

**PERFORMANCE WORK STATEMENT (PWS)  
ARMORED CAR SERVICES  
FOR  
VA BOSTON HEALTHCARE SYSTEM & VETERAN CANTEEN SERVICES  
VA241-14-Q-0427**

**18 June 2014**

**1.0 Introduction**

Armored Car Services are required for the Department of Veterans Affairs Boston Healthcare System "VABHS" and Veteran Canteen Services "VCS" in Brockton, Jamaica Plain, and West Roxbury, Massachusetts, from 1 July 2014 through 30 June 2015 plus 4 option years.

**2.0 Background**

These services are currently being performed under separate yearly contracts for VABHS and VCS. We are merging requirements into one contract and adding four option years.

**3.0 Scope**

The scope of this contract is for the contractor to provide material, labor, tools, equipment, facilities, transportation and supervision to accomplish secure and timely recurring pick-up/drop-off services for the following locations:

<b><u>Agent Cashier Locations:</u></b>	<b><u>Between the Hours of</u></b>	<b><u>Veteran Canteen Services Locations:</u></b>	<b><u>Between the Hours of</u></b>
Brockton Division 940 Belmont Street Brockton, MA 02301 Building 3, 1 <sup>st</sup> Floor Room: GC123	Tue/Thu 8:30am to 4:00pm	Brockton Division 940 Belmont Street Brockton, MA 02301 Building: 3, 2 <sup>nd</sup> Floor Room: A213	Tue/Thu 11:00am to 4:00 pm
Jamaica Plain Division 150 S. Huntington Avenue Boston, MA 02130 Building 1, 1 <sup>st</sup> Floor Room: 1D164	Mon/Wed/Fri 8:30am to 4:00 pm	Jamaica Plain Division 150 S. Huntington Avenue Boston, MA 02130 Building 1, 3 <sup>rd</sup> Floor Room: E3-87	Mon/Wed/Fri 6:00am to 11:00 am
West Roxbury Division 1400 VFK Parkway West Roxbury, MA 02131 Building 3, 1 <sup>st</sup> Floor Room: A102	Tue/Thu 8:30am to 4:00pm	West Roxbury Division 1400 VFK Parkway West Roxbury, MA 02131 Building 3, 1 <sup>st</sup> Floor Room: 1D-106B	Tue/Thu 1:00 pm to 4:30 pm

## 4.0 Applicable Directives

4.1 Modifications to the Contract - Any changes to this PWS shall be authorized and approved only through written correspondence from the Contracting Officer (CO) or Contract Specialist (CS). Costs incurred by the contractor through the actions of parties other than the CO/CS shall be borne by the contractor.

## 5.0 Performance Requirements

5.1 Pick-Ups/Drop-Offs - The contractors shall provide the work set forth in this Performance Work Statement (PWS) except as may otherwise be specified. The basic work required is as follows:

5.1.1 Contractor shall make weekly re-occurring pick-ups/drop-offs from the **Agent Cashiers** as follows:

5.1.1.1 Two (2) times a week (Tuesday & Thursdays) between the hours of 8:30 A.M. to 4:00 P.M. from the **Brockton** and **West Roxbury** campuses; and,

5.1.1.2 Three (3) times a week (Monday, Wednesday & Friday) between the hours of 8:30 A.M. to 4:00 P.M. from the **Jamaica Plain** campus.

5.1.2 Contractor shall make weekly re-occurring pick-ups/drop-offs from the **Veteran Canteen Services** as follows:

5.1.2.1 Two (2) times a week (Tuesday & Thursdays) between the hours of 11:00 A.M. to 4:00 P.M. from the **Brockton** campus.

5.1.2.2 Two (2) times a week (Tuesday & Thursdays) between the hours of 1:00 P.M. to 4:30 P.M. from the **West Roxbury** campus.

5.1.2.3 Three (3) times a week (Monday, Wednesday & Fridays) between the hours of 6:00 A.M. to 11:00 A.M. from the **Jamaica Plain** campus.

5.2 Log Procedures - Pick-up and delivery log procedures may be established within individual Task Order.

5.3 Pick-Ups - Contractor is required to make pick-ups from the specified VABHS location and then deliver to the VABHS's Depository within one business day.

5.4 Pick-Up Receipts - Contractor shall provide a copy of signed and dated receipt for each pick-up. A receipt signed by the consignee shall be conclusive evidence that the shipment was received securely sealed and that the package(s) were free from any cuts, holes, or other defects that could permit loss of contents.

5.5 Handling of Locked Bag - Agent Cashier and VCS from the VABHS will specify on individual Task Order if the locked bag contains funds that need to be exchanged for smaller bills. Agent Cashier and VCS from the VABHS will telephone specified bank of individual Task Order prior to the armored car pick-up at the specified location on individual Task Order and make the proper arrangements for the needed cash and coin. Contractor will pick-up the locked bag of money from Agent Cashier and/or VCS from the VABHS, then safely store and deliver to the VABHS's Depository on the same day. The Contractor will then pick-up the locked bag of money from the bank, then safely store and deliver to the VABHS Agent Cashier and VCS with the next scheduled pick-up or next business day.

Shipments shall be securely and distinctly sealed and/or locked and tagged. Contractor shall be liable for the security of all property once received into its possession and will be liable for the loss of shipments from the time of pick-up until delivered to the consignee.

5.6 Replenishment of Funds – Contractor is required to provide emergency service to replenish funding as required on a limited basis for any of the three campuses.

5.7 Escort - Contractor will need to report to the VABHS Police upon arrival on station for escort/"check-in". Contractor's personnel are required to proceed directly to and from the pick-up points with no deviations in route.

5.8 Drivers and Attendants - There shall be two employees making pick-ups and deliveries at all times. The drivers and/or attendants are required to wear identification (I.D.) badges during the entire time they are on the VAMC grounds.

Employees shall be able to communicate with personnel with tact and courtesy. Employees shall be technically proficient in the skills necessary to fulfill the Government's requirements, including the ability to speak, understand, read and write English fluently.

All drivers, attendants, and armed car guards shall have attained the legal age (the age of 21 years) and shall maintain neat, clean and professional appearance.

5.9 Armed Delivery - Individual Task Orders will identify specific requirements regarding escorts for each facility. All armored car guards will be allowed to carry their weapons. Contractor shall be flexible and be able to fulfill individual Task Orders requiring escorts. Contractors shall communicate with the Contracting Officer Representative (COR) and VABHS Police of each facility prior to starting.

5.10 Emergency Pick Up - Contractor shall provide emergency pick-up service as needed when requested by the Agent Cashier and or VCS.

On occasion and with short notice, the Contractor may be asked to make a special pick-up or delivery. The runs would normally occur during Monday through Friday workweek. However, may be extended into the evening hours.

5.11 Federal Holidays - The contractor will not perform pick-ups on any federal holiday:

New Year's Day	Martin Luther King Jr.'s Birthday
Presidents Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans' Day
Thanksgiving Day	Christmas Day

Any day specifically declared by the President of the United States to be a Federal/National Holiday.

If a normal pick-up coincides with the federal or bank holiday, the VABHS has the option to request an additional pick-up that holiday week.

**6.0 Deliverables** - VA Boston Healthcare System will assign a Contracting Officer Representative (COR) to provide information and resources in a manner to maintain contract continuity. Additionally, this person will receive deliverables as a result of this contract.

In accordance with 4.1 above, however, only the Contracting Officer or Contract Specialist can request changes to the PWS.

6.1 Insurances - Maximum liability to the contractor is \$150,000. Contractor must provide evidence of insurance coverage to the Contract Specialist.

Contractor must provide proof of liability insurance, workers compensation and vehicle insurance before performance of the Task Order begins.

6.2 Company Experience – Provide a list of three (3) references of similar type of service to the Contract Specialist.

6.3 Personnel Experience - Upon request by the Government, Contractor must demonstrate evidence of responsibility and provide a list of names and profile experience of personnel who will be performing under the contract to the Contract Specialist.

6.4 Drivers and/or Attendants Identification - I.D. badges must have an identification picture, name of the individual and the represented company depicted on it. A photograph shall be submitted to the participating services of the driver and/or attendants, which shall be posted at delivery points.

6.5 Drivers and/or Attendants Licenses - Drivers shall be licensed in accordance with applicable state jurisdiction. A copy of the drivers and/or attendants license shall be accessible through performance of service.

6.6 Firearm License - All armed car guards shall have a firearm license in accordance with the Commonwealth of Massachusetts. A copy of the firearm license shall be accessible through performance of service.

6.7 Emergency Invoicing - The Contractor shall invoice all emergencies separately. The Contractor shall have the ability to accept credit card orders. Payment for emergency runs only shall be submitted from this contract on a separate invoice, and payment may be provided via credit card and/or purchase order.

6.8 Vehicles - Vehicles used in the performances of this contract shall be registered and inspected and meet all minimum vehicle requirements as mandated by the applicable state jurisdiction. An armored vehicle is required to perform services in accordance with VA Financial Policy Volume VIII-Chapter 3, Appendix H.

6.9 Modifications to the Contract - A copy of each modification shall be kept in a project folder along with all other products of the project.

6.10 Certification & Accreditation – Certification & Accreditation requirements do not apply and a Security Accreditation Package is not required per VA Handbook 6500.6.

6.11 Quality Assurance Plan – Please submit your Quality Assurance Plan explaining how PWS requirements will be met to Contract Specialist along with quote.