

GSA Hourly Pricing for Option 1

246-54 - Protective Service Occupations

246-54RC - Protective Service Occupations (Recovery Purchasing)

Madison County, AL

2/15/2015 to 2/14/2020

Labor Category

Dispatcher Manager \$62.85

Dispatcher Supervisor \$34.55

Dispatcher Trainer \$33.62

Dispatcher Lead \$32.68

Dispatcher \$30.23

Supervisor Captain \$51.83

Training Coordinator \$51.83

Supervisor Lieutenant \$43.71

Supervisor Sergeant \$42.73

Security Analyst I \$71.02

Security Officer Guard II \$36.89

Security Officer Guard I \$25.57

Orleans Parish, LA

2/15/2015 to 2/14/2020

Labor Category

Supervisor Captain \$51.83

Supervisor Lieutenant \$43.39

Supervisor Sergeant \$42.35

Assistant Trainer \$42.35

Guard II \$37.86

Guard I \$30.08

\*Prices are subject to change as necessary to reflect revisions to collective bargaining agreements and unrelated expense.

### **Labor Category Descriptions For**

246-54 - Protective Service Occupations

246-54RC - Protective Service Occupations (Recovery Purchasing)

#### **Labor Category: Dispatcher Manager**

**Minimum/General Experience:** Seven (7) years of experience including 5 years supervisory experience. Although a security clearance is not required to perform in the labor category, these individuals may possess a clearance up to and including Secret.

**Functional Responsibility:** Provides daily management of a dispatch center and supervisors to perform monitoring of intrusion detection and fire alarm systems and phone and inperson support to patrons that request emergency, computer and telecommunications help. These personnel serve as the first point of contact for providing personnel assistance required to sustain caller while coordinating the dispatch of and assurance that additional resources are in place to assist, and relieve caller of problems. Specialized experience includes: help desk that monitor intrusion and fire alarm, respond to emergency calls for help that uses a multi-server environment to receive, record, dispatch, and track problem calls processed with comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees.

Minimum Education: BA/BS in a related field. An AA/AS with nine years of experience may be substituted.

**Minimum Certification:** Current State Emergency 911 Certification. CPR and First Aid certified.

#### **Labor Category: Dispatcher Supervisor**

**Minimum/General Experience:** Five (5) years of experience in an industrial security specialty to include such areas as Security Dispatcher/Coordinator, Access Control, Badge and Pass Operations, or other personnel security areas. Presents a positive and courteous image, superior communications skills, and the ability to communicate diplomatically and effectively. Although a security clearance is not required to perform in the labor category, these individuals may possess a clearance up to and including

Secret.

**Functional Responsibility:** Provides daily supervision and direction of staff that perform monitoring of intrusion detection systems, fire alarm systems and phone and in-person support to patrons that request emergency, computer and telecommunications help. These personnel serve as the first point of contact for providing personnel assistance required to sustain caller while coordinating the dispatch of and assurance that additional resources are in place to assist, and relieve caller of problems. Specialized experience includes: help desk that monitor intrusion and fire alarm, respond to emergency calls for help that uses a multi-server environment to receive, record, dispatch, and track problem calls

processed with comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees.

**Minimum Education:** AA/AS degree.

**Minimum Certification:** Current State Emergency 911 Certification. CPR and First Aid certified.

**Labor Category:** Dispatcher Trainer

**Minimum/General Experience:** Three (3) years of direct experience in emergency dispatch systems and procedures related to response to medical and fire emergencies. Must demonstrate the ability to train new hires in dispatch procedures and processes. Must have a thorough understanding of CPR, First Aid and First Responder procedures. Must have excellent communications skills and able to type at least 40 WPM. Although a security clearance is not required to perform in the labor category, these individuals may possess a clearance up to and including Secret.

**Functional Responsibility:** Oversees the development of curriculum and delivers various required education and training classes including standard dispatch operating procedures, equipment and communications, data base entry, access controls, record keeping and other emergency preparedness classes. Responsible for maintaining training records, and conducting and documenting On-the-Job Training.

Minimum Education: High School Diploma or GED.

Minimum Certification: Current State Emergency 911 Certification. CPR and First Aid certified.

**Labor Category:** Dispatcher Lead

**Minimum/General Experience:** Three (3) years of direct experience in emergency dispatch systems and procedures related to response to medical and fire emergencies. Must have a thorough understanding of CPR, First Aid and First Responder procedures. Must have excellent communications skills and able to type at least 40 WPM. Although a security clearance is not required to perform in the labor category, these individuals may possess a clearance up to and including Secret.

**Functional Responsibility:** Coordinates and operates communication equipment to receive incoming calls for assistance and dispatches personnel and equipment to scene of emergency. Questions caller to determine nature of problem and type and number of personnel and equipment needed, following established guidelines. Scans status charts and computer screen to determine units available. Monitors alarm system signals that indicate location of fire or other emergency. Operates two-way radio to dispatch police, fire, medical and other personnel and equipment and to relay instructions or information to remove units. Types commands on computer keyboard to update files and maintain logs. Maintains an automated, daily activity log recoding unannounced alarm activations, malfunctions, access control system malfunctions, and other incidents relative to the security of the respective site facility. Tests communications and alarm equipment and backup systems to ensure serviceability. May provide pre-arrival instructions to caller, utilizing knowledge of emergency medical techniques. May activate alarm system to notify fire stations.

**Minimum Education:** High School Diploma or GED.

**Minimum Certification:** Current State Emergency 911 Certification. CPR and First Aid certified.

### Labor Category: Dispatcher

**Minimum/General Experience:** One (1) year of direct experience in emergency dispatch systems and procedures related to response to medical and fire emergencies. Must have a thorough understanding of CPR, First Aid and First Responder procedures. Must have excellent communications skills and able to type at least 40 WPM. Although a security clearance is not required to perform in the labor category, these individuals may possess a clearance up to and including Secret.

**Functional Responsibility:** Operates communication equipment to receive incoming calls for assistance. Dispatches personnel and equipment to the scene of an emergency. Questions caller to determine the nature of the problem, type and number of personnel and equipment needed for response following established guidelines. Scans status charts and computer screens to determine available units. Monitors alarm system signals that indicate location of fire and other public safety emergencies. Operates two-way radio to relay instructions to fire, medical, police and other personnel. Maintains an automated, daily activity log recoding unannounced alarm activations, malfunctions, access control system malfunctions, and other incidents relative to the security of the respective site facility.

**Minimum Education:** High School Diploma or GED.

**Minimum Certification:** Current State Emergency 911 Certification. CPR and First Aid certified.

### Labor Category: Supervisor Captain

**Minimum/General Experience:** Seven (7) years of experience and four years supervisory experience with a licensed private or public service security or police organization.

Possesses a working knowledge of industrial safety, OSHA regulations, and hazardous materials. Able to organize shift schedules, interpret written policies, set priorities, and analyze complex issues. Reflects a personality and temperament that promotes positive interactions with the public. Meets agency and State firearms qualification requirements semiannually.

**Functional Responsibility:** Manages physical security project planning, development, implementation, and monitoring. Oversees and reviews the application of physical security standards to functional control designs and security programs overseas and/or in the U.S. Serves as the supervisor for Lieutenants and performance reviewer for Sergeants. Prepares work schedules for Lieutenants, Sergeants, armed Security Officers and Dispatchers. Supervises the performance of assigned personnel, reviews shift logs and reports, provides written and oral instructions to security personnel. Reviews preliminary investigations conducted on shift and/or as assigned. Inspects equipment assigned to security personnel to include their physical appearance and uniform. Coordinates security vehicle and assigned equipment preventive maintenance and repairs. Prepares and presents oral presentations as needed. Monitors and supervises respective employee performance. Reviews all Armed Security Officer time sheets for accuracy prior to submission. Serves as the security police subject matter expert and functional supervisor for Security Officers.

**Minimum Education:** BS/BA degree in Criminal Justice, Law Enforcement or a related field.

AS/AA may be substituted with nine years of experience and five years supervisory experience with a licensed private or public service security or police organization.

**Labor Category: Training Coordinator**

**Minimum/General Experience:** Five (5) years of experience and three years training experience with a licensed private or public service security or police organization. Possesses training knowledge of industrial safety, OSHA regulations, and hazardous materials. Able to organize training schedules, interpret written policies, set training priorities, and analyze training weaknesses. Reflects a personality and temperament that promotes positive interactions with the public. Meets agency and State firearms instructor qualification requirements and able to operate a firing range.

**Functional Responsibility:** Manages the training program and the development, coordination and conduct of security training and briefings. Performs formal and informal Needs Assessments to determine training requirements. Schedules initial, annual and remedial training resources and students. Supervises maintenance of the training database, schedules, and coordinates security training classes and educational programs in connection with employee development and on-the-job training. Develops or evaluates for purchase commercial-off-the-shelf training modules and instructional materials. Develops and presents briefings on all aspects of the agency's technical and physical security programs to Government and contract personnel.

**Minimum Education:** AS/AA degree in Criminal Justice, Law Enforcement or a related field. High School Diploma or GED may be substituted with six years of experience and four years supervisory experience with a licensed private or public service security or police organization.

**Labor Category: Supervisor Lieutenant**

**Minimum/General Experience:** Five (5) years of experience and three years supervisory experience with a licensed private or public service security or police organization. Possesses a working knowledge of industrial safety, OSHA regulations, and hazardous materials. Able to organize shift schedules, interpret written policies, set priorities, and analyze complex issues. Reflects a personality and temperament that promotes positive interactions with the public. Meets agency and State firearms qualification requirements semiannually.

**Functional Responsibility:** Supervises sergeants and security officers for physical security projects. Oversees and reviews the application of physical security standards to functional control designs and security programs overseas and/or in the U.S. Serves as the security police subject matter expert and functional supervisor for Sergeants and armed Security Officers to include security dispatchers. Prepares work schedules for armed Security Officers and Dispatchers. Supervises the performance of assigned personnel, reviews shift logs and reports, provides written and oral instructions to security personnel. Reviews preliminary investigations conducted on shift and/or as assigned. Inspects equipment assigned to security personnel to include their physical appearance and uniform. Coordinates security vehicle maintenance and repairs. Prepares and presents oral presentations as needed. Monitors and supervises respective employee performance. Reviews all armed Security Officer time sheets for accuracy prior to submission.

**Minimum Education:** AS/AA degree in Criminal Justice, Law Enforcement or a related field. High School Diploma or GED may be substituted with six years of experience and four years supervisory experience with a licensed private or public service security or police organization.

**Labor Category: Supervisor Sergeant**

**Minimum/General Experience:** Three (3) years of experience with a licensed private or public service security or police organization. Able to interpret written policies, set priorities, and analyze problems. Reflects a personality and temperament that promotes positive interactions with the public. Meets agency and State firearms qualification requirements semiannually.

**Functional Responsibility:** Assigns and directs security officers for physical security projects. Oversees and reviews the application of physical security standards to functional control designs and security programs overseas and/or in the U.S. Prepares daily work schedules for armed security personnel and directs the performance of subordinate personnel in the absence of the Shift Lieutenant. Reviews shift logs and reports, provides written and oral instructions to security personnel, and reports poor and below standards performance. Conducts preliminary investigations as assigned. Coordinates maintenance and repairs of intrusion detection and fire alarm systems. Accounts for all weapons, vehicles, communications equipment, keys and other shift equipment on assigned shift.

**Minimum Education:** AS/AA degree in Criminal Justice, Law Enforcement or a related field. High School Diploma or GED may be substituted with five years of experience with a licensed private or public service security or police organization.

**Labor Category: Security Analyst I**

**Minimum/General Experience:** 2 years of experience in disciplines as required by the task order. Specialized experience in development and functional analysis of complex security systems using qualitative and/or quantitative techniques to detect vulnerabilities and recommend enhancements to mitigate threats. Specific experience may include expertise in a full range of security areas such as: national security, terrorism, CBRNE, security force operations, electronic security systems, integrated security systems, and security force communications, physical security, threat, vulnerability and risk analysis, weapons effect mitigation, emergency planning and Continuity of Operations Plans.

**Functional Responsibility:** Assists in security assessment and security survey teams to uncover security system vulnerabilities. Prepares reports and delivers presentations. Develops and maintains security response plans and procedures, coordinates support and inter-agency agreements.

**Minimum Education:** AS/AA in a field of study relevant to the work being performed or 5 years work experience.

**Labor Category: Security Officer II**

**Minimum/General Experience:** 3-5 years of experience in an industrial security specialty to include such areas as Security Dispatcher/Coordinator, Access Control, Badge and Pass Operations, or other personnel security areas. Must present a positive and courteous image, superior communications skills, and the ability to communicate diplomatically and effectively.

**Functional Responsibility:** Is responsible for administrative and coordination activities in support of the security services being provided. Responsibilities may include, but are not limited to coordinating with customer personnel to ensure the timely identification, processing, and deployment of cleared guards, surveillance technicians, and other security personnel; all routine aspects of the Badges and Pass process to ensure compliance with agency security; and access control policies and procedures. This individual may also be responsible for supervising and evaluating security staff.

**Minimum Education:** AA or High School Diploma/GED with at least 5 years of experience in personnel security including 2 years in a supervisory role.

**Labor Category:** Security Officer I

**Minimum/General Experience:** 2 years of experience in public security. Meets agency and state firearm qualifications for semi-automatic pistols and other types of weapons as required. Passes an annual physical fitness test and eye/ear exam. Presents a positive and courteous image. Reflects a personality and temperament to promote positive interactions with the public.

**Functional Responsibility:** Responds to intrusion alarms, fires, traffic control, domestic disturbances, crowd control, and other calls for service. Assists fire department, ambulance and civilian police during emergency situations as directed. Conducts investigations of breaches of security and violations of procedures or policies and completes Incident Reports on all activities as required. Maintains pedestrian/vehicle access control, conducts escorts as directed, and conducts routine patrols and spot checks. Reports to proper authorities as deemed necessary. Issues temporary vehicle permits, and conducts visual inspections of decals, badges, and identification cards.

**Minimum Education:** High School Diploma/GED.

**Labor Category:** Assistant Trainer

**Minimum/General Experience:** Three (3) years of training experience or with a licensed private or public service security or police organization. Requires excellent organizational, written and verbal communication, interpersonal skills to interact with individuals at various levels in the organization. Must have knowledge of word processing systems. Meets agency and State firearms qualification requirements semiannually and able to assist operating a firing range.

**Functional Responsibility:** Supports the Training Coordinator in the development, coordination and conduct of security training and briefings. Assists with formal and informal Needs Assessments to determine training requirements. Maintains database, schedules, and coordinates security training classes and educational programs in connection with employee development and on-the-job training. Works with the Training Manager to monitor training quality. Assists in the development of training modules and instructional materials. Assists in the development and presentation of briefings on all aspects of the agency's technical and physical security programs to Government and contract personnel.

**Minimum Education:** High School Diploma or GED.