

**STATE OF NEW MEXICO  
HEALTH CARE AUTHORITY  
SERVICES AGREEMENT  
AMENDMENT No. 4**

THIS AMENDMENT No. 4 to SA 23-630-7101-0004 is made and entered into by and between the **Health Care Authority**, hereinafter referred to as the “HCA” and **Securitas Security Services USA, Inc.**, hereinafter referred to as the “Contractor”.

The purpose of this Amendment is to increase compensation and replace Exhibit A Scope of Work in its entirety.

**UNLESS OTHERWISE SET OUT BELOW, ALL OTHER PROVISIONS OF THE ABOVE REFERENCED AGREEMENT REMAIN IN FULL EFFECT AND IT IS MUTUALLY AGREED BETWEEN THE PARTIES THAT THE FOLLOWING PROVISIONS OF THAT AGREEMENT ARE AMENDED AS FOLLOWS:**

Section 2, Compensation, Paragraph A, is amended to read as follows:

**2. Compensation**

A. The HCA shall pay to the Contractor in full payment for services satisfactorily Performed such compensation not to exceed two million one hundred ninety-three thousand three hundred eighty-three dollars and thirty-nine cents (\$2,193,383.39) including gross receipts tax if applicable. This amount is a maximum and not a guarantee that the work assigned to be performed by the Contractor under this Agreement shall equal the amount stated herein. The parties do not intend for the Contractor to continue to provide services without compensation when the total compensation amount is reached. Contractor is responsible for notifying the HCA when the services provided under this Agreement reach the total compensation amount without the Agreement being amended in writing prior to those services in excess of the total compensation amount being provided.

The total amount payable to the Contractor under this SA, including expenses, shall not exceed two hundred one thousand four hundred eight dollars and forty-eight cents (\$201,408.48) in FY23.

The total amount payable to the Contractor under this SA, including expenses, shall not exceed six hundred forty-six thousand two hundred eighty-nine dollars and forty-one cents (\$646,289.41) in FY24.

The total amount payable to the Contractor under this SA, including expenses, shall not exceed six hundred ninety-three thousand seven hundred eighty dollars and forty-four cents (\$693,780.44) in FY25.

The total amount payable to the Contractor under this SA, including expenses, shall not exceed six hundred fifty-one thousand nine hundred five dollars and six cents (\$651,905.06) in FY26.

Exhibit A, Amended Scope of Work, is replaced in its entirety attached hereto and referenced in this Amendment.

**All other Sections of SA 23-630-7101-0004, as amended, remain the same.**

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IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date of signature by the Health Care Authority below:

By: Signed by:  
Kyra Ochoa  
C209B0BE482542B...  
HCA Cabinet Secretary Date: 6/27/2025

By: DocuSigned by:  
Carolee A. Graham  
FB15A98045214DA...  
HCA Chief Financial Officer Date: 6/26/2025

Approved for legal sufficiency:

By: DocuSigned by:  
[Signature]  
32BE56E83D064CE...  
HCA General Counsel Date: 6/26/2025

By: DocuSigned by:  
Robert Marfia, District Manager  
264C4B24F0C6454...  
Contractor Date: 6/26/2025

The records of the Taxation and Revenue Department reflect that the Contractor is registered with the NM Taxation and Revenue Department to pay gross receipts and compensating taxes:

**BTIN: 02-949989-00-5**

By: Signed by:  
Nancy Lujan  
B5A4D3141D9245F...  
Tax and Revenue Department Representative Date: 6/27/2025

**EXHIBIT A**  
**SCOPE OF WORK**

**I. PURPOSE**

1. Protect the Health Care Authority (HCA) – Child Support Services Division (CSSD) staff members and customers during business hours by providing a visible deterrent.
2. Provide courteous and professional security services.
3. Provide at least one (1) Level I Officer to be stationed in each of the following HCA-CSSD offices: Central Office, Clovis, Los Lunas, Roswell, and Silver City.
4. Provide at least one (1) Level II Guard to be stationed in each of the following HCA-CSSD offices: Albuquerque North, Albuquerque South, Las Cruces, and Farmington.
5. Provide a Level III Guard at a location upon the prior approval of the appropriate HCA-CSSD Central Office staff.
6. Provide any and all services as authorized under the Statewide Price Agreement 20-00000-22-00049.

**II. LOCATION**

The following HCA-CSSD Office Locations are to be served:

<b>COUNTY OFFICE</b>	<b>ADDRESS</b>
<b>SAN JUAN (Farmington Office)</b>	101 W. Animas <b>Farmington 87449</b>
<b>VALENCIA (Los Lunas Office)</b>	445 Camino Del Rey Ste. B <b>Los Lunas 87031</b>
<b>SANTA FE (Central Office) ***IF NECESSARY***</b>	1474 Rodeo Road <b>Santa Fe 87505</b>
<b>BERNALILLO (Albuquerque North)</b>	1010 18 <sup>th</sup> St. NW, <b>Albuquerque 87104</b>
<b>BERNALILLO (Albuquerque South)</b>	1015 Tijeras, NW, Ste 100 <b>Albuquerque 87102</b>
<b>CURRY (Clovis Office)</b>	3316 N Main ST, Ste. B <b>Clovis 88101</b>

<b>CHAVES (Roswell Office)</b>	2732 North Wilshire Blvd. <b>Roswell 88201</b>
<b>DOÑA ANA (Las Cruces Office)</b>	653 Utah Ave. <b>Las Cruces 88001</b>
<b>GRANT (Silver City)</b>	3088 32 Street By-Pass, Suite B <b>Silver City 88061</b>

**III. THE HCA-CSSD SHALL:**

- A. Act as the funding agency and pay the sums specified in this contract.
- B. Not be required to pay, or approve for payment, costs incurred prior to approval of this agreement, nor for any costs incurred after termination or expiration of this agreement.
- C. Not be required to pay for costs incurred for purposes not useful or appropriate to the purposes of this agreement.
- D. Not be responsible to cover the costs, including but not limited to, mileage/per diem for rover guards living outside of an assigned location and/or who are sent to cover a location that is outside their home county and/or city.
- E. Provide a Metal Detector Wand (property of the HCA-CSSD) to the Guard for use in their daily post duties.
- F. Provide a Point of Contact (POC) to support the Contractor; the POC for each post location will be updated as needed.
- G. Assign the HCA-CSSD Financial Coordinator - Supervisor as the POC for all fiscal and performance requirement items.

**IV. The Contractor Shall:**

The general orders and post duties will be used by the Contractor as the post orders for each site.

- A. General Orders:

1. The Company Security Officers Handbook will be in the Guard's possession and referred to for policies and procedures.
2. Guards will be dressed in the Security Company's uniform, short/long sleeve shirt, black shoes, black belt, and the Department of Public Safety (DPS) authorized security badge and New Mexico Guard Card must always be displayed on the outermost garment being worn visible to the public while on duty. Uniform must be neat, clean, and pressed.
3. Guards will comply with specific instruction in the post orders. They must sign the signature page at the end of the post orders to signify reading, understanding, and compliance of them.
4. Guards will prepare a Shift Activity Report (SAR) to cover the activities of each shift. The SAR provides record of all events during each shift. Reports are to be neat, legible, detailed, and accurate. All reports shall be written as events occur or immediately after the occurrence of events. The Guard must not pre-fill reports or wait until the end of the shift to fill out reports.
5. Guards will prepare an Incident Report (IR) concerning any unusual events during their shift. The County Director (CD) or Officer in Charge (OIC) and the Security Company's Supervisory Unit are to be notified of all IRs. The Guard must create an IR for each incident involving trespassers, vandalism, suspicious activity, emergency personnel on site, and any other item found that is "out of the ordinary".
6. For Level I guard services. Guards will have a desk station in each office, they will secure access by having all customers sign in when entering the building and signing out when exiting and using the metal detector wand provided by the HCA-CSSD on customers as they check in as well as looking into any and all types of bag(s) entering the building to detect any type of weapon and/or chemical agent not allowed inside the building and prohibited by law. Foot patrols should be conducted throughout the office areas (where applicable), outside (including the parking lot), and respond to disturbances only to observe and report for maximum security.

7. For Level II guard services. All post orders remain the same in addition to the rights and responsibilities allowable under the Level II licensure.
8. ***All sites require the Guard to be on post for the entire shift without leaving unless relieved by another Guard or with previous arrangements being made with the Contractor. The Guard must communicate with the Contractor, the County Director or their designee for any deviation from their assigned schedules, time off, appointments, etc. Under no circumstances is it the responsibility of HCA-CSSD office staff to contact the Security Company for coverage. HCA-CSSD Central Office/ASB Staff will work with field office staff and Securitas to ensure adequate coverage of all field offices.***

B. Post Duties:

1. Arrive at 8:00 am and stay on post until that field office closes or until the last customer leaves whichever is later, unless otherwise directed by the CD or OIC.
2. After signing in for a shift:
  - a. Review Logbook, Post Orders and Revisions to Post Orders;
  - b. Always maintain a professional appearance;
  - c. Securing Access Control by having all customers sign in when entering the building;
  - d. Document all activities on the SAR;
  - e. Detect and look for suspicious activity/behavior, missing items/materials, unauthorized visitors, and signs of forced entry;
  - f. Deter criminal activity such as disorderly conduct, theft, and vandalism by serving as a visual deterrent;

- g. Report using SAR, IR, and the pass down logbook. Call Security Company's District Manager and/or Field Service Manager, CD or OIC, and law enforcement, when applicable. An IR must be completed for each event;
- h. Observe all individuals in the waiting areas for any signs of disorderly conduct and report it immediately to HCA-CSSD staff. Safety is paramount.
- i. Patrols and breaks: Guards are to advise the CD/OIC or POC when leaving the facility for an exterior patrol or break and again upon returning.
- j. Complete foot patrols throughout the internal back offices (where applicable) and outside parameters, including the parking lot, and respond to disturbances only to observe and report for Maximum Security.
- k. All sites require the Guard to be on post for the entire shift without leaving unless relieved by another Guard, with previous arrangements being made with the Security Company. The Guard must communicate with the Security Company for any deviation from their assigned schedules, time off, appointments, etc. If an assigned Guard will not be reporting to their assigned post, the Security Company must replace them with the same level guard who should report to the location at the appropriate time at no extra cost to the HCA-CSSD. Under no circumstances is it the responsibility of the HCA-CSSD to contact the Security Company for coverage.
- l. Timesheets must be provided to the CD or OIC weekly for verification of invoiced hours and must be submitted to the Security Company no later than 9:00 am Friday morning, unless dictated otherwise by a holiday schedule.
- m. GUARDS ARE NOT TO TOUCH ANYTHING IN A PURSE, BAG OR BACKPACK. Ask the customer to move these items until you are comfortable there are no concealed hazardous items present.

- n. The following protocol will be followed when wandng a customer:
- (i) From a standing position, politely ask the customer if they have any weapons, knives, or sharp objects on their person or in their purses, bags, or backpacks. If so, they must take them to their vehicle (the Guard is not allowed to hold these items for the customer).
  - (ii) Request all pockets be emptied and contents placed on the counter/desk area in front of them for closer inspection. Be vigilant in the inspecting of these items first and continue to make eye contact with the customer for any unusual body movement, while maintaining a safe "reactive distance".
  - (iii) Ask the customer to first remove any jackets or caps, then to face away and raise their arms to shoulder height and sweep the wand over the customer approximately 3-4 inches from their body. Commence at the customer's upper shoulders; systematically sweep the wand over their torso, front and back, then the waist area all the while making a visual inspection as well. Proceed to wand each leg, individually, front and back (all the way to the ankle). If the customer is wearing boots, inform them you are going to "touch the boot area" then firmly squeeze the upper boot area/calf, to assure there are no items of concern (this does not apply to small children).
  - (iv) All bags and purses will be opened by the customer and items moved by the customer for a thorough inspection of the contents. Stroller and baby carriages will need be inspected as well.
  - (v) Do not perform wandng or the inspection of baby carriages at the Central Office location.
  - (vi) Once the action is completed and you are satisfied there is no presence of weapon(s) or item(s) posing a security risk, have the customer sign in with ID, provide them

with a service number where applicable, and direct them to the customer service area and/or the seating area.

3. For Level II Guards, all post orders will remain the same in addition to the rights and responsibilities allowable under the Level II licensure.
4. Level II and Level III guard placement must be approved by the CD **and** appropriate HCA-CSSD Central Office staff prior to placement.
5. The Contractor shall have sufficient resources in each county and/or city that is listed in Section II. The Contractor shall employ an individual or have an individual available from the counties and/or cities listed in Section II to ensure there is adequate coverage at each location. The HCA-CSSD will not be responsible to cover the costs, including but not limited to, mileage/per diem for rover guards living outside of an assigned location and/or who are sent to cover a location that is outside their home county and/or city.

**V. MANDATORY:**

**ALL CUSTOMERS WILL BE WANTED ON ENTERING THE BUILDING AND RE-ENTERING. WHEN RE-ENTERING THE BUILDING, WANDING WILL BE THOROUGH AND SYSTEMATICALLY PROCESSED AGAIN, NO EXCEPTIONS!**

*Law enforcement officials on duty, in uniform or plain clothing, must check in with the Security Guard. If they are on official business, they must sign in and provide badge and ID. The Security Guard will alert the County Director or OIC to escort the Officer. If the Officer is on personal business, they must secure their service weapon prior to entering the building.*

**VI. HOURLY RATES BY LOCATION:**

HCA-CSSD shall reimburse the Contractor for the following services at the following rates:

**Level 1 Security Guard (Albuquerque and all other areas (excluding Santa Fe))**

<b>Regular Hours</b>		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 24.96	\$ 26.82	\$ 28.70	\$ 30.56
<b>Holiday Hours</b>		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 36.19	\$ 38.89	\$ 41.62	\$ 44.31

**Level 1 Security Guard Supervisor (Albuquerque and all other areas (excluding Santa Fe))**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 27.19	\$ 29.06	\$ 30.94	\$ 32.80
Holiday Hours		Year 1	Year 2	Year 3	Year 4
*AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 39.43	\$ 42.14	\$ 44.86	\$ 47.56

**Level 2 Security Guard (Albuquerque and all other areas (excluding Santa Fe))**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 28.26	\$ 30.15	\$ 32.01	\$ 33.90
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 40.98	\$ 43.72	\$ 46.41	\$ 49.16

**Level 2 Security Guard Supervisor (Albuquerque and all other areas (excluding Santa Fe))**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 30.53	\$ 32.41	\$ 34.27	\$ 36.15
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 44.27	\$ 46.99	\$ 49.69	\$ 52.42

**Level 3 Security Guard (Albuquerque and all other areas (excluding Santa Fe))**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 33.48	\$ 35.43	\$ 37.38	\$ 39.35
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 48.55	\$ 51.37	\$ 54.20	\$ 57.06

**Level 3 Security Guard Supervisor (Albuquerque and all other areas (excluding Santa Fe))**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 35.83	\$ 37.78	\$ 39.77	\$ 41.70
Holiday Hours		Year 1	Year 2	Year 3	Year 4

*AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 51.95	\$ 54.78	\$ 57.67	\$ 60.47
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**Level I Security Guard (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 27.93	\$ 29.82	\$ 31.68	\$ 33.57
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 40.50	\$ 43.24	\$ 45.94	\$ 48.68

**Level I Security Guard Supervisor (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 30.20	\$ 32.07	\$ 33.94	\$ 35.82
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 43.79	\$ 46.50	\$ 49.21	\$ 51.94

**Level II Security Guard (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 31.27	\$ 33.14	\$ 35.01	\$ 36.86
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 45.34	\$ 48.05	\$ 50.76	\$ 53.45

**Level II Security Guard Supervisor (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
*AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 33.53	\$ 35.40	\$ 37.27	\$ 39.15
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 48.62	\$ 51.33	\$ 54.04	\$ 56.77

**Level III Security Guard (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 36.62	\$ 38.58	\$ 40.54	\$ 42.52
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 53.10	\$ 55.94	\$ 58.78	\$ 61.65

**Level III Security Guard Supervisor (Santa Fe/Santa Fe County)**

Regular Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 38.95	\$ 40.94	\$ 42.89	\$ 44.85
Holiday Hours		Year 1	Year 2	Year 3	Year 4
AE	Securitas Security Services USA, Inc. DBA Securitas, Inc.	\$ 56.48	\$ 59.36	\$ 62.19	\$ 65.03

**VII. INVOICES**

Invoices must be submitted to the HCA-CSSD Financial Unit by the 15th day of the month for the previous month's service. In the event there is an error on said invoice, the HCA-CSSD Financial Unit will contact the Contractor within five (5) business days of receiving the invoice. The Contractor will correct any errors or provide additional information as requested within three (3) business days of receiving notice of the error.

**VIII. CSSD 50<sup>th</sup> ANNIVERSARY EVENT – AUGUST 16, 2025 from 9AM – 1PM**

Provide 1-2 Level II Guards to patrol the area of Tiguex Park, Albuquerque, NM on August 16, 2025 from 9 am – 1 pm for the CSSD 50<sup>th</sup> Anniversary Event. The Guard(s) should be in full uniform as outlined above and be on post for the entire shift without leaving unless relieved by another Guard. Foot patrols should be conducted throughout the event area and respond to disturbances only to observe and report for maximum security.