

Status: Draft



General Info

Number

H-27-217K

Deadline

09/22/2026 11:00 AM CDT

Auto Advertise

Description

Security Services
FOB: District 4 Headquarters, Barling AR

Allow zero unit prices and labor?

Yes

Allow negative unit prices and labor?

Yes

Allow multiple bids per vendor for this solicitation?

No

Allow Electronic Signatures?

No

Allow vendors to ask questions?

Yes

Restricted?

No

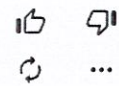
Mark solicitation as an RFP?

No

AI Summary

Summary

This is a security services contract for protecting Arkansas Department of Transportation District 4 headquarters and monitoring the Bobby Hopper Tunnel. Requires licensed security company with bonded guards, background checks, drug testing, and Workers' Compensation insurance.
Source: Security Services District 4 Specs.pdf



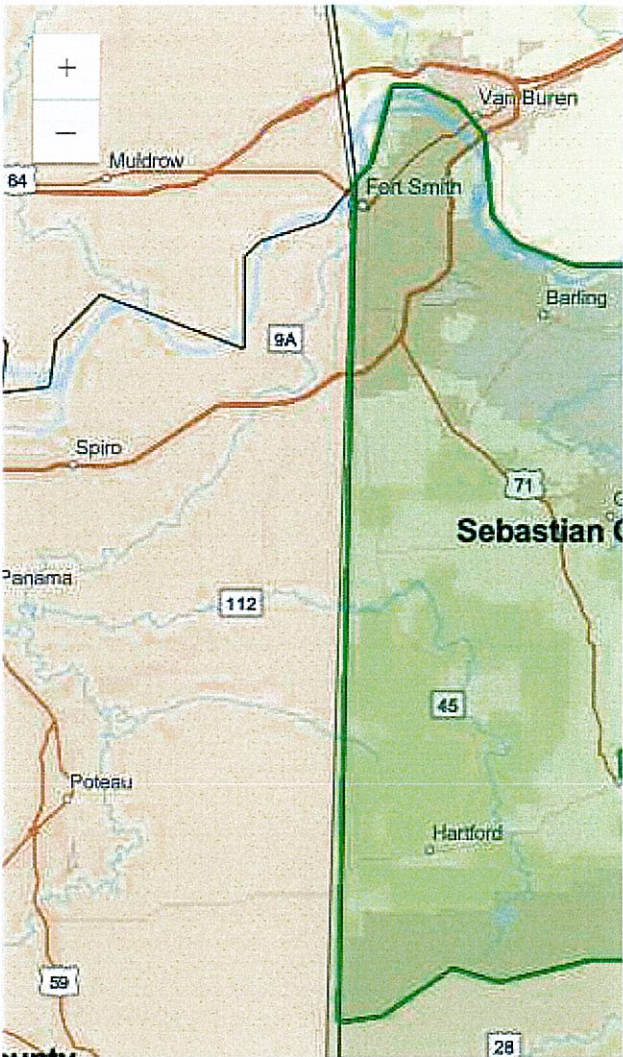
Tags

Public Services

Locations (1)

1 Locations Listed

- 1 - Sebastian, Arkansas



Arkansas GIS Office, Texas Parks & Wildlife, ... Powered by Esri

Invited Vendors

Business Name**Email****Address****Phone**

Q & A

Deadline

Same as solicitation deadline.

Remarks

 No questions have been asked.

ATTACHMENT LIST

Order	Name	Description
1	CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM.pdf (157 KB)	Download, complete, and upload in the Required Document List at the bottom of this solicitati...
2	Standard Bid Conditions Revised 2025.pdf (153 KB)	
3	Certificate For Boycott and Illegal Immigrant Restrictions - 2025.pdf (155 KB)	Download, complete, and upload in the Required Document List at the bottom of this solicitati...
4	Security Services District 4 Specs.pdf (182 KB)	

4 Attachments

BID INVITATION

Electronic Sealed bids for furnishing the commodities and/or services described below subject to the Standard Bid Conditions of this Bid Invitation will be publicly opened at the above-noted bid opening date and time at the ARDOT Equipment and Procurement Division located at 11302 West Baseline Road, Little Rock, AR 72209. Bids must be submitted on this form, with attachments when appropriate, or bids will be rejected

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:*

Address:*

Title:*

Federal Tax ID or Social Security No:*

Phone:*

Fax:

E-mail:*

Signature:*

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME: ☐ Goods? ☐ Services? ☐ Both?

YOUR LAST NAME: FIRST NAME: M.I.:

ADDRESS:

CITY: STATE: ZIP CODE: COUNTY:

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held (senator, representative, name of board/ commission, data entry, etc.)	For How Long?		What is the person(s) name and how are they related to you? (i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly							
Constitutional Officer							
State Board or							
Commission Member							
State Employee							

☐ None of the above applies

FOR AN ENTITY (BUSINESS)*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held (senator, representative, name of board/ commission, data entry, etc.)	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)
General Assembly							
Constitutional Officer							
State Board or							
Commission Member							
State Employee							

☐ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

Signature _____	Title _____	Date _____
Vendor Contact Person _____	Title _____	Phone No. _____

Agency Use Only			
Agency Number _____	Agency Name _____	Agency Contact Person _____	Contact Phone No. _____
			Contract or Grant No. _____



CERTIFICATION FOR BOYCOTT AND ILLEGAL IMMIGRANT RESTRICTIONS

Pursuant to Arkansas law, a vendor must submit the below certifications prior to entering into a contract with a public entity for an amount as designated by the applicable laws.

- 1. Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.
A public entity shall not enter into a contract with a company unless the contract includes a written certification that the person or company is not currently engaged in a boycott of Israel. If at any time after signing this certification the contractor decides to engage in a boycott of Israel, the contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. Illegal Immigrant Restriction:** For contracts exceeding \$25,000.
No state agency may enter into or renew a public contract for services with a contractor who employs or contracts with an illegal immigrant. A contractor shall certify that it does not employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at, or exceeding, \$75,000.
A public entity shall not enter into a contract with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry. If a company does boycott any of these industries, see Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction:** Required with bid or proposal submission.
A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the contractor agrees and certifies that it does not, and shall not for the remaining aggregate term of the contract, participate in the activities checked below:

- ☐ Do not boycott Israel.
- ☐ Do not employ illegal immigrants.
- ☐ Do not boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- ☐ Do not employ a Scrutinized Company as a subcontractor.

Contract Number & Description	
Name of Public Entity	Arkansas Department of Transportation
Name of Vendor/Contractor	
AASIS Vendor Number	N/A

Contractor Signature

Date

ARDOT - STANDARD BID CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the invitation for bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the Arkansas Department of Transportation (ARDOT).
2. **ACCEPTANCE AND REJECTION:** ARDOT 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.
3. **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.
4. **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.** Surety Bonds may be submitted electronically through the online bidding process. Cashier's checks, Certified checks, or Money orders submitted as bid bonds must be physically received by Equipment & Procurement located at 11302 West Baseline Road, Little Rock, AR 72209 prior to the designated time of the bid opening and should be made payable to the Arkansas Department of Transportation (ARDOT). The name of the principal on the Bid Bond and the name of the bidder on the Bid Invitation must match. 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 ARDOT 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 and made payable to the Arkansas Department of Transportation (ARDOT) 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 that is authorized to do business in the State of Arkansas and that is listed on the current United States Department of the Treasury Listing of Approved Sureties. Surety bonds must be executed by a resident or non-resident agent who is licensed by the Arkansas State Insurance Commissioner to represent the surety company executing the bond, and the resident or non-resident agent shall file with the bond the power of attorney of the agent to act on behalf of the bonding company. 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.
5. **TAXES:** The ARDOT 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 ARDOT as an addition thereto, and should be added to the billing to the ARDOT. The ARDOT 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 ARDOT.
6. **"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.
7. **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.
8. **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.
9. **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.

10. **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.
11. **SAMPLES, LITERATURE, DEMONSTRATIONS:** Samples and technical literature must be provided free of any charge within 14 days of ARDOT request, and free demonstrations within 30 days, unless ARDOT 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 ARDOT. 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.
12. **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.
13. **BACKORDERS OR DELAY IN DELIVERY:** Backorders or failure to deliver within the time required may constitute default. Vendor must give written notice to the ARDOT, as soon as possible, of the reason for any delay and the expected delivery date. The ARDOT has the right to extend delivery if reasons appear valid. If reason or delivery date is not acceptable, vendor is in default.
14. **DEFAULT:** All commodities furnished will be subject to inspection and acceptance by ARDOT after delivery. Default in promised delivery or failure to meet specifications authorizes the ARDOT 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.
15. **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).
16. **NOTICE OF NONDISCRIMINATION:** The Arkansas State Highway Commission, through ARDOT, complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, ARDOT does not discriminate on the basis of race, sex, color, age, national origin, religion (not applicable as a protected group under the Federal Motor Carrier Safety Administration Title VI Program), disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in the ARDOT's programs and activities, as well as the ARDOT's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the ARDOT's nondiscrimination policies may be directed to Civil Rights Officer Joanna P. McFadden (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@ardot.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.
17. **PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS:** Pursuant to Arkansas Code Annotated 19-11-105, all bidders must certify prior to award of a contract that they **do not** employ or contract with any illegal immigrant(s) in its contract with the state. Bidders shall certify online at <https://www.ark.org/dfa/immigrant/index.php>.
18. **DISCLOSURE:** Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, **shall** be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy **shall** be subject to all legal remedies available to the agency.

**ARKANSAS DEPARTMENT OF TRANSPORTATION
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-27-217K

Page I of 3 Pages

1. Prior to preparation and submission of proposal, prospective bidders shall 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 ARDOT'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 ARDOT regulations and policies pertaining to security.
 - To receive incoming telephone and radio calls, and relay any pertinent information to the appropriate ARDOT personnel.
 - To make security checks on an hourly basis, or as directed, at locations specified by ARDOT.
 - 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 ARDOT 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 ARDOT 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.
7. Guards shall not fraternize with ARDOT 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 the work of ARDOT employees.

**ARKANSAS DEPARTMENT OF TRANSPORTATION
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-27-217K

Page 2 of 3 Pages

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 their Security Company and designated ARDOT 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 District Maintenance Superintendent.
11. Guards shall not be armed on this post. As indicated above, the duty of the Guard is to observe and report improprieties to ARDOT 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 ARDOT' and ARDOT 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 ARDOT'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. ARDOT reserves the right of immediate termination of the contract if any provision of items 4, 5, 9, 13 or 14 is violated.
16. ARDOT reserves the right of refusal, with reason, of any of the company's employees being allowed to work on ARDOT grounds.
17. ARDOT 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 ARDOT. (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. ARDOT 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 DEPARTMENT OF TRANSPORTATION
SPECIFICATION FOR CONTRACT SECURITY SERVICES**

Contract No. H-27-217K

Page 3 of 3 Pages

20. ARDOT reserves the right to deduct from any moneys due, any additional labor costs incurred by ARDOT as a result of no-shows or late-shows by security company employees.
21. The service must have an established office within a 70-mile radius of the ARDOT District 4 Headquarters, staffed with a local contact, capable of addressing absenteeism or other related problems.
22. Bids shall be submitted for services to be provided and the proposed hourly rate shall include all costs to ARDOT, including holiday and/or overtime pay, as well as the training of newly assigned personnel. ARDOT's basic schedule will entail the performance of Guard duties for a total of approximately 6400 hours per year, including ARDOT recognized holidays.
23. ARDOT 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 October 30, 2027. 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 contractor's 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 DEPARTMENT OF TRANSPORTATION

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 Department of Transportation. This guidance and direction is applicable to anyone performing these duties, either an ARDOT 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 ARDOT 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 District Maintenance Superintendent).

SECTION III

TRAINING: Guards will receive specific training by ARDOT 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, guidelines for completing documentation necessary for the District 4 Guard Log, logging off long-distance telephone calls, reporting of road closures, etc. Guards will receive detailed training in 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 ARDOT 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 and lowering or raising the flags for status changes
- Assisting with the notification and coordination of ARDOT employees in emergency and non-emergency operations
- Completing the District 4 Event Log
- Providing non-business hours access to the facilities by ARDOT 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 in 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 ARDOT 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 ARDOT employees to coordinate response to weather-related situations. 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 49 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 are 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 ARDOT employees. A Radio Operators Manual is placed at the Guard Station. The Guard should be familiar with the Radio Operators Manual, refer to it for unit and tower information, and utilize the I0-code for communications. The radio call sign to be utilized for all radio communications is "District 4". When ending radio conversations, Guards should say "WPBH222".

SECTION VIII

TELEPHONE CALLS: When answering the telephone, the Guard should say "Arkansas Department of Transportation". 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 ARDOT 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 ARDOT employees based on the message. If a caller is attempting to contact an ARDOT employee concerning an urgent matter, the Guard **may not** provide the personal numbers for ARDOT 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, ARDOT 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 ARDOT employees, such as route markers down or missing, minor guard rail damage, etc., should be noted for relay to ARDOT 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 ARDOT 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 is 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.

ARDOT employees contacted may direct the Guard to contact the District Staff or the Guard may determine if the situation is significant enough to contact the District Staff. The District Staff should be notified of any situation that may significantly impact on 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 ARDOT business are authorized to be placed from ARDOT telephones. Authorized long-distance calls, other than those to other ARDOT offices or ARDOT cell telephones, are to be reported on the Report of Long-Distance Telephone Calls. Guards shall not charge personal long-distance calls to ARDOT telephones.

All telephone incoming calls and out-going calls to notify ARDOT 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: ARDOT 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 ensure that the ARDOT employees complete and sign the sheet in the service station indicating that they received fuel and/or oil, if required. The Guard should re-lock the gate. The Guard should also note on the District 4 Event Log that ARDOT employees accessed the facility.

SECTIONX

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 ARDOT 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.

ARDOT employees may need to access the facility during non-business hours. ARDOT employees are issued ARDOT 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 ARDOT. 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 ARDOT employees, are permitted to remove ARDOT 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: ARDOT 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 ARDOT 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 ARDOT 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.

ARDOT 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 ARDOT 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, ARDOT 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 ARDOT. 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, ARDOT employees may be mobilized at the District Headquarters and media requests may be referred to them.