming calls and out-going calls to notify Department employees of incidents, including time, name of individual calling, and a brief description of the purpose of the call should be noted on the District 4 Event Log.

SECTION IX

AFTER HOURS SERVICE STATION OPERATION: Department employees, including the Arkansas Highway Police, may require access to the service station for fueling during non-business hours. The Guard should provide access to and from the facility through the east vehicle gate. The Guard should unlock the service station and pumps and remain at the service station until fueling is complete. The Guard should ensure that the Department employees complete and sign the sheet in the service station indicating that they received fuel and/or oil. The Guard should re-lock the pumps, service station, and gate. The Guard should also note on the District 4 Event Log that Department employees accessed the facility.

SECTION X

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 during non-business hours to drop off or pick up an item. The Guard should advise the party 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 Office Manager, or a member of the District Staff. If questions arise concerning delivery or pick up of items, the Guard should contact the Storeroom Supervisor, District Office Manager, or District Staff.

Department employees may need to access the facility during non-business hours. Department employees are issued Department Identification Cards, with photos, and should present these to the Guard for access to the facility and state the reason for their access.

The Guard will occasionally be required to allow access to the facility by individuals not employed by the Department. The Guard will be notified in advance to expect these individuals. The Guard should require these individuals to present photo identification for access. If these individuals are accessing the facility to perform work, the Guard should monitor the activities but may continue routine normal duties.

The Guard may have visitors, friends or family, for short periods. Visitors shall remain in the front office area of the Administration Building and shall not be left alone on the premises at any time. Guards shall not alter duties due to visitors being present.

No individuals, including Department employees are permitted to remove Department property from the facility without the direct and specific authorization of the District Office Manager or District Staff.

Access to the facility by anyone during non-business hours must be noted in the District 4 Event Log.

SECTION XI

EMERGENCY OPERATIONS: Events impacting the safe and efficient movement of traffic on highways or the integrity of highway facilities may create emergency situations at any time.

WEATHER RELATED EVENTS: Department employees may be mobilized prior to or at the onset of weather , such as ice, snow, heavy rain, floods, high winds, or tornadoes, that may impact highways and the movement of traffic.

The Guard will be advised if Department employees are mobilized in anticipation of weather related events. The Guard will need to monitor and respond to radio communications.

If the Guard is notified of weather conditions impacting highways when Department employees are not mobilized, the Guard should immediately notify the Area Maintenance Supervisor in the affected area. The Area Maintenance Supervisor may ask the Guard to contact other crew members. The Guard will utilize the call list for the crew for telephone numbers to contact employees.

When emergency operations related to weather begin, the District Maintenance Engineer and District Engineer are to be notified.

Department employees may also be mobilized at the District Headquarters prior to the onset of a weather event or after the event begins if the event is significant. If Department employees are at the District Headquarters, they will assist with telephone and radio communications.

The Little Rock Central Communications room should be notified when emergency operations begin and end.

During periods of adverse road conditions, the Guard should remain aware of all road conditions in this District, and try to be cognizant of surrounding Districts' road conditions based on the information in the Weather Reporting System.

OTHER EVENTS: The Guard may be notified of non-weather related situations, such as accidents, chemical spills, hazardous materials incidents, etc., that impact highways and the movement of traffic.

The Guard may receive notification of non-weather related situations from law enforcement, 911 centers, Department employees, or the public. The Guard should obtain as much information about the situation, including where, what occurred, what assistance is being requested, and the impact to traffic, that is available from the source reporting the situation.

The Guard should immediately contact the Area Maintenance Supervisor in the affected area and the District Staff to relay the information known about the situation. Maps are available for assistance in determining the area where the event is located. The Area Maintenance Supervisor may ask the Guard to contact other crew members concerning the situation. The Guard will utilize the call list for the crew for telephone numbers to contact employees.

If the area of the incident is within a highway construction project, the Resident Engineer responsible for the project should also be contacted. A list of active projects and their locations are provided on a monthly basis.

ROAD CLOSURES: If the Guard is notified that a highway is partially or completely blocked, the following should be determined:

- Exact location of the blockage.
- Reason for the blockage (accident, tree in the road, road flooded, etc.)
- The type of response requested.
- Anticipated length of time before traffic can resume.
- If traffic is re-routed, the route for traffic should be determined.
- The Area Maintenance Supervisor and District staff should be notified if the road closure is expected to last more than 15 minutes.
- A "Major Occurrences" form should be completed and notification must be made to the Central Office Communications room if the highway will be completely closed for more than four hours and in accordance with the directions on the form.
- The Area Maintenance Supervisor or District Staff may ask that the Guard notify others of the closure.

SECTION XII

PUBLIC AND MEDIA CONTACT: The Guard may receive calls from the media, and the public related to highway conditions.

Many of these calls will be received while emergency operations are underway due to weather conditions. The Guard should provide information on the status of highways based on information on the Weather Reporting System or the Road Closure Report. However, Guards should not speculate on potential highway conditions or offer opinions as to actions that should be taken by callers.

The Guard may also receive telephone calls from media representatives. The Guard is not to act as a spokesperson for the Department. The Guard should provide the status of highways based on the Weather Reporting System or the Road Closure Report.

The Guard should decline media requests for interviews. Requests for interviews should be referred to the District Engineer or other District Staff. During emergency operations, Department employees may be mobilized at the District Headquarters and media requests may be referred to them.