

REQUESTING SECURITY GUARD SERVICE

SUMMARY

This procedure explains how to request security guard service, the services offered, and the timeframe that applies.

PROCEDURE

1. Call Internal Services Department (ISD), Facilities and Utilities Management Division, Security Management Section, preferably, at least two days in advance of a need for guard service. The requested service may be on either a permanent or temporary basis.
2. The requesting client should provide the level of Security Officer required (Unarmed/Armed), a billing index code, reason for service, location of the work, date/time the service should begin and end, and person to whom the Security Officer should report.
3. Agencies in an ISD-managed building who need additional guard service should contact the ISD building manager to arrange for the coverage. All items listed in Step 2 will apply in this case, as well.
4. The hourly bill rate of the service will be quoted at the time of the request.
5. Security Officers will be checked on post by a Security Management Section Inspector and/or Supervisor. However, the requirement to draft specific guard post orders rests with the requesting client.
6. Company invoices for guard service are sent to Security Management Section bi-weekly, where they are reviewed for accuracy. Fines levied by the ISD supervisor (if any) are deducted from the invoices, and the final charges are then processed against the provided billing index code.

Exception

In an emergency, same day service may be requested; however, the requesting client should be aware that, in accordance with the existing security contract, vendors given less than a four (4) hour advance notice may bill at the overtime rate for up to the first eight (8) hours of security service.

CONTACT(S):

Department/Division

Internal Services Department/Facilities and Utilities Division, Security Management Section, Security Operations Center: 305-375-4500.