

**DRAFT STATEMENT OF WORK  
TEMPORARY LOCKSMITH SERVICES**

**1.0 OBJECTIVE**

The Department of Veterans Affairs (VA) seeks a temporary staffing agency to provide two (2) licensed locksmiths to be stationed at the VA Greater Los Angeles Healthcare System (VAGLAHS).

**DUTY STATIONED:**

<b>VA Greater Los Angeles Healthcare System</b> 11301 Wilshire Blvd Los Angeles, CA 90073
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**THE CONTRACTOR SHALL OCCASIONALLY SERVICE THE FOLLOWING LOCATIONS:**

<b>VA Sepulveda Campus</b> 16111 Plummer Street North Hills, CA 91343
<b>Downtown LA Ambulatory Care Center (ACC)</b> 351 East Temple Street Los Angeles, CA 90012
<b>VA East Los Angeles CBOC</b> 5426 East Olympic Blvd City of Commerce, CA 90040

**2.0 SCOPE OF WORK**

The Contractor shall provide locksmith services. The Locksmith shall be qualified, experienced, and capable of independently performing the designated duties and responsibilities in order to satisfy the overall operational objectives of the Agency.

The Government shall only be obligated to make payment for services rendered. Hours of work may be flexible, both full time and part time as determined by the Agency. Overtime shall not be authorized under any circumstances. Any holiday pay that may be entitled to the personnel shall be the sole responsibility of the Contractor and shall not be billed or reimbursed by the Government.

The period of performance (POP) shall be:

Base Period: Not to Exceed (NTE) 960 work hours (or 120 workdays)

Option Period 1: NTE 960 work hours (or 120 workdays)

The VA shall procure and provide all materials required to perform the duties assigned.

**3.0 LOCKSMITH DESCRIPTION**

Locksmiths shall possess expertise to the VA's locking systems for accurate and efficient operation to ensure the safety of staff, visitor and patients.

**3.1 Contractor locksmith personnel shall:**

**3.1.1** Perform Testing, Calibration, and Quality Control Measures to ensure compatibility and proper function.

**3.1.2** Provide finding report and work orders within 24-hours of completing service.

- 3.1.3** Maintain and install all material based on the manufacturer's recommendations and locksmith trade code.
- 3.1.4** Remove and dispose of all trash and debris associated with the delivery and installation of all equipment to an off-site location.
- 3.1.5** Work in accordance with all applicable building codes and standards to include, but not limited to, the VA hospital's policies and procedures when performing services.
- 3.1.6** Inspect all areas prior to installation of any new materials to determine any defects that might prevent proper installation of the new materials.
- 3.1.7** Install all materials in strict accordance with the manufacturer's recommendations
- 3.1.8** Perform maintenance on battery operated locks such as downloading data, changing batteries or changing keypad override combination.

The primary lock system that is utilized is the seven-pin Schlage Lock system. There may also be other systems in use to include, but not limited to: Falcon, Arrow, Keymark, and others. When replacing any cores, Schlage interchangeable cores shall be used and keyed to match the master and control key systems. Locksmith personnel shall adhere to the VA security requirements, lock and key control policies and procedures. Locksmiths shall ensure completion of all relevant security requirements prior to the start of work.

**3.2 Contractor locksmith personnel shall:**

- Install, repair, modify, and maintain locks and locking devices for doors, cabinets, desks, fences, gates, automobiles, electric carts, safes, burglar alarms, security devices, and other devices located throughout the medical center complex.
- Key, re-key, change cylinders, repair cylinders, and modify locks and locking devices to maintain a high level of security required by the medical center.
- Maintain the records and documentation on the layout of the medical center keying system which identifies each lock and unlocking device by code and correlates to the devices' keying and pinning scheme.
- Work closely with VA Facility management and VA Police to evaluate and implement special locking systems for special high security areas, such as pharmacies, drug storage, and other security areas, and assist in the planning and managing of the entire keying and security program to form and maintain a complete complex working system.
- Solve unique problems with locking devices to minimize re-keying in high use areas due to high employee turnover or other medical center changes, work with data sheets and drawings (either complete or incomplete) to improvise or adopt locks and security devices for the need at hand and to identify existing problems with current or existing devices.

- Be called upon by the VA Police to investigate instances of security device tampering and make determination as to whether the devices have been tampered with and whether physical security has been compromised.
- Be available during normal working hours (7:00am to 4:30pm) and be available on an as needed basis to keep locks in working order.
- Provide onsite troubleshooting, repair and replace existing non-cipher locks, install new lock sets, door cores and hardware, and provide key services to include: cutting and providing replacement keys, re-keying of existing door cores, and acquiring and installing new non-cipher lock sets to GLA's existing key system.

#### **4.0 TECHNICAL REQUIREMENTS**

- Non-cipher door locks installed must be compatible with the Seven-pin Schlage Lock system.
- Contractor locksmith personnel shall be able to service Schlage, Falcon, Arrow, Keymark, and other key systems.
- Newly installed locks must be installed in accordance with manufacturer's equipment specifications.
- Repaired locks must pass VAGLAHS security requirements.
- Locksmith personnel shall ensure key blanks, card key systems, master keys, key codes, and duplicates are secured while in their possession to avoid misuse or unauthorized access to VA facilities.
- Lock cores installed on VA facilities shall become property of the VA and the United States Government.
- Contractor locksmith personnel shall adhere to VA lock and key control policies and procedures.

#### **5.0 RESPONSIBILITIES**

The contractor and contractor locksmith personnel shall be responsible for every keyed, combined and other varied locking devices, and systems at VAGLAHS. Responsibilities include: repair, keying, cutting keys, re-keying, pinning, re-pinning, re-working, modifying, adjusting, maintaining, troubleshooting, lubricating, picking, installing, categorizing, and maintaining the record keeping system.

The contractor locksmith personnel shall maintain and update the log books which indicate which lock is at what location, how the cylinder was keyed, the cylinder type, the service that uses and has access to the cylinder, and all the information on the set-up and master keying system. Contractor locksmith personnel shall be responsible for making all evaluations and estimates for the medical center locking and security device program.

#### **6.0 LOCKSMITH LICENSES**

Contractor locksmith personnel shall possess valid California locksmith licenses in accordance with the requirements of the California Department of Consumer Affairs, Bureau of Security & Investigative Services and the California State Business and Professions Code, Chapter 8.5 Locksmiths.

License requirements: [http://www.bsis.ca.gov/forms\\_pubs/locksmith\\_fact.shtml](http://www.bsis.ca.gov/forms_pubs/locksmith_fact.shtml)

Business and Professions Code Locksmiths: [http://www.bsis.ca.gov/about\\_us/laws/locksmith\\_law.shtml](http://www.bsis.ca.gov/about_us/laws/locksmith_law.shtml)

## 7.0 SAFETY REQUIREMENTS

The locksmith shall have proper training to ensure competency in performing tasks to prevent the endangerment of personnel and/or the public. All accidents, which may occur during the performance and which result in injury, death and/or property damage, shall be re reported in writing to the Contracting Officer and COTR within twenty four (24) hours after such occurrence. Such report shall give full details of the accident involved, including statements of all witnesses. If any claim is made against the contractor by a third party as a result of any accident, which occurs in connection with the performance of this contract, the contractor shall promptly report the fact, in writing to the Contracting Officer.

## 8.0 EQUIPMENT AND TOOLS

VA Hospital is a health facility that cares for VA patients. The Locksmiths shall be responsible for ensuring that all equipment and tools are safely maintained and secure at all times. Before leaving the Medical Facility, the Locksmith and/or his workers shall ensure that all tools are accounted for.

## 9.0 TRAVEL

Travel/mileage expenses are not authorized under this Contract. Use of Government vehicles is prohibited.

### HOURS OF WORK:

VA Greater Los Angeles Healthcare System	7:00 AM – 4:30 PM
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*\*\* Excluding National holidays.*

### NATIONAL HOLIDAYS:

New Year's Day	January 01
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 04
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

If the holiday falls on a Sunday, the following Monday will be observed as a National holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a National holiday by U.S. Government Agencies, and any day specifically declared by the President of the United States of America.

**OVERTIME & HOLIDAY PAY:** Any overtime and/or holiday pay that may be entitled to the Contractor's employees shall be the sole responsibility of the Contractor and shall not be billed to nor reimbursed by the Government.

Contractor will bill and be paid for actual services provided by Contractor personnel. Contractor will not be paid for "availability" or "on-call" services unless otherwise provided herein.

### CONTRACTOR PERSONNEL BACKGROUND REQUIREMENTS

The Office of Security and Law Enforcement provides Department-wide policy on the assignment of appropriate position sensitivity designations associated with Department of Veterans Affairs (VA)

positions involving national security and public trust responsibilities, and on the level of background investigations required for applicants for, and incumbents of, those positions. In addition to VA employees, the policy and investigative requirements are applicable to Contractor personnel who require access to VA computer systems designated as sensitive.

Personnel who require access to VA computer systems shall be subject to all necessary background investigations and receive a favorable adjudication from the VA Office of Security and Law Enforcement to ensure compliance with such policy. If such investigation has not been completed prior to contract commencement, the Contractor shall be responsible for the actions of those individuals performing under the contract.

Should the contract require Contractor personnel to maintain U.S. citizenship, the Contractor shall be responsible for compliance. Regardless of U.S. citizenship requirements, Contractor personnel are required to read, write, speak, and understand the English language, unless otherwise specified in this contract or agreed to by the Government.

The cost of such investigations shall be borne by the Contractor, either in advance or as reimbursement to the Government. The level of sensitivity shall be determined by the Government on the basis of the type of access required. The level of sensitivity will determine the depth of the investigation and the cost thereof. At this time, the current estimated costs for such investigations are as follows:

<b>Level of Sensitivity</b>	<b>Background investigation level</b>	<b>Approximate Cost</b>
Low Risk	National Agency Check with Written Inquiries	\$381.00
Moderate Risk	Minimum Background Investigation	\$1,730.00
High Risk	Background Investigation	\$4,431.00

The Contractor shall be required to furnish all applicable employee information required to conduct the investigation, such as, but not limited to, the name, address, and social security number of Contractor personnel. The VA will provide all the necessary instructions and guidance for submission of the documents required to conduct the background investigation. Background investigations shall not be required for Contractor personnel who will not be required to access VA computer systems nor gain access to sensitive materials.

**CONTRACTOR PERSONNEL**

The Contractor shall provide a contract program manager who shall be responsible for the performance of the work. The name of this person shall be designated in writing to the Contracting Officer. The Contractor’s Program Manager shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.

**A. PROGRAM MANAGER**

Company Name:
Address:
Phone No:
Contact Name:
Email:

### **CONTRACTOR EMPLOYEES**

The Contractor shall not employ persons for work on this contract if such employee is identified to the Contractor as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population.

Contract Personnel shall be subject to the same quality assurance standards or exceed current recognized national standards as established by the Joint Commission (JC).

**BADGE:** Contractor shall obtain a "Contractor I.D Badge" from the VA Police. All Contractor personnel are required to wear I.D Badge during the entire time on VA facility. The I.D Badge **MUST** have an identification picture and shall state the name of the individual and the company represented.

**PARKING:** It is the responsibility of the contract personnel to park in the appropriate designated parking areas. Parking information is available from VA Police & Security Service Office. The Contractor assumes full responsibility for any parking violations.

**SMOKING:** Contractor personnel may smoke only in designated areas. It is the responsibility of the VISN 22 Healthcare Facilities to provide a safe and healthful environment for employees and patients and to serve as a leader in community health awareness and education. It is in fulfillment of this obligation that the facilities are committed to the establishment of a smoke-free environment. This policy applies to every location in the Healthcare Facilities. There shall be no smoking within 25 feet of all entrances to buildings. Smoking is allowed in all outside areas that are 25 feet away from entrances to buildings unless indicated otherwise. Enclosed patios connected to facility buildings are considered part of the building and as such are non-smoking areas.

**ADP SECURITY:** Protection of Computer Equipment, confidentiality of patient information, and the integrity of computer software/data at all Healthcare Facilities are essential. Software installed on each PC is copyrighted and copy of software for use elsewhere is prohibited. In the event of a possible security violation, the Healthcare Center's ADP Security Committee shall investigate and recommend corrective action to the appropriate agency.

### **INSURANCE COVERAGE**

The Contractor agrees to procure and maintain, while the contract is in effect, Workers Compensation and Employee's Public Liability Insurance in accordance with Federal and State of California and/or Nevada laws. The Contractor shall be responsible for all damage to property, which may be done by him, or any employee engaged in the performance of this contract.

The Government shall be held harmless against any or all loss, cost, damage, claim expense or liability whatsoever, because of accident or injury to persons or property of others occurring in the performance of this contract.

Before commencing work under this contract, the Contracting Officer shall require the Contractor to furnish certification from his/her insurance company indicating that the coverage specified by FAR 52.228-5 and per FAR Subpart 28.307-2 has been obtained and that it may not be changed or canceled without guaranteed thirty (30) day notice to the Contracting Officer.

Contractor is required to provide copies of proof of Workers Compensation and Employee Public Liability Insurance within fifteen (15) calendar days after notification of contract award.

### **INVOICING & PAYMENT**

Contractor shall list in the space below the name(s) and Address(es) of customer service department with whom the Government facilities shall place orders:

Company Name:
Address:
Phone No:
Fax No:
Contact Name:
Email:

The Contractor shall submit in arrears a properly completed itemized invoice in accordance with FAR clauses 52.212-4(g) Contract Terms and Conditions – Commercial Items via Tungsten Network, <http://www.tungsten-network.com/US/>.

Invoices submitted for payment shall be reviewed for accuracy and shall be subject to approval by the Government prior to issuance of payment.

The invoice MUST be itemized to include the following information.

1. Facility name and address where service was provided
2. Contract number
3. Purchase order number
4. Hours
5. Cost
6. Date

No advance payments shall be authorized. Payment shall be made on a monthly arrears for services provided during the billing month in arrears in accordance with FAR 52.212-4, para. (i) Upon submission of a properly prepared invoice for prices stipulated in this contract for services delivered and accepted in accordance with the terms and conditions of the contract, less any deductions stipulated in this contract.

Payment of invoices may be delayed if the appropriate invoices as specified in the contract are not completed and submitted as required.