

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE

OF PAGES

1

17

2. AMENDMENT/MODIFICATION NUMBER
000023. EFFECTIVE DATE
12-13-20174. REQUISITION/PURCHASE REQ. NUMBER
593-18-1-771-0028

5. PROJECT NUMBER (if applicable)

6. ISSUED BY CODE

612MCP

7. ADMINISTERED BY (If other than Item 6) CODE

612MCP

Department of Veterans Affairs
VA Sierra Pacific Network (VISN 21)
VA Northern California HealthCare System
5342 Dudley Blvd, Bldg 209
McClellan CA 95652-2609

Department of Veterans Affairs
Department of Veterans Affairs
VA Northern California HealthCare System
3230 Peacekeeper Way, Bldg. 209
McClellan CA 95652-1012

8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)

To all Offerors/Bidders

(X)

9A. AMENDMENT OF SOLICITATION NUMBER

36C26118Q0106

X

9B. DATED (SEE ITEM 11)
12-13-2017

10A. MODIFICATION OF CONTRACT/ORDER NUMBER

10B. DATED (SEE ITEM 13)

CODE

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to address additional questions that have been received and to provide a revised Statement of Work document. See attached pages.

The quote due date remains unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Michael P. Hodahkwen
Contracting Officer

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY

(Signature of Contracting Officer)

12/13/2017

**Security Guard Services for the
Southern Nevada Health Care System
Questions and Answers
36C26118Q0079
Amend #2**

1. The solicitation references Guard II. Is this Armed or Unarmed?

These are unarmed positions.

2. The SOW reference the Guard II will be responsible for Alarm Monitoring at several of locations. If the Guards II are doing Alarm Monitoring then are you authorizing the Alarm Monitoring wage rate for those guards performing Alarm Monitoring? Otherwise this will cause Labor Board complaints.

The Guards do not monitor alarms, they respond to the calls. I.E., after hours, the alarm monitoring station notifies VA Police of alarm sounding at XYZ location. Contract security may be the closest and will respond. If they find the exterior door damage, they notify Locals and they respond and clear the building. VA Police are not always available to respond to these types of initial calls.

3. Can you itemize the Alarm Monitoring separate from the Guard II for billing purpose due to their different rates?

See response to previous question.

4. Vehicles, how many vehicles are required?

This determination is up to the vendor. Only one post is roving.

5. Is there an Incumbent or is this a startup account?

The incumbent vendor is Culpepper & Associates.

6. I did not notice a SF-1449 is there one?

No, this RFQ uses the streamlined procedures of FAR 12.6 which doesn't use the 1449.

7. Section 2.1 on call - is there a historical record for VA's acquisition of on-call (additional) services?

Contract Security is not on call, they will respond to their hours of work based on the contract. The price schedule includes line items for overtime hours. If there is a need for staffing beyond the requirements in the SOW, then we would determine if a contract modification is appropriate.

8. Section 3. is there any required training for computer or systems access?

Yes, any GD-II needing access to the computer must complete all training per VA rules and regulations.

9. Section 4.2(E) confirm no use of any less than lethal weapons to include OC, baton, or handcuffs. CSG is only required to carry Handcuffs.

The Guards need to receive annual training on using handcuffs, when and how to apply handcuffs given the situation. They must be CPR certified (AHA).

10. Section 4.2(K) confirm no additional traffic control safety apparel required besides reflective vest, gloves, traffic baton, i.e. cones, barricades, etc.?

That is correct.

11. Section 5.1 can the government identify specific security functions by each post listed in section 1.4 hours of operation? All posts are interchangeable in scope.

The guards will patrol assigned areas, respond to emergencies, standby on involuntary holds to ensure they do not escape, and write Reports. Please review section 5 of the SOW.

12. Section 5.1 please identify each post with magnetometers (metal detectors) at the ECP?

None at this time.

13. Section 5.2(J) Please identify the contents of the Competency Folder.

The Guard will be required to know the difference between a detention and an arrest.

14. Section 5.3 (J) please confirm flying flags as current and required job function. Will VA provide training in the proper/preferred execution of flag protocols?

At the PCC's, Contract Security will be required to raise or lower flags, per flag protocol through VA police operation. VA Police will provide that training on that protocol.

15. Section 5.3 (O) please identify type and frequency of VASNHS emergency drills; are these all conducted on the job?

Drills are held monthly throughout the system from various groups to include safety, VA Police, Nursing etc. The drills are located on the job site.

16. Section 5.5 please identify post with alarm monitoring capability. What notification system or protocols exists for supervisors to respond to alarms after hours of operations?

Alarm Monitoring is handled through the off-site monitoring stations. They call the VA Police Dispatcher, when necessary. VA Police contact security supervisor who responds and verify that the building has or has not been compromised.

17. Section 5.8 (B) training. please define "sufficient experience in the subject matter"

At least 2 years or more having actually served in that capacity.

18. Section 5.14 please confirm what level of public trust security personnel will operate under? Can the government identify general length of time to complete SAC? Will the VA require additional training for Protection of Personal Information or PII training?

The guards will fall under a Tier I evaluation (formerly called NACI).

19. Section B.3 (9) a.2 please identify the estimate labor hours the required cyber security awareness training.

One hour is estimated to complete the security awareness training.

20. Can you confirm that the statement of work hours of operation for the Pahrump site is correct as written: 1 Guard II 0130-1830, M-F? Starting at 0130 seemed not in line with the times of the other locations and I wanted to make sure this was correct.

The correct hours for Pahrump is 0600 – 1830, M-F.

21. Can the guards working under this contract apply to the VA police positions?

Yes, they would be eligible but would still need to meet all the requirements that any other candidate would not to.

22. Can you clarify the alarm monitoring requirement? Does this work fall under the labor category for alarm monitoring, which is different than the Guard rates?

The SOW does not require alarm monitoring services. The alarm systems are monitoring for alarm companies. The SOW requires the guards to perform checks ensuring alarms are activated and to respond to alarms that are set off.

23. The supervisor will perform roaming duties. Do you have an average amount that can be provided?

We do not have an average amount that can be provided.

24. Are the vendors required to submit a transition plan in the quote package?

No, there is not a requirement for a transition plan. A plan has already been provided in the SOW and price schedule and the primary purpose of the prequote conference was to explain the transition plan to the vendors. We gave the vendors an opportunity to provide feedback and there were not any concerns expressed towards the current plan in the RFQ package.

25. Is this contract subject to the Nevada Private Investigators Licensing Board (PILB)?

Yes, this contract is subject to PILB.

26. Are the vendors required to be registered in VetBiz.

Yes, the vendors must be registered in VetBiz when the quote is submitted to be eligible for award.

27. Will the VA provide training space for the guards?

Yes, the VA will provide training space but it will be subject to availability. The ultimate responsibility for training space will fall on the vendors. The VA does not guarantee that space will be available.

28. In section 5.17 of the SOW, it states that an ID badge must be worn. Is this referring to a VA issued ID badge?

Yes, this is referring to the VA issued badge.

29. Is there a new vendor three-day orientation required?

No, this is not a requirement.

30. What is the total dollar amount of the current contract.

The current contract is under VA261-17-C-0234 and the total amount is \$674,239.28.

31. What is the average timeline for obtaining VA badges?

The average is 30 to 60 days but it will depend on the workload in our national security office and if there are any unique issues for the individual going through the screening process. It was noted that for existing guards who have already been cleared, going through the reissuance process is faster than a new badge.

32. Would vendor be entitled to an equitable adjustment if the anniversary dates were different than how the vendor based their quote?

No, the vendor assumes the financial risk of any costs associated with the anniversary dates and would not be entitled to an equitable adjustment.

33. Is there a Collective Bargaining Agreement in place for the existing guards?

No, there is a not a CBA currently in place.

**Statement of Work
Security Guard Services
Southern Nevada Healthcare System**

Section 1: General Information

1.1 General: This is a non-personal services contract to provide security guard services for the VA Southern Nevada Healthcare System (VASNHS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.2 Period of Performance:

Base Year:	February 1, 2018 to January 31, 2019
Option Year #1:	February 1, 2019 to January 31, 2020
Option Year #2:	February 1, 2020 to January 31, 2021

1.3 Place of Performance: Services are required at the following locations.

Northwest Primary Care Clinic 3968 N Rancho Dr. Las Vegas, NV 89130 Clark County	Southeast Primary Care Clinic 1020 S Boulder Henderson, NV 89015 Clark County
Southwest Primary Care Clinic 7235 South Buffalo Drive Las Vegas, NV 89113 Clark County	VA Medical Center (CLC, MHC, Admin Bldg.) 6900 North Pecos Road N. Las Vegas, NV 89191 Clark County
MCPO Jesse Dean VA Clinic 3650 South Point Cir, Bldg. D, 2nd FL, Ste 200 Laughlin, NV 89029 Clark County	Pahrump CBOC 220 South Lolo Lane Pahrump, NV 89048 Nye County
Veterans Recovery Center 3525 West Cheyenne Ave North Las Vegas, NV 89032 Clark County	

1.4 Hours of Operation: The work shifts for each location are as follows. Federal holidays are excluded.

Northwest Primary Care Clinic	2 Guard II 0600-1830, M-F, 2 Guard II 0630-1830 SAT
Southwest Primary Care Clinic	2 Guard II 0600-1830, M-F, 2 Guard II 0630-1830 SAT
Southeast Primary Care Clinic	2 Guard II 0600-1830, M-F, 2 Guard II 0630-1830 SAT
MCPO Jesse Dean VA Clinic	1 Guard II 0730-1730, Mon, 1 Guard II 0730-1700, Tue-Fri
Pahrump CBOC	1 Guard II 0600-1830, M-F
VA Medical Center	1 Guard II, 2E-MHC, 24/7 coverage (including holidays) 1 Guard I, Admin, 0700-1630, M-F 1 Guard I, CLC, 0600-1800, M-F 1 Guard I, CLC, 0630-1830, SAT 1 Security Supervisor, 24/7 coverage (including holidays)
Veterans Recovery Center	1 Guard II 0730-1600, M-F

1.5 Transition Plan for Primary Care Clinics: The long term strategic plan for the Primary Care Clinics is to have VA Police patrolling these three locations. Until the VA is able to hire and train VA Police the services will be provided by Contractor personnel. The price schedule for option year #1 and #2 include optional line items as 1003 to 1008 and 2003 to 2008. Starting during option year #1 of the contract, the VA will determine whether to exercise these optional line items. The optional line items are in six month increments. If the optional line items are exercised, it will be processed through a contract modification.

1.6 Type of Contract: The award will be firm fixed price contract.

1.7 Invoicing: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov

Section 2: Definitions & Acronyms

2.1 Definitions:

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

On Call. Services needed at any location listed in section that is in additional the regular work shifts listed in section 1.4. For example, having a second Guard detailed to Pahrump for a day in addition to the Guard already on site. This would not fall under the overtime line item at would be at the regular pay rate. If the amount of on call work exceeded the overtime limits, then the hours that are considered overtime would fall under the rates listed for the overtime line item.

Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

Work Week. Monday through Friday, unless specified otherwise.

2.2 Acronyms:

CAO	Clinic Administrative Officer
CD	Clinic Director
CMO	Chief Medical Officer
CO	Contracting Officer
COR	Contracting Officer Representative
PPE	Personal Protective Equipment
RHA	Regular Hours of Assignment
SOP	Standard Operating Procedures
SOW	Statement of Work
VA	Veterans Affairs
VA SNHS	Veterans Affairs Southern Nevada Healthcare System

Section 3: Government Furnished Property, Equipment, and Services

The government will provide the security guard with a copy of the VA SNHS Police SOP, and a guard office with the following:

- A. Desk - 1 each.
- B. Chair - 1 each.
- C. Telephone (single line)
- D. Handheld Radio
- E. Computer

Accountability for Government Property. All non-disposable property furnished by the Government under this contract will remain the property of the Government. Annually and upon termination of the contract, the Contractor shall conduct a joint inventory of all such property with the COR. Any property furnished by the Government to fulfill contracted requirements which is lost or damaged, resulting from improper use or negligence by the Contractor's employees, shall be repaired or replaced at the Contractor's expense, as directed by the COR.

Training Room. The VA will provide a training room for the guards but it is subject to availability and the VA does not guarantee that a room will be made available. The responsibility will ultimately fall on the Contractor.

Section 4: Contractor Furnished Items and Services

4.1 The Contractor shall in accordance with applicable Federal Regulations, obtain all permits for the operation of radio equipment over Government identified frequencies. A copy of all such permits shall be delivered to the COR prior to the utilization of designated frequencies.

4.2 Uniforms and Equipment:

- A. The Contractor will be responsible for providing any vehicles that are needed in the performance of the contract.
- B. Security guards shall have uniforms and standard industry accessories. Each security guard shall be provided with uniforms at no cost to the employee or Government.
- C. The color of the Contractor's security guard's uniforms shall be a general color used by guards or police organizations. Security guards shall wear the same color and style of uniform. Appropriately styled uniforms shall be worn by female members of the guard force.
- D. Shoulder patches shall indicate the identity of the Contractor and shall be worn on the left shoulder of the uniform jacket and shirt. Identification name tags shall be worn over the right breast shirt pocket. No other identification of the Contractor or employee shall be worn or displayed on the uniform.
- E. Approved uniforms and related accessories listed do not have to be new but shall be in good condition (one or more sites may require only a portion of the items listed below):
 - 1) Shirt, long sleeve
 - 2) Shirt, short sleeve
 - 3) Trousers, all season weight
 - 4) Necktie
 - 5) Jacket, winter, patrol type (reefer style)
 - 6) Jacket, light weight
 - 7) Gloves, (pair) (color to match accessories)
 - 8) Key strap with flap
 - 9) Flashlight, 4 "D" cell, metal
 - 10) Flashlight holder, (snap away (D-cell)
 - 11) Insignia, shoulder patch (each shirt and jacket)
 - 12) Whistle, Thunder, with chain attachment
 - 13) White (non-supervisory), gold (supervisory) metal cap ornament.
 - 14) Nameplate, 3 1/2" X 3/4", black/blue, 1/2" lettering on gold metal.
 - 15) Radio case (if radio is required)
 - 16) Surgical/protective glove pouch
 - 17) Safety boots
- F. Long or short sleeve shirts may be worn for the season or as weather permits.
- G. The uniform shall only be worn when the officer is on official duty or in transit between residence and duty station.
- H. The color of the accessories and equipment shall be standard black/brown to match the uniform.
- I. Shoes shall be low quarter or high topped, laced type with police or plain toe and standard heel. The color of the shoe shall match the color of leather equipment accessories; any deviation from the above requirements shall be approved by the COR.

- J. Inclement weather clothing shall be required for those guards required to perform duties while exposed to cold, rain, and other inclement weather conditions. All weather clothing shall be identical in style and color for each guard.

Note: No guard shall enter on duty without wearing the proper uniform (including accessories).

- K. Each guard on duty shall be equipped with supplementary equipment including, but not limited to: notebook, pen, pencil, replacement flashlight batteries, bulbs, and traffic control safety apparel (reflective vest, gloves, traffic baton). Guards shall not equip themselves with unauthorized supplemental, personal items and/or non-standard items including personal cellular phones.

Section 5: Specific Tasks

5.1 Roving Patrol security guards shall provide roving patrol services for all sites listed in the schedule. Services shall include but not limited to the following:

- A. Ensure all entrances are secure.
- B. Ensure intrusion alarms are on and functioning correctly.
- C. Be vigilant of vandalism to buildings and/or government vehicles.
- D. Notify and report vandalism to VA Police, local police, and/or designated VA staff official, upon discovery of a crime.
- E. Monitor metal detectors at entry control points at all sites.
- F. Two posts will be manned 7X24, 7 days a week. VAMC mental health 2 East ward and the roving security supervisor post.

5.2 Security Supervisor

- A. Ensure officers are on post and in proper uniform.
- B. Ensure post orders are current and up-to-date.
- C. Respond to all reported building alarms after hours, assist security guards with inputting required reports in record system.
- D. Ensure the guards are competent in their duties, and ensure that the daily operating journal is correct during their assigned shift.
- E. Be vigilant of vandalism to buildings and/or government vehicles.
- F. Notify VA Police or local law enforcement upon discovery of a crime.
- G. Ensure that officers are properly trained in accordance to the requirements of VASNHS.
- H. Ensure that security officers do not view none authorized posts while performing their duty (Social Media, YouTube, etc.,).
- I. Ensure that guards do not use personal cellular devices during work hours.
- J. Maintain Competency Folders on all Security Officers, available for inspection at all times.
- K. This Post will be manned 7 days a week, 24 hours a day.
- L. The contactor will provide their supervisor with a vehicle for site checks and roving patrol.

5.3 Functions and Responsibilities

- A. **Entrance Control Post:** Operate and enforce a system of personnel identification and perform package inspections as directed.
- B. **Patrol Posts:** Conduct patrols in accordance with established routes and schedules.
- C. **Traffic Control:** Direct traffic (vehicle and pedestrian), control parking, issue courtesy violation notices.
- D. **Security and Fire Systems:** Monitor and operate building fire alarm and intrusion detection systems and other protection devices or building equipment.
- E. **CCTV Systems:** Monitor and operate building CCTV (Video Surveillance System).
- F. **Building Rules and Regulations:** Observe building occupants and visitors to ensure compliance with the posted rules and regulations.
- G. **Lost and Found:** Turn Lost and Found items to the appropriate Lost and Found Site Manager personnel. Ensure that high value items have a receipt and that is given to VA Police using VA Forms 10-3524 and 10-3524a.
- H. **Law and Order:** Maintain law and order within areas of assignment by contacting VA police and /or Local Law Enforcement.
- I. **Unauthorized Access:** Discover and detain persons attempting to gain unauthorized access to property.
- J. **Flying the United States Flag:** Assist in the placement of flying the U.S. Flag and other flags as directed by the Contracting Officer Representative (COR).
- K. **Additional Duties:** Turn off unnecessary lights, secure windows, doors and gates.
- L. **Reports and Records:** Prepare and maintain reports and daily records. Give reports to the VASNHS Police Department.
- M. **Civil Disturbances:** Resolve civil disturbances or other criminal acts and safeguard Government property and the public.
- N. **Emergencies:** Respond to emergency situations and provide appropriate assistance. Notify the COR of action taken.
- O. **Drills:** Participate in VASNHS emergency drills.

5.4 Additional Functions and Responsibilities

- A. Security Guards shall be assigned to entrances of buildings to monitor pedestrian traffic and to patrol the interior and exterior of the facility. The primary functions are to provide security by conducting patrols, and report dangerous conditions resulting in violations of health and safety codes.
- B. When efforts to prevent crime fail, the Security Guards shall notify VASNHCS Police by two-way radio or telephone and if no contact with VA Police, 911.
- C. The Security Guards are required to render courteous assistance to employees, patients, and visitors and to safeguard their welfare during emergencies. The guards are responsible to exercise leadership, control and direction during fire, storms, earthquakes or other mishaps, which threaten lives.

5.5 Intrusion Alarm Monitoring System

- A. Security Guards shall monitor alarms for intrusion, interior motion detectors, pharmacy area and agent cashier's window.

5.6 Alarm Monitoring System Requirements

- A. The Contractor shall respond to the site, within forty-five (45) minutes of an alarm notification (depending on location). Upon arrival, if there is evidence that a crime is in progress or there is evidence that a crime has taken place, security guard shall notify local law enforcement and the on-duty VA Police Supervisor. If there is no contact with VA Police Supervisor, contact will be made with Assistant Chief, then as a last resort the Chief, VA Police Services.
- B. Contractor shall respond to all security intrusion alarms.
- C. Contractor shall inform the COR and dispatch officer of any mechanical equipment malfunctions which may require a work order.

5.7 Contractor Point of Contact

- A. Contractor shall provide a point of contact for contract administration which shall include name, address, telephone number, and email address.

5.8 Training

- A. Contractor Furnished Training
 - 1) The Contractor shall submit to the COR written certification that each contract employee has been trained on the subject areas as required by the state of Nevada security guard training.
 - 2) Contractor shall ensure that new employees shall meet training requirements before starting work.
- B. All formal training required shall be provided by persons who are certified or qualified to instruct on required subjects. Certification to instruct the specific subject shall be in the form of a certificate issued by an accredited institution of learning (school, college, university, etc.), a governmental (Federal, State, County, etc.), or by documentation that the person instructing has sufficient experience in the subject matter.
- C. In addition to the required formal training, the Contractor shall provide follow-up orientation of each employee twenty-one (21) days after the initial assignment. This orientation may be accomplished while the guards are on duty. The Contractor shall certify the completion of the orientation for each guard to the COR within forty-five (45) days following assignment of duty. The follow-up orientation shall include but not be limited to the following subjects:
 - 1) Rules, regulations and procedures for the facility (1 hour).
 - 2) Policy and specific procedures for responding to emergency alarms, bomb threats, incendiary devices in the facility (1 hour).
 - 3) Procedure for operating the security systems within the facility (1 hour).
 - 4) Procedure for and operating of the firefighting equipment within the facility (1 hour).
 - 5) Vehicle traffic and parking control (1 hour).
 - 6) VA Handbook 0730 (1 hour).
 - 7) Use of Force (4-8 hours).

5.9 Education/Experience

- A. **Supervisor:** The Contractor shall provide an on-site supervisor. The supervisor shall have a background with a minimum of two (2) years of successful experience in field supervision (civilian community law enforcement, military service law enforcement, or security, commercial industrial guard service or individual guard service or security).
- B. **Security Guards:** Guards assigned by the Contractor shall have a high school education or equivalency with two (2) years' experience demonstrating the ability to:

- 1) Meet and deal with the general public.
 - 2) Read, understand and apply printed rules, detailed orders, instructions, and training materials.
 - 3) Maintain poise and self-control under stress.
 - 4) Construct and write clear, concise, accurate and detailed reports.
- C. Military Service may be credited toward meeting the above requirements.
- D. Age: Contractor employees performing under a resulting contract shall be a minimum of eighteen (18) years of age.
- E. Health and Physical Fitness Requirements:
- 1) Contractor employees shall be physically able to perform all duties, functions, and activities; free from any communicable disease; well-proportioned as to height and weight; in good general health without physical defects or abnormalities which would interfere with the performance of these duties.
 - 2) Contractor employees shall possess binocular vision correctable to 20/30 (snellen); free of color blindness, and capable of hearing conversation within fifteen (15) feet without the benefit of a hearing aid.
 - 3) Security guards shall be given a physical examination at no additional cost to the Government or the employee. Medical certification attesting to the final results of this examination shall be provided to the COR upon request.
 - 4) Additionally, security guards shall undergo a psychological assessment at no additional cost to the Government or the employee on an annual basis. The psychological assessment shall be provided by a physician or licensed practitioner authorized to conduct such examinations. Results shall be sent to the COR upon request.

5.10 Quality Assurance

- A. The Contractor shall perform services in accordance with the ethical, professional and technical standards with regulations and procedures. Persons provided by the Contractor shall be technically proficient in the skills necessary to fulfill the Government's requirements, to include the ability to speak, understand, read and write English fluently.

5.11 Contractor Personnel

- A. The Government reserves the right to accept or reject Contractor's staff for the rendering of services. Complaints concerning Contractor's personnel's performance or conduct will be dealt with by the Contractor, and COR with the final decision being made by the Contracting Officer.
- B. Personnel Policy: The Contractor shall be responsible for protecting the personnel furnishing services under this contract. To carry out this responsibility, the Contractor shall provide the following for these personnel:
- 1) Worker's Compensation
 - 2) Health Examinations
 - 3) Income Tax Withholding, and
 - 4) Social Security Payments
- C. The Contractor shall follow all existing local, state, federal and/or union laws/regulations relevant to fringe benefits and premium pay for their employees. Contractor personnel shall not be considered VA employees for any purpose.

- D. The Contracting Officer or her designee shall notify the Contractor of any noncompliance with the foregoing provisions and the action to be taken. After receipt of such notice, the Contractor shall immediately correct the problem.

5.12 Insurance Coverage

- A. The Contractor shall maintain Workers Compensation and Employee's Public Liability Insurance in accordance with the laws of Nevada.
- B. The Contractor shall comply with all applicable Federal and State laws regarding liability for the injury or death of an employee in performing the work under this contract and shall hold the Government harmless against any or all loss, cost, damage, claim expense or liability for accident or injury to persons or property occurring in the performance of this contract.
- C. Before commencing work under this contract, the Contractor shall furnish an insurance certificate indicating coverage has been obtained and may not be changed or canceled without a thirty (30) days' notice to the Contracting Officer. Offerors are encouraged to ensure they have the applicable insurance coverage and that it is current and up-to-date prior to submitting their offer.

5.13 Ordering Activities and Officers

- A. The Contractor shall not accept any instructions issued by any other person(s) other than the Contracting Officer or COR acting within the limits of his/her authority.

5.14 Recordkeeping System

- A. The VA has established and shall maintain a record keeping system for verification of actual hours worked by the Contractor's employees. Contractor's employees shall be required to sign the record, which shall be used to audit/match Contractor's invoice. Records such as time and attendance logs shall be used to verify contractor's performance. This procedure is mandatory and will be strictly enforced.

5.15 Changes

- A. Only those services specified herein are authorized. Before performing any service of a non-contract nature, the Contractor shall advise the Contracting Officer of the reasons for the additional work. Changes to the resulting contract are not authorized, unless agreed upon in writing by the Contracting Officer and the Contractor.

5.16 Contract Security

- A. 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.
- B. In accordance with VA 0710 Handbook, appointees and contract personnel appointed to Low Risk positions must be subjects of a background investigation conducted by OPM 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's personnel to maintain U.S. citizenship, the Contractor shall be responsible for compliance. Regardless of U.S. citizenship requirements, Contractor's personnel are required to read, write, speak, and understand the English language, unless otherwise specified in this contract or agreed to by the Government.

- C. 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 the Contractor's 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 contract personnel assigned to Low Risk/Non-sensitive positions for 180 days or less under a single contract or series of contracts. However, a Security Access Clearance (SAC) background screening will be required for appropriate preliminary checks in accordance with VA Directive 0710.

5.17 Miscellaneous

- A. **Parking Policy:** Contractor personnel shall park in designated parking areas. Parking information is available from the VA Police. The VA will not invalidate or make reimbursement for parking violations of the Contractor's personnel under any circumstances.
- B. **Smoking Policy:** The Contractor shall ensure its personnel are informed that smoking is not permitted within or around the VA Healthcare System facilities, except in designated areas.
- C. **Government Telephones:** The Contractor shall ensure its personnel do not use Government telephones for personal reasons.
- D. **Badges:** All Contractor personnel are required to wear identification (I.D.) badges during the entire time they are on the VA Southern Nevada Healthcare System grounds. I.D. badges must have identification picture, name of the individual and the represented company depicted on it.
- E. **Overtime and Holidays:** Overtime shall be approved by the COR before work commences.
- F. **National Holidays:** Listed below are the ten national holidays:

New Year's Day	January 1
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 4
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

When one of the holidays fall on a Sunday, the following Monday shall 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. Any day specifically declared by the President of the United States of America as a national holiday are also included.

Section 6: Attachments

Attachment #1	Business Associate Agreement
Attachment #2	Contractor Security Requirements
Attachment #3	VA Directive 0710
Attachment #4	VA Handbook 0730
Attachment #5	Wage Determinations
Attachment #6	Past Performance Survey
Attachment #7	Price Schedule