

**Statement of Work Security
Guard Services for
Veterans Affairs Pacific Island Health Care System at
Leeward, Hilo, Kona, Maui & Kauai**

1.1 General Information: The Contractor shall furnish personnel, equipment, materials and supplies to provide 2 (two) unarmed security guard during Regular Working Hours and 1 (one) unarmed security guard *as needed* during Increased Access Hours at each of the following VA Community Based Outpatient Clinic (CBOC):

- Leeward Outpatient Clinic (“Leeward CBOC”). Approximately 6,240 square feet.

Location: 91-2135 Ft. Weaver Road, Suite 501, Ewa Beach, HI 96706

Regular Working Hours: 7:00AM – 5:00PM, Monday through Friday Excluding Federal Holidays or any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

- Hilo Outpatient Clinic (“Hilo CBOC”). Approximately 6,788 square feet.

Location: 1285 Waianuenue Avenue, Suite 211, Hilo, HI 96720

Regular Working Hours: 7:00 AM – 5:00PM, Monday through Friday excluding federal holidays or any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

Increase Access Hours: 5:00PM – 7:00PM one day each workweek excluding federal holidays or any other day specifically declared by the President of the United States to be a national holiday.

- Kona Outpatient Clinic (“Kona CBOC”). Approximately 5,000 square feet.

Location: 75-377 Hualalai Road, Kailua-Kona, HI 96740

Regular Working Hours: 7:00 AM – 5:00PM, Monday through Friday Excluding Federal Holidays or any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed

as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

Increase Access Hours: 5:00PM – 7:00PM one day each workweek excluding federal holidays or any other day specifically declared by the President of the United States to be a national holiday.

- Maui Outpatient Clinic (“Maui CBOC”). Approximately 9,707 square feet.

Location: 203 Ho’ohana Street, Suite 303, Kahului, HI 96732

Regular Working Hours: 7:00 AM – 5:00PM, Monday through Friday Excluding Federal Holidays or any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

Increase Access Hours: 5:00PM – 7:00PM one day each workweek excluding federal holidays or any other day specifically declared by the President of the United States to be a national holiday.

- Kauai Outpatient Clinic (“Kauai CBOC”). Approximately 5,771 square feet.

Location: 4485 Pahe’e Street, Suite 150, Lihue, HI 96766

Regular Working Hours: 7:00 AM – 5:00PM, Monday through Friday except for Leeward CBOC, Excluding Federal Holidays or any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

Increase Access Hours: 5:00PM – 7:00PM one day each workweek excluding federal holidays or any other day specifically declared by the President of the United States to be a national holiday.

1.1 Period of Performance: Base plus for option years. The Base period will begin on April 1, 2017 to September 30, 2017.

1.1.1 Option Year 1 will be from October 1, 2017 to September 30, 2018

1.1.2 Option Year 2 will be from October 1, 2018 to September 30, 2019

1.1.3 Option Year 3 will be from October 1, 2019 to September 30, 2020

1.1.4 Option Year 4 will be from October 1, 2020 to September 30, 2021

1.2 Duty hours shall be Monday through Friday 7:00 AM to 5:00 PM, 5:00 PM through 7:00PM one day each week as needed excluding Leeward CBOC.

1.3 Federal Holidays and Work Hours: The Contractor shall provide two (2) unarmed security guards to work from Monday through Friday, 7:00 am to 5:00 pm, excluding Federal Government and the ten national holidays observed by the Federal Government are: New Years Day, Martin Luther King Jr. Day,

Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. The Contractor shall provide one (1) unarmed security guard to work one day each week from 5:00 pm to 7:00pm for Increased Access Hours for all CBOC's except Leeward CBOC.

1.3.1 Any other day specifically declared by the President of the United States to be a national holiday. If a holiday falls on Sunday, the following Monday will be observed as the legal holiday. If a holiday falls on Saturday, the preceding Friday is observed as a legal holiday by U.S. Agencies.

1.4 Adhering to VA Security Guarding policies and Standard Operating Procedures. The Contractor shall enforce VA's security procedures and policies. A copy of its procedures and policies will be provided to the Contractor within 15 days after the award of the contract.

1.5 The Contractor and subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

1.6 Guard coverage will consist of two security guards at the CBOC throughout the determined regular duty hours.

1.6.1 Guard coverage will consist of one security guard at the CBOC throughout the determined Increased Access hours.

2.0 Security Guard Responsibilities

2.1 Traffic and parking control. The security guard shall direct all types of moving vehicles, bicycles, pedestrian and other locale specific traffic and enforce parking rules. This includes checking for authorized passes for vehicles parked in handicapped stalls.

2.2 Property rules and regulations. The Contractor shall enforce property rules and regulations accordingly. This includes observing all activities occurring on the property, informing violators about posted rules and regulations e.g., intoxicating beverages are not allowed on the premises at any time and reporting serious incidents to the proper authority.

2.3 Orderly conduct. The security guard shall maintain orderly conduct for all users of the facilities. Report incidents/accidents immediately to the COR and proper authorities as indicated in the SOP.

2.4 Emergencies. The security guard shall respond and provide assistance in emergency situations.

2.5 Each security guard shall be able to work independently on the property and use discretion when making decisions.

2.6 Absences due to illness or emergency: The Contractor shall provide a replacement security within 90 minutes. The replacement shall have met the qualifications (See SOW 3.0) and requirements to perform as a security guard.

2.7 The Security Guard shall be able to perform the following specific tasks on a daily basis:

2.7.1 Conduct hourly rounds of the facility to include entry roadway, parking areas and secondary buildings.

2.7.2 Direct patients and/or visitors to sign in.

2.7.3 Assist staff in the event of emergencies or emergency evacuation.

2.7.4 Maintain a daily log and make appropriate entries during his/her duty hours.

2.7.5 Visually check AED and record in daily log on weekly basis check fire extinguishers, storm shutters

for door and windows.

2.7.6 Enforce smoking policy.

2.7.7 Standby to monitor or assist providers in the event of disruptive patients and to call for police assistance as needed.

3.0 Contractor's Qualifications

3.1 The Contractor security guard shall possess the following:

3.1.1 Education: High school diploma or its equivalent.

3.1.2 Shall be at least eighteen (18) years of age.

3.1.3 The Contractor security guard shall have the ability to:

3.1.3.1 Meet and deal with the general public in a non-confrontational manner.

3.1.3.2 Maintain poise and self-control in stressful situations.

3.1.3.3 Read, write and speak the English language.

3.1.3.4 Understand, apply and follow verbal and written rules, regulations, detailed orders, training instructions and materials.

3.1.3.5 Compose complete, concise and accurate verbal and written reports in the English language.

3.1.4 The Contractor security guard shall be:

3.1.4.1 Physically able to perform all general duties, functions and activities

3.1.4.2 Be in good physical health, without physical defects which would interfere with the performance of security guard duties.

3.1.4.6 Capable of hearing ordinary conversation at 15 feet with or without benefit of a hearing aid in either ear.

4.0 Contractor's Standards of Appearance

4.1 The Contractor Security Guard shall maintain a high standard of personal hygiene and uniform appearance. The security guard shall wear neat, clear, well-pressed uniform, laced shoes of plain design in good condition.

4.2 Grooming. The Security Guard's personal appearance (i.e. mustaches, haircuts, etc) shall be neat in appearance, shall not interfere or distract from proper wearing of uniforms or equipment and shall not expose the guard to unnecessary hazards during emergency situations.

5.0 Government Furnished Property (GFP) and Supplies. No GFP will be provided to the Contractor except the use of a government phone for official business.

6.0 Contractor Furnished Property (CFP) and Supplies.

6.1 The Contractor shall furnish and maintain in good working order and/or acceptable condition the following items of uniform and equipment necessary to perform work required by this contract.

6.1.1 One cellular phone.

6.1.2 One portable spot light capable of shining 50 meters.

6.1.3 Uniforms. The Contractor security guards shall wear the company's standard uniform, including any accessories.

6.1.3.1 The Contractor's uniform shall meet similar standard color used by large security or police organizations. Security guards shall wear the same color and style of uniform and in good condition.

6.1.3.2 Inclement weather clothing must be identical in style and color for each uniform and shall be required for those guards required to perform duties while exposed to cold, rain, and other foul weather conditions.

6.1.4 Related accessories listed below must be in good condition and similar

6.1.4.1 Shirt, short sleeve

6.1.4.2 Trousers/slacks. All season weight

6.1.4.4 Jacket, light weight, distinguishable as security

6.1.4.5 Gloves (one pair, color to match accessories)

6.1.4.6 Key strap with flap.

6.1.4.7 Radio/cellular telephone case

6.1.4.8 Insignia, shoulder patch (each shirt and jacket)

6.1.4.9 Whistle, thunder with chain attachment.

6.1.4.10 Nameplate, standard size to the uniform and visible within 6 feet distance

6.1.4.11 Personal Items. The Contractor shall not bring or use personal items that would be considered as a distraction to the duties of the contractor. (i.e. listening devices, portable computers, etc.). Texting, reading of newspapers or material not related to the position are prohibited

7.0 Contractor Training – Upon request by the VA, the Contractor shall provide documentation of education, training or experience of personnel performing the required services.

7.1 Successfully complete the appropriate VA privacy training annually.

7.2 The contractor shall provide to the contracting officer and/or the COTR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

7.3 Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, are grounds for suspension or termination of all physical or electronic access

privileges and removal from work on the contract until such time as the training and documents are complete.

8.0 Payments and Invoicing

8.1 Payment shall be made thirty (30) days in arrears, upon receipt of proper invoice. The amount invoiced shall be based on the negotiated price. Contractor shall indicate on invoices the Contract number, Purchase Order number, applicable month of services and short description of services provided. Invoices shall be submitted according to contract terms and conditions.

9.0 Security Requirements: The C&A requirements do not apply, and that a Security Accreditation Package is not required. At no time will the vendor be in contact or have access to VA sensitive information. VA sensitive information procedures will be followed per VA Handbook 6500.6. The Contractor, their personnel, and their sub-Contractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in the awarded contract.

9.1 Background checks shall be conducted for all staff in accordance VA/VHA directive 0710. All staff must receive a favorable adjudication.