DCAM-16-NC-0121

Temporary Staffing Services

Attachment J5

Aggregate Group E

Protective Services Division

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Protective Services Division

SENIOR (TECHNICAL) PHYSICAL SECURITY SPECIALIST

This project is located in the Protective Services Division (PSD), a division of the Department of General Services (DGS).

Duties and Responsibilities:

In this position, you will serve as a Sr. (Technical) Physical Security Specialist with a specialty in electronic security systems whose primary responsibility is to oversee, provide training, and expert guidance to technical electronic physical security specialists in the implementation of a security program as it applies to the client agencies within the buildings assigned.

- Ensuring technical security countermeasures in all facilities are acquired, installed, operated, repaired, replaced and maintained in accordance with Interagency Security Committee (ISC) standards or guidelines, industry best practices, and other guidance such as interagency memorandums of agreement.

- Reviewing security projects to ensure all components, elements and specific proposed applications of technical countermeasure recommendations are properly compiled, reflect accurate cost estimates, and are completed in accordance with PSD policy, as well as, standards and guidelines issued by the ISC.

- Managing and providing national level program assurance for integrated technical security countermeasures where systems owned by different agencies require integration with security alarms and CCTV.

- Developing and executing short and long range plans, goals and objectives of the Technical Security Division as well as developing, executing and monitoring program budget, proposals and contracts.

- Planning and monitoring physical security projects for the Division; advising on implications and feasibility of programs; exercising internal controls and assuring safety effectiveness; and assuring the feasibility, application and advances in protective and investigative technology.

- Authoring and reviewing proposals, technical reports and guides while ensuring that employees document and maintain official records of activities and projects as required; identifying and correcting issues and coordinating research; and developing standards and test plans.

- Serving as an expert technical advisor internally and externally in order to brief employees, supervisors and other officials.

- Working with PSD management and DGS team members to develop plans and schedules; define milestones and deliverables; monitor activities; and evaluate and report on accomplishments.

- Formulating, evaluating, and deploying physical security enhancements and other protective technology.

Qualifications:

Senior (Technical) Physical Security Specialist shall possess the following background, extensive knowledge and skills:

- Reviewing security projects to ensure technical countermeasure recommendations are in compliance with policies, standards, and guidelines;

- Overseeing or providing training in the implementation of electronic security surveys to identify vulnerabilities and threats and evaluate the effectiveness of a facility s security systems (e.g., perimeter alarm systems, access control systems, or closed-circuit Television (CCTV) cameras);

- Making recommendations for repair and/or replacement, and offering solutions to determine effectiveness of security systems;

- Analyzing complex issues to determine weaknesses and develop workable solutions to safeguards and security issues;

- Working and coordinating multiple projects independently or in a team-oriented environment;

- Presenting information clearly through oral and written communication skills with all levels of District personnel;

- Implementing plans, proposals, or specifications for electronic security systems for use in installations, consultations, or training; and

- Providing advice and recommendations to senior management on technical physical security countermeasures.

Licensures, Certifications and other requirements:
None

Education:
Bachelor's degree from an accredited college or university is preferred.

Work Experience:
A minimum of five (5) years required in the related field of the position with emphasis on Security Design (Technical Integration).

Physical Demands:
The work is sedentary and is usually accomplished while the candidate is comfortably seated at a desk or table. Items carried typically are light objects such as briefcases, notebooks, and data processing reports.

Hours of Operations:

The contractor is responsible for conducting business at various and possible extended hours.

The Contractor must at all times maintain an adequate workforce for uninterrupted performance of all tasks defined within this SOW to reach milestones and completed work tasks.

INFORTMATION TECHNOLOGY (IT) SPECIALIST

Duties and Responsibilities:

In this position, you will serve as the Information Technology Specialist providing network assistance and technical support to resolve user incidents, service requests, communications, computer, voice, network faults and outages, and incident resolution support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Identifies and procures the hardware and software needed to satisfy user requirements.
- Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Loads appropriate software packages such as operating systems, networking components and office applications.
- Respond to queries either in person or over the phone.
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

Qualifications:
IT Specialist shall possess the following background, extensive knowledge and skills:

- -2+ years experience with Windows 7 and Windows XP
- -1+ years experience in PC/Microcomputer support
- -1+ years' experience in Network connectivity
- -1+ years' experience in Email setup and archiving
- -1+ years' experience in PC Desktop Imaging

- Demonstrated knowledge of Microsoft Office.
- Must possess basic technical computing knowledge of PC's, laptops, computer peripherals (monitors, mouse, etc.), VoIP phone systems, and networking.
- Specific knowledge and experience in the use and support of Windows and Chrome operating systems.
- Must be generally knowledgeable regarding mobile devices and applications, and able to support end users regarding same.
- Basic understanding of/proficiency in computer networking.
- The following skills and experiences are preferred, but not necessarily required:
- At least one to two years of experience in a help desk or similar technical support role.
- Specific knowledge and experience in the use and support of Android and iOS operating systems.
- Knowledge and experience with Google applications (Docs, Sheets, Drive, GMail, etc.)
- Must possess technical knowledge regarding Android and iOS mobile devices, including administrative and security settings and app installation. Must be able to troubleshoot customer issues with mobile applications and perform effective triage for development teams.
- There is a strong preference for candidates with a technical degree or technical certifications, or for candidates who are currently in pursuit of same.
- Must have strong problem solving skills. Must be proactive and intrinsically motivated.
- The ideal candidate for this role possesses strong technical skills, customer service experience and aptitude, and is pursuing a career path in system and/or network administration.

Licensures, Certifications and other requirements:
None

Education:
BS degree in Information Technology, Computer Science or equivalent.

Work Experience:
A minimum of two (2) years required in the related field of the position with emphasis on IT support.

Physical Demands:
Light lifting of computer equipment.

Work Environment
The work is performed in an office setting where there is adequate light, heat and ventilation.

Hours of Operations:
The contractor is responsible for conducting business at various and possible extended hours. The Contractor must at all times maintain an adequate workforce for uninterrupted performance of all tasks defined within this SOW to reach milestones and completed work tasks.

ACCESS CONTROL SPECIALIST

Duties and Responsibilities:

In this position, you will serve as the Access Control Specialist will assist in the review and coordination of access control operations and associated tasks for the district-wide access card database management system, as assigned or directed. Performs assignments related to concerns such as access levels, filters, time zones, devices, etc.; assists in the creation, modification, suspension, and deletion of employee system accounts; and, creates and maintains accurate process documentation.

- Receiving and completing access card requests. Daily programming includes enrollment for badge access and programming all aspects of the access control systems.
- Participating in the review of organizational security practices and recommends modifying systems to improve levels of protection, establishing and monitoring document marking, control and access procedures; and similar actions to limit access to sensitive information or areas.
- Performing and/or monitoring standardized aspects of established security program operations such as establishing and maintaining security records where support employees are expected to recognize, locate, and insert certain kinds of data/information to positions in which employees are responsible for specific activities such as operating an established pass and identification system.
- Collecting and assembling a variety of documents and/or information for supervisor's use in analyzing and evaluating programs.
- Receives visitors and phone calls for the office, ascertaining the nature of requests and directing callers to appropriate staff. Responds to a variety of inquiries not requiring technical knowledge and refers other inquiries to appropriate office staff or other organizations.
- Assists in gathering information used in the preparation of special and recurring reports of new or modified procedures reflecting changes in security operation methods.
- Performs other related duties as assigned.

Qualifications:
Access Control Specialist shall possess the following background, extensive knowledge and skills:

- Strong analytical skills, and problem solving skills
- Experience working with databases, Access, Excel (ability to create and manipulate spreadsheets)
- Knowledge and understanding of the credentialing process.
- Ability to organize and prioritize work and manage multiple priorities.
- Excellent verbal and written communication skills including, letters, memos and emails.

- Excellent attention to detail.
- Ability to research and analyze data.
- Ability to work independently with minimal supervision.
- Ability to establish and maintain effective working relationships with providers, management, staff, and contacts outside the agency.

Licensures, Certifications and other requirements:
None

Education:
High school or equivalent. Associate degree preferred.

Work Experience:
A minimum of two (2) years required in the related field of the position.

Physical Demands:
Light lifting of computer equipment.

Work Environment:
The work is performed in an office setting where there is adequate light, heat and ventilation.

Hours of Operations:
The contractor is responsible for conducting business at various and possible extended hours. The Contractor must at all times maintain an adequate workforce for uninterrupted performance of all tasks defined within this SOW to reach milestones and completed work tasks.

LOGISTICS SPECIALIST

Duties and Responsibilities:

In this position, you will serve as the Logistics Specialist will analyze and coordinate the logistical functions of the agency. Responsible for the entire life cycle of a product, including acquisition, distribution, internal allocation, delivery, and final disposal of resources.

- Facilitate import/export and logistics matters, i.e. customs clearance of procured goods;
- Prepare and maintain project exemption letters and shipments logs;
- Manage logistics operations and inventory system;
- Develop and implement the distribution plan for inventoried equipment;
- Receiving, unloading, storing, and maintaining equipment and supplies;
- Verifying the quantity and quality of items received;
- Manage relationship with freight forwarders to coordinate the transport of goods to final destinations;
- Serve as a point of contact for logistics-related questions during audits;
- Maintains and updates running purchase orders and verified contents on a regular basis.
- Other duties in support of Logistics Operations, as assigned.

Qualifications:
Logistics Specialist shall possess the following background, extensive knowledge and skills:

- Experience with audit and inventory and management control.
- Proficient Microsoft Office suite. Specifically Excel, PowerPoint, and Outlook.
- Basic knowledge of business processes.
- Attention to detail and accuracy.
- Excellent written and verbal communication.
- Ability to establish and maintain effective working relationships with providers, management, staff, and contacts outside the agency.

Licensures, Certifications and other requirements:
None

Education:
- High school or equivalent. Associate degree preferred.

Work Experience:
- A minimum of two (2) years required in the related field of the position.

Physical Demands:
- Light lifting of equipment.

Work Environment:
The work is performed in an office setting where there is adequate light, heat and ventilation.

Hours of Operations:
The contractor is responsible for conducting business at various and possible extended hours. The Contractor must at all times maintain an adequate workforce for uninterrupted performance of all tasks defined within this SOW to reach milestones and completed work tasks.

CENTRAL COMMUNICATIONS CENTER STAFFING REQUIREMENTS

The Contractor shall be responsible for fully staffing the PSD Central Communications Center to monitor and take the appropriate response to the District-wide electronic security systems i.e. intrusion detection, Closed Circuit Television (CCTV) surveillance, emergency call boxes, elevator monitoring etc., receive radio and telephone calls, request dispatch for MPD, PSD and contract security personnel, and make notifications to key members of the PSD staff and external support agencies, i.e. fire and police departments, and other key personnel as identified or directed. The Contractor must support normal CCC activities and be able to support these activities during periods of inclement weather or declared emergencies (actual or exercises). That is, if it becomes necessary to temporarily relocate to a selected alternate site for emergency or test scenarios, the Contractor must be able to support, and extend normal CCC operations to the alternate location.

Shift Schedule. The Contractor shall provide three (3) personnel per shift at all times. PSD reserves the right to change the times or locations of the shifts. Contractor agrees that the Services to be performed by it herein, including the locations and areas where Services are to be performed, the hours for which such Services are to be maintained, and the number of trained, equipped and qualified personnel to be furnished by the Contractor hereunder shall be subject to the approval of PSD. Contractor agrees that the scheduled work hours and days of Services may be changed at any time, without any penalty to PSD, provided PSD gives ten (10) business days' notice of any changes except in emergencies.

Liquidated Damages. DGS takes the signage requirements very seriously, and in the event that the Contractor fails to display the required signage on its vehicles or equipment, DGS may assess the Contractor administrative liquidated damages, per violation, in the amount of $750 per day, in addition to other damages and remedies available to DGS.

Project Management (Liaison)
The Contractor shall designate a single Project Manager to be responsible for all work performed under this contract. This individual shall:

Duties:

- Manage the day to day aspects of the work.
- Be available to PSD and for meetings and consultations.
- Issue reports and status updates as specified.
- Be empowered to make decisions for the Contractor regarding prices, deliveries, manpower and schedules for all aspects of the work.

Qualifications:

- Leadership Skills: You will have to keep your employees motivated, resolve conflicts and make hard decisions for your employees.

- Time Management: You will be working with employees, customers and management, often spinning multiple plates at once.
- Math and Budgeting: Project managers are expected to keep and maintain a budget in almost every field. You will need to be confident in using math skills to make sure you know where your company's money is going.
- Analytical Skills: You will also need analytical skills to be able to solve problems that may come up during a typical work day. You will be analyzing data and making decisions that affect the project on a regular basis.

Logistics:

PSD will arrange for each member of the Contractor's team to be issued a District Contractor photo ID card (One Card). The badge must be worn by the Contractor whenever s/he is operating within District facilities.

The Contractor's Project Manager shall attend a monthly meeting with the PSD Supervisory Physical Security Specialist at PSD Headquarters discuss issues related to the Agreement including, but not limited to, performance, invoice payments, Agreement status, personnel issues, etc.. The Contractor's Project Manager shall have available for the meeting, a progress report showing tasks completed and project deliverables submitted in the prior month; cumulative hours committed to the contract; and planned activities for the next period to review. This meeting is tentatively scheduled for the first Monday of each month at 2:00pm.

The contractor will be responsible for:

- Staffing three positions 24/7 – any gaps in coverage will be subject to LD, to include breaks (as specified in PSD SOW).
- Training staff on all electronic systems, per PSD SOW
- Training staff on all software required to complete end of shift deliverables and periodic statistic reports, per PSD SOW
- Providing a project manager as a single POC for management of contract staff

The Contractor shall provide sufficient personnel possessing the skills, knowledge, and training to perform the services required by this contract.

PSD will provide a work space for the Contractor staff members at PSD Headquarters. Contractor staff assigned to the contract is expected to be stationed at PSD Headquarters when working on contract deliverables.

The Contractor shall be responsible for maintaining history/reports/logs for easy retrieval for a period of at least three (3) months. Archive history/reports/logs for a period of at least five (5) years.

All staff expenses are the responsibility of the Contractor. No per diem, transportation, equipment, or other expenses will be provided by the District.

Vendor parking is not guaranteed. The Contractor will not be issued any permit, use of government vehicles, or reimbursement for parking fees or citations by the District. PSD will provide transportation to the alternate CCC site if required.

PSD shall provide protocols on alarm management and CCTV control.

Makes notifications to key members of the PSD staff and external support agencies, i.e. fire and police departments, and other key personnel as identified or directed. Maintains work area in a clean and orderly condition. Performs other related duties as assigned. Be familiar with and implement procedures and protocols for responding to medical emergencies, bomb threats, riots, fires, earthquakes, hazardous spills, floods and other emergencies

Alarm Monitor (Shifts - I, II, III)

In this position, you will serve as the Alarm Monitor responsible for monitoring intrusion detection alarms, Closed Circuit Television (CCTV), Emergency Call Boxes, and other equipment required for monitoring and control of building access. Prepare daily and distribute the shift generated security systems logs/records to personnel designated by the PSD Executive Staff.

Duties:

- Reporting and notifications; providing interface during critical and non-critical emergency events from report to resolution. In addition providing constant information updates wherever applicable in an effort to ensure situation, events, incidents are resolved in an appropriate manner
- Access control; using CCTV to monitor exterior doors, building perimeters and sensitive building areas (data centers, executive areas, market room etc.); acknowledge forced open and held open alarms; monitor badge activities; monitor and verify access; provide momentary door unlocks and access to card-reader doors and garage gates
- Customer service; ensure that all forms of communication (email, phone conversation etc.) are all done in a courteous and professional manner; serving as an emergency information communications system for a high profile client
- Life safety and emergency response; ability to guide and assist clients during emergency and non-emergency situational phone calls (trapped elevator)

Qualifications:

- Knowledge of security equipment
- Knowledge of monitoring station procedures
- Telephone communication skills
- Proficient computer skills including Microsoft Office
- Effective oral and written communication skills
- Active listening skills
- Ability to assess and evaluate situations effectively
- Ability to identify critical issues quickly and accurately
- Attention to detail
- Strong sense of responsibility; good judgment; stress management and teamwork

Site Security Monitor

In this position, you will serve as the Site Security Monitor responsible for the operation of security radio and telephone call intake center communications and for coordinating responses to requests for service calls, dispatch to appropriate alarms and site emergencies; direct report to the PSD Watch Commander during the assigned shift or if operating from an Emergency Dispatch Center to the Center's Supervisor.

Duties and Responsibilities:

- Monitor and maintain all forms of communication. Phones, Cell phones, hand held radios, pagers, fax machine and/or personal contact with customer while responding accordingly and professionally in a timely manner.
- Act as liaison between various law enforcement and government entities.
- Documentation of issues, notification to supervisory personnel and handling of all customer service calls in a timely manner

Qualifications:

- Knowledge of security equipment
- Knowledge of monitoring station procedures
- Telephone communication skills
- Proficient computer skills including Microsoft Office
- Effective oral and written communication skills
- Active listening skills
- Ability to assess and evaluate situations effectively
- Ability to identify critical issues quickly and accurately
- Attention to detail
- Strong sense of responsibility; good judgment; stress management and teamwork

Report Writer

In this position, you will serve as the Report Writer responsible for electronically preparing, generating, distributing and filing the daily security blotter which will chronologically contain all pertinent security related activities.

Duties and Responsibilities:

- Monitor and maintain all forms of communication. Phones, Cell phones, hand held radios, pagers, fax machine and/or personal contact with customer while responding accordingly and professionally in a timely manner.
- Documentation of issues, notification to supervisory personnel and handling of all customer service calls in a timely manner

Qualifications:

- Knowledge of security equipment
- Knowledge of monitoring station procedures
- Telephone communication skills
- Proficient computer skills including Microsoft Office
- Effective oral and written communication skills
- Active listening skills
- Ability to assess and evaluate situations effectively
- Ability to identify critical issues quickly and accurately
- Attention to detail
- Strong sense of responsibility; good judgment; stress management and teamwork

Licensures, Certifications and other requirements:

- None

Education:

- High school or equivalent. Associate degree preferred.

Work Experience:

- A minimum of one (1) year required in the related field of the position.

Physical Demands:

- The work is sedentary and is usually accomplished while the employee is comfortably seated at a desk or table.

Work Environment:

- The work is performed in an office setting where there is adequate light, heat and ventilation.

Hours of Operations:

- The contractor is responsible for conducting business at various and possible extended hours.

The Contractor must at all times maintain an adequate workforce for uninterrupted performance of all tasks defined within this SOW to reach milestones and completed work tasks.