

Scope of Work

GENERAL

A. **Scope of Work:** The contractor shall provide all management, supervision, manpower, material, supplies and equipment (except as otherwise provided), and shall plan, schedule, coordinate and ensure effective performance of all services described herein. The contractor shall provide the security guard services in accordance with the requirements of this contract at: Overton Brooks VA Medical Center-510 East Stoner Ave, Shreveport, La 71101.

B. **Work Requirements:**

B.1. Work Hours: The Contractor shall provide 1 unarmed Security Guards for the Overton Brooks VA Medical Center CBOC's (Monroe, Texarkana, Knight Street, with the contingency based upon additional need's for one 1 unarmed Security Guards at these Locations, Buckner Square and Longview) to manage, and maintain a uniformed security guard services. Tours of duty: Monday through Friday 08:00 am to 4:30 pm, for providing daily deterrent against unauthorized, illegal, or potentially life-threatening activities directed toward Overton Brooks VA Medical Center employees, visitors, information, programs, resources, and property. The Contractor shall provide five security guards to properly perform the specific duties outlined below.

Specific Duties:

- 1) **Entrance Control Post:** Operate and enforce a system of identification and validate parking as necessary.
- 2) **Roving escorts:** Conducts patrols in accordance with established routes and schedules, escorts persons to their vehicles.
- 3) **Traffic Control:** Direct Traffic (Vehicle and pedestrian) control parking; issue courtesy violation notices, etc. as prescribed.
- 4) **Parking rules and regulations:** Observe parked vehicles for compliance with posted rules and regulations
- 5) **Law and Order:** Maintain law and order within the areas of assignment
- 6) **Unauthorized Access:** Discover and detain persons attempting to gain unauthorized access to the property.
- 7) **Hazardous Conditions:** Reports daily in accordance with procedures in the Police Standard Operating Procedures, potentially hazardous conditions and items in need of repair, including inoperative lighting, slips/trips and falls, etc.
- 8) **Additional Duties:** Turns off unnecessary lights, checks safes, lock-type repositories and cabinets, close windows, open and secure doors and gates.
- 9) **Civil Disturbances:** Perform such other functions as may be necessary in the event of situations or occurrences such as civil disturbances or other criminal acts adversely affecting the security and safety of the Government, its employees, property and the general public lawfully in buildings or on the grounds under the control of the Government.
- 10) **Emergencies:** Respond to emergency situations and provide appropriate assistance. Immediately notify the Deputy Chief of Police or designee of action taken.
- 11) **Parking Lot Counters:** Adjust and keep balanced the parking lot "Space Available Counter Levels".

B.2. Work Scheduling Procedures: Occasionally, emergency or special situations may occur that require the Contractor to make immediate changes in operational procedures, processes, plans, patrol/guard deployment, and staffing levels to meet specific situations. During such times, direction will be provided by the Deputy Chief of Police. When requested by the Deputy Chief of Police. The contractor shall coordinate with the Overton Brooks VA Police Supervisor to assist in fire drills, practice building evacuations, threat drills, and other emergency evacuation procedures.

a. Post Orders. The Deputy Chief of Police or the designee will provide all details, procedures, and instructions necessary for proper performance at each post or escort service. The Deputy Chief of Police or designee may make technical/administrative revisions to Post Orders, which would provide clarity and avoid misunderstanding. The Project Manager or an authorized representative for the Contractor shall sign each Post Order to indicate receipt. The Contractor shall not refuse to accept Post Orders for any post or supervisory position. The Contractor is responsible for enforcing compliance with all such orders. Any discrepancies in Post Orders and work actually performed shall be brought to the attention of the Deputy Chief of Police or the designee immediately. If the Contractor's employees fail to work the required hours or fail to perform the required duties, contractor shall be take necessary action. Continued failure may result in contract termination.

b. Changes to Post Orders. The Deputy Chief of Police or designee may modify, amend, and/or revise Post Orders to change shift start and stop times and post locations. Such changes shall not require modification of the basic contract unless they result in an increase or decrease in contract price. Changes which increase or decrease requirements, such as the total number of basic hours specified, the amount of equipment, supplies, etc., or otherwise affect the Contractor's cost, must be made by the Contracting Officer through a written bilateral modification to the contract.

c. Post Order Deviations. In the case of emergency conditions requiring immediate attention, the Deputy Chief of Police or designee may direct the Contractor's on-site Program Manager to temporarily divert personnel from their normal post duties to respond to the emergency conditions, at no additional cost to the Government. Such employees shall return to their normally assigned duties when released from the emergency situation. Except for the emergency conditions, the Contractor shall not divert personnel from their prescribed post duties without the prior approval of the Deputy Chief of Police or designee. In instances where verbal deviation approval is given by the Deputy Chief of Police or designee, all pertinent facts concerning the deviation shall be recorded in an incident report and forwarded to the Deputy Chief of Police or designee within three (4) hours of the approval. Diversions resulting from emergency conditions shall be reported to the Deputy Chief of Police or designee in an incident report within three (4) hours of the diversion.

d. A copy of the work schedule and/or changes for all employees shall be forwarded to the Deputy Chief of Police or designee at least seventy-two hours prior to the start of the scheduled work period. Emergency changes to work schedules, occasioned by unexpected employee absences, will be made as they occur. The Project Manager or Shift Supervisors may post such changes.

e. No guard shall leave his/her post until properly relieved. If a post is operational during specified hours, the security guard shall leave at the end of the post's duty hours.

f. Tour of Duty. All Security Guards shall begin work promptly at the start of their tour of duty and shall remain on the job until the end of their full tour of duty except for authorized breaks. Security Guards shall not leave their posts during the post operating hours unless properly relieved. Tour of Duty shall be Monday through Friday 08:00 am to 4:30 pm.

The Government hereby provides notice and Contractor hereby acknowledges receipt that Government personnel observe the listed days as holidays:

New Year's Day	January 1
Martin Luther King's Birthday	Third Monday in January
President's Birthday	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	December 25
Inauguration Day	January 20 every four years

In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Any other day designated by the President's Proclamation

It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement of compensation. In the event the Contractor's personnel work during the holiday, they may be reimbursed by the Contractor, however, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost, other than their normal compensation for the time worked.

B.3 Roving Patrol. Security Guards shall patrol areas outside the Overton Brooks VA Police Department CBOC's facility in accordance with routes and schedules provided by the Deputy Chief of Police or designee. During the patrol, these procedures include, but are not limited to the following:

- a. Immediately reporting, in accordance with procedures in the Post Orders, any problems, incidents, violations, etc., immediately taking corrective action, securing the area (if necessary), and documenting the incident.

b. Reporting, in accordance with procedures in the Post Orders, potentially hazardous conditions and items in need of repair, including inoperative lights, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.

B.4 Entrance and Exit Control (Employees and Visitors). The Security Guards shall operate and enforce a system of personnel identification. The Security Guards shall deter unauthorized personnel or property from entering the Overton Brooks VA Medical Center CBOC's. When directed by the Deputy Chief of Police or designee or Contracting Officer, Security Guards shall take action to deter unauthorized individuals or vehicles from entering Overton Brooks VA Medical Center CBOC's sites.

B.5 Replacement and Relief Guards. The Contractor shall provide qualified, trained, replacement s personnel for emergency purposes (i.e. sickness) to start within one hour of the regular tour of duty. During all relief periods (lunches, breaks, etc.) the Contractor shall, at its own expense, provide a certified replacement for contract employees while an employee is on an authorized break.

B.6 Personal Escort Duties. Security Guards shall provide a personal escort for designated personnel, visitors, etc., when directed to do so by the Deputy Chief of Police or designee to meet particular threats to the personal safety of these individuals or as a courtesy. Generally this will include, but not be limited to, such things as escorting from the facility to the Overton Brooks VA Medical Center CBOC's parking areas.

B.8 Parking and Traffic Enforcement. Security Guards shall assist in directing traffic (between vehicles and pedestrians at entrance points), and controlling vehicle entrances/exits. At the Overton Brooks VA Medical Center CBOC's vehicle entry point, the Security Guards shall ensure that only authorized personnel are allowed to drive vehicles into the Overton Brooks VA Medical Center CBOC's. The Contractor shall perform other tasks in this area as requested by the Deputy Chief of Police or designee.

B.9 Enforcement of Law and Order. The Contractor shall take necessary actions to detect, stop, and detain any individual(s) attempting to commit criminal acts against the safety and security of the Government, its employees or property, and the general public. After apprehension of a person suspected of committing a criminal offense, the suspect shall be turned over to VA Police Officers for transporting and processing. The Security Guards shall prepare an incident report.

B.10 Emergencies. In case of an emergency situation, the Deputy Chief of Police or designee shall have the right to direct the activities of the Security Guards in order to respond to the emergency. When the time and circumstances permit, such direction will be requested through the Project Manager. Emergencies will include, but are not limited to, such things as a bomb threat, fire, imminent or the potential for imminent personal danger to Overton Brooks VA Medical Center employees, visitors, etc. The diversion may be for the duration of the emergency or longer. Under no circumstances may the Security Guards refuse to cooperate with such directives when Overton Brooks VA Medical Police Department determines that an emergency situation exists. No additional cost shall be charged to the Government for the diversion, and the Contractor will not be held accountable for the normal daily work that was not done and which was otherwise scheduled for the diverted Security Guard. When

the Contractor has reason to believe that the Overton Brooks VA Medical Center Police Department is abusing the authority of this emergency provision, he shall bring it to the immediate attention of the Contracting Officer, citing specific examples of such alleged abuse. The Contractor will be notified in writing by the Contracting Officer as to the outcome of the investigation. All Security Guards shall review and know the Overton Brooks VA Medical Center CBOC's floor plan.

B.11 Reports and Records.

a. The Contractor shall prepare required reports on accidents, fires, bomb threats, unusual incidents, unlawful acts, etc., and provide these reports to those officials specified by this contract, in Post Orders, or by the Deputy of Chief Police or designee.

b. The Contractor shall prepare factual, complete and legible required reports on accidents, fire, bomb threats, unlawful acts, etc and provide these reports to the Deputy Chief of Police or designee within 24 hours of occurrence, the Contractor shall report to the Administrative Officers with the reports or record and submit the reports or records to the Administrative Officers of the CBOC's. The Administrative Officers will send the reports or records encrypted by e-mail to the Deputy Chief of Police or designee. If Contractor finds any unsecure Patient Health Information, the Contractor Shall immediately reported the find to the Administrative Officers of the CBOC's. The Administrative Officers of the CBOC's shall take the appropriate action.

c. The Contractor and its employees shall ensure that all reports listed below and other reports or forms as may be required in this contract are accurate and completed.

d. The Project Manager shall maintain a copy of all guard service reports, with the original forwarded to the Deputy Chief of Police or designee. A report of all shall be sent to the Deputy Chief of Police or designee within twenty-four (24) hours.

e. All logs, reports and records are the property of the Government and shall be provided to the Deputy of Chief of Police or designee within fifteen days of contract termination.

B.12 Complaints. The Contractor shall respond to complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. Such complaints shall be reported to the Police Service and Deputy Chief of Police or designee for resolution and disposition.

B.13 Security Evaluation Drills. Depending upon such things as the frequency and the nature of specific facility security problems, it is possible that a series of evaluation drills will be conducted periodically by the Government to assure the emergency response capability of security personnel. It is anticipated that these drills would be conducted during normal working hours at no additional expense to the Contractor.

Government Furnished Forms for Contractor Use

Form Number:

- | | |
|-------------|-----------------------------|
| 1. 10-0024 | Voluntary Witness Statement |
| 2. 10-0024a | Continuation Sheet |
| 3. 10-0072 | Property Pass |
| 4. 10-4793 | Visitor Register |
| 5. 10-6160 | Courtesy Violation Notice |
| 6. 10-6196 | Vehicle Registration Form |
| 7. 10-0019 | Security Line Tape |
| 8. 10-0037 | Handicapped Parking Labels |

B.12 Failure To Provide Productive Labor/Supervisory Man-Hours. In the event the Contractor, for any reason whatsoever fails to adhere to the terms and conditions of this contract, to include providing the required coverage, productive labor and/or supervision, three (3) times in any given month the COR will submit all three discrepancy reports to the Contracting Officer .

C. Personnel Requirements

Key Personnel Descriptions. When the term “Supervisors” is used in this contract, it refers to the Program Manager, VA Police Supervisor, and Shift Supervisors.

a. **Project Manager.** The Contractor shall furnish a Project Manager who meets the qualifications set forth herein. These requirements shall also apply to all employees who are substitutes for this position. Should the Government increase the number of Security Guards, such employees assigned shall also meet or exceed the specified qualifications.

(1) The Project Manager shall possess a minimum of five (5) years supervisory experience in law enforcement or a security related field. At least two (2) years of contract management is desirable.. He or she shall also have the ability to effectively communicate with, supervise, and manage Security Guards and all aspects of the requirements in this Contract. The Project Manager must demonstrate the capability to maintain an efficient workforce while supporting Overton Brooks VA Police Department security guard objectives. The Project Manager must be articulate and demonstrate excellent interpersonal skills.

(2) The Contractor shall assign a cell phone to the Project Manager and provide the name, home telephone number, cell phone number, and address of the Project Manager, in writing, to the COR within twenty-four (24) hours of being assigned to this Contract.

(3) The Project Manager shall not perform duties as a Facility Commander, Shift Supervisor or Security Guard on this contract.

(4) The Project Manager shall ensure that an alternate Project Manager is available, to respond to inquiries from the Deputy of Chief Police or designee when the Project Manager is absent. This individual shall meet all the specified contract requirements for the Project Manager as stated above.

(5) The Project Manager shall oversee performance of the work shall work Monday through Friday, excluding Federal holidays and work variable hours to ensure proper contract execution. The Deputy Chief of Police or designee is authorized to unilaterally change the time of day or number of hours worked by the Project Manager. During times the Project manager is unavailable (e.g. vacation, sick leave, etc.) the Contractor will ensure the alternate Project Manager is on-site.

(6) It is the responsibility of the Contractor to appoint a full-time on-site (Overton Brooks VA Medical Center CBOC's) Project Manager who is qualified and competent. The Project Manager shall be available to act for the Contractor to oversee and coordinate the services described in this contract. As such, the Project Manager shall provide the single point of contact through which all Contractor/Government communications, work, and technical direction shall flow except in cases of an emergency. The Government will not accept any individual as Project Manager who cannot act and make sound decisions entirely on their own or who is not available to the Deputy Chief of Police or designee 24 hours through a telephone, pager system, or radio communications. The Project Manager shall respond to emergencies or critical situations; call back the Deputy of Police or designee within 10 minutes to confirm the beeper page/call. The pager/beeper shall be of the type that can be contacted via a telephone. The duties of the Project Manager shall not be performed by uniformed employees performing work as a Shift Supervisor, or Security Guard under the terms of this contract.

(7) The Project Manager shall receive and execute, on behalf of the Contractor, such technical direction as the Deputy Chief of Police or designee may issue within the terms and conditions of the contract. The Project Manager shall have the authority to accept all other correspondence on behalf of the Contractor.

(8) Project Manager Duties.

(a) Project management duties include, but are not limited to, managing all required services; communicating with the Government; monitoring Supervisors; keeping personnel informed of and trained in all aspects of their positions, tasks, and duties; planning and scheduling all work requirements and training; preparing reports; establishing and maintaining records; and ensuring quality control.

(b) The Project Manager shall perform Quality Control Inspections on all shifts and maintain frequent liaison with the Deputy Chief of Police or designee of this contract. He/she shall attend security performance meetings with the Deputy Chief of Police or designee.

(c) Monthly Status Report. The Project Manager shall prepare a monthly status report and submit it to the Deputy Chief or Police or designee. The report shall identify significant issues, problems, or concerns related to the performance or administration of the contract. The report shall

include statistics on the suitability and stability of the work force (i.e., absenteeism, turnover rates, and behavior infractions), training certification and licensing accomplished during the month, summary of incidents, injuries reported, etc.

b. Security Guards

(a) Education/Experience. Must possess a high school diploma or equivalency, and have two (2) years of experience demonstrating: the ability to meet and deal with the general public; the ability to read, understand and apply printed rules, detailed orders, instructions, and training materials; the ability to maintain poise and self-control under stress, the ability to construct and write clear, concise, accurate and detailed reports. First Aid; CPR/AED; and OC spray certified training is required of all contractor employees.

(b) Age. All contractor employees performing work under this contract shall be a minimum of eighteen (18) years of age or as required by local laws.

(c) Must have a valid Texas/Louisiana/Arkansas State Driver's License.

C. General Personnel Specifications/Requirements

To be eligible to perform under this Contract, each contract employee must meet the following education, experience, health, language proficiency and suitability requirements. Each Contract employee must possess the ability to speak fluent English, understand English, read, understand, and apply printed rules, detailed orders, instructions, and training material.

D. Medical and Physical Qualifications.

The Contractor shall ensure that all employees performing on the Contract are physically capable of performing the duties required in the contract. All employees assigned by the contractor shall be able to stand long period of extended times. All employees assigned by the contractor shall be permitted to drive by the State of Louisiana /Texas/Arkansas. Employees who sustain a physical injury or illness that prevents them from performing the duties of this Contract will be removed from the Contract until their condition is medically resolved.

a. Physical Examination. All Contractor employees shall successfully pass a physical examination by a licensed physician or health professional prior to being assigned to duty under this Contract. The Contractor must provide written medical certification for each employee to the Deputy Chief of Police or designee.

b. Drug and Alcohol Program. The Contractor shall establish and maintain a drug and alcohol program that provides for pre-employment, reasonable suspicion, random, post-accident, and periodic follow-up testing.

c. Vision.

(1) Visual acuity in each eye shall be correctable to 20/30 (Snellen) with eyeglasses or contact lenses. If the uncorrected distance vision is not at least 20/40 in the better eye, the employee shall carry an extra pair of corrective lenses. Near visual acuity, corrected or not, shall be at least 20/40 in the better eye. Field of vision must be at least seventy (70) horizontal meridians in each eye.

(2) The ability to distinguish red, green, and yellow colors is required. Loss of vision in one eye is disqualifying.

d. Hearing.

(1) Individuals shall have no hearing loss in the better ear greater than thirty (30) decibels average at 500 Hz, 1,000 Hz, and 2,000 Hz, with no level greater than forty (40) decibels at any one frequency (by ISO 889 "Standard Reference Zero for the Calibration of Purtone Audiometer" (1975) or ANSI S3.6-1969 (f. 1973) "Specifications for Audiometers.")

(2) A hearing aid is acceptable provided that suitable testing procedures demonstrate auditory acuity equivalent to the above-stated requirements.

(3) The use of a hearing aid shall not interfere with the effective performance of the individuals assigned security duties during normal or emergency operations.

E. Medical Condition.

Each employee shall be given a physical examination without cost to the Government or the employee, and medical certification attesting to the final results of this examination shall be furnished to the Deputy Chief of Police or designee on Standard Form 78 (See Attachment 1) at least five days prior to assignment of the employee to duty.

In addition, all contractor employees providing services specified under this contract must undergo a psychological assessment without cost to the Government or the employee. This psychological assessment must be carried out in accordance with accepted professional standards, by a physician or licensed practitioner authorized to conduct such examinations, as required for commissioned officers. For detailed policy see the Federal Personnel Manual, Chapter 339, and Medical Qualification Determinations. Security guard duties include personal encounters with patients, visitors, and other employees. Encounters are often with mentally ill, irrational or disturbed persons who although assaultive or destructive, must be handled with understanding, full control of force, and unimpeded judgment. Any emotional or mental condition which could cause the applicants to be a

hazard to others or self during stress situations and physical altercations will disqualify him/her.

The employee shall undergo annual physical and psychological examinations with proof furnished to the Deputy of Chief of Police or designee that they have successfully passed these examinations.

All employees shall be literate in English to the extent of reading and understanding printed regulations, detailed written orders, training instructions and material, and shall be able to compose reports which convey complete information.

(1) Individuals who have a medical condition that could affect their ability to perform their assigned security duties shall provide medical evidence that the condition can be controlled to the extent that there is minimal risk that they will be unable to carry out their responsibilities.

(2) Disease. Individuals shall have no established medical history or medical diagnosis of epilepsy or diabetes, or where such a condition exists, the individual shall provide medical evidence that the condition can be controlled with proper medication so that the individual will not have a seizure, or lapse into a coma or unconscious state while performing assigned Security Guard duties. Any other disease or condition which interferes with the full performance of duties is also grounds for medical rejection.

(3) Addiction. Individuals shall have no established medical history or medical diagnosis of habitual alcoholism or drug addiction, or, where such a condition has existed, the individual shall provide certified documentation of having completed a rehabilitation program which would give a reasonable degree of confidence that the individual would be capable of performing assigned Security Guard duties.

(4) Mental Health. The Contractor shall ensure monitoring and observation of employees and for any indications of emotional instability in the course of their performing assigned duties and shall take appropriate corrective measures as necessary. Individuals shall be emotionally and mentally stable with no history of any basic personality disorders. The Contractor shall provide supervisors with information and support necessary to recognize indications of emotional instability among their personnel.

F. Physical Fitness

The physical stamina of Security Guards Services in responding, standing, and handling emergency situations is crucial in the performance of this contract. Any individual, who cannot meet the physical requirements, including inability discovered through on-the-job performance or physical fitness performance standards evaluation, shall be disqualified to work under this contract.

G. Suitability Checks.

a. The Contractor shall provide, for each prospective employee, all data at the time of hire and in the form and format as may be necessary to assure the completion of the Government investigations. The Contractor shall assure that all Contractor employees working under this contract have successfully passed the Contractor's screening process as required. Information developed during the Contractor's screening is to be furnished to the Deputy Chief of Police or designee prior to the employee beginning work on this contract.

b. The Contractor shall take necessary steps to assure that employees who are selected for assignment to this contract are professionally and personally reliable, of reputable background and sound character, and meet the training and experience requirements stipulated herein. The fact that the Government performs suitability determinations shall not in any manner relieve the Contractor of his/her responsibility to assure that all employees furnished are reliable and of reputable background and sound character.

c. All potential contractors must be fingerprinted, and background investigation initiated. Potential contractors shall receive favorable background adjudication before work is commenced through the Human Resources Department, located at Overton Brooks VA Medical Center, 510 East Stoner Ave., Shreveport, La 71101, Bldg.1, 1st Floor. Contractor shall coordinate with Contracting Officer Representative scheduling.

H. Documentation

The examinations described above shall be at no cost to the Government, and the results of all suitability tests and examinations will be documented by the Contractor with written certification forwarded to the CO and COR.

I. Contract Work Hours

a. The manpower requirements for Security Guards are the minimum productive man-hours determined by the Government as essential to perform the work required by this contract.

b. Productive Work Hours are defined as the actual working time of the Contractor employees performing security duties as specified in this contract.

c. Security Guard services are required 8 hours a day, 5 days a week with actual hours scheduled. However, in case of an emergency it may be necessary to occasionally alter scheduled start and stop times to meet security needs or to request additional officers. The Project Manager shall be notified as far in advance as possible when it is determined that a change in hours will be required.

d. The Government hereby provides notice and Contractor hereby acknowledges receipt that Government personnel observe the listed days as holidays:

New Year's Day
Martin Luther King's Birthday

January 1
Third Monday in January

President's Birthday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas
Inauguration Day

Third Monday in February
Last Monday in May
July 4
First Monday in September
Second Monday in October
November 11
Fourth Thursday in November
December 25
January 20 every four years

e. In addition to the days designated as holidays, the Government observes the following days:

Any other day designated by Federal Statute
Any other day designated by Executive Order
Any other day designated by the President's Proclamation

f. It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement of compensation. In the event the Contractor's personnel work during the holiday, they may be reimbursed by the Contractor, however, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost, other than their normal compensation for the time worked.

J. Management and Administration

- a. **CONTRACT MANAGEMENT AND SUPERVISION IS CONSIDERED CRITICAL TO THE PERFORMANCE OF THIS CONTRACT.** Failure on the part of the Contractor to furnish, at all times, a competent and knowledgeable Project Manager, and such supervision as required herein, may render the Contractor subject to default.
- b. When the Project Manager, or Shift Supervisors are unavailable due to illness, vacation, or for any other reason, the Contractor shall assign another individual of equal or greater qualifications to perform all requirements set forth in the contract. The Contractor shall provide the Deputy Chief of Police or designee the names, telephone numbers, and addresses of the Project Manager, alternate Project Manager, and Shift Supervisors.
- c. The Project Manager, alternate Project Manager, or Supervisors shall not alter the assigned duties of Security Guards, particularly when the Security Guard is on duty, without first notifying the Deputy Chief of Police or designee.

. The purpose of this restriction is to prevent breaches of security from occurring when a Project Manager or Supervisor changes the assignment or duties of an Officer without knowledge of the current security situation at the facility.

K. Administrative Support.

The Contractor shall provide all administrative support necessary to accomplish the contract requirements. The administrative support shall provide the typing, filing, data entry, and other services required for the proper administration of the contract. Administrative support staff functions include, but are not limited to, personnel file maintenance, preparing reports and records, ordering any necessary materials and tracking inventory, maintenance of Government property records, and obtaining all necessary permits and licenses to comply with all applicable Federal, state, and local laws.

L. Standards of Conduct and Training

a. General. The Contractor shall maintain satisfactory standards of employee competency, conduct, personal appearance, and integrity.

b. Removal from Contract. The Government reserves the right to have the Contractor remove any employee from the Contract for failure to comply with standards of conduct. The Deputy Chief of Police or designee shall evaluate guard and supervisory performance and will base all removal requests on these evaluations. The Contractor shall take immediate action to replace such an employee so as to maintain continuity of services at no additional cost to the Government.

c. Appearance. The Government requires a favorable image and considers it to be a major asset of a Security Guard. The employee's attitude, courtesy, and job knowledge is also influential in creating this favorable image. All Contract employees are required to wear the prescribed uniform while on duty. They should maintain a clean and neat appearance and not wear dirty or wrinkled clothing. Uniforms shall be sized correctly for each employee and not be worn excessively. Contractor employees shall also comply with hair/beard/mustache lengths and styles currently acceptable with the security and law enforcement agencies in the Overton Brooks VA Medical Center. The Contractor may obtain specific guidance from the Deputy Chief of Police or designee. The goal is to present a positive image to the public.

d. Neglect of Duties. Neglect of duties will not be condoned and requires the Contractor to immediately remove the employee from the Contract. Neglect includes but is not limited to sleeping while on duty, abandoning post, unreasonable delays or failure to carry out assigned tasks, conducting personal affairs during duty hours, refusing to render assistance, and failing to uphold security of the work site.

e. Disorderly Conduct. Disorderly conduct will not be condoned and requires the Contractor to immediately remove the employee from the Contract. The use of abusive or offensive language, gestures, quarreling, intimidation by words, actions, or fighting is

considered disorderly conduct. Also prohibited is participation in disruptive activities that interfere with the normal efficient operations of the Government.

f. Intoxicants and Controlled Substances. The Contractor shall not allow any employee (while on duty or when reporting for duty) to possess, sell, consume, or be under the influence of intoxicants, illegal drugs, or any substances that produce similar effects.

g. Criminal Actions. Contractor employees may be subject to criminal actions/penalties in certain circumstances. These include, but are not limited to:

(a) Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omission from official documents or records.

(b) Unauthorized use of Government property, theft, assault, and vandalism.

(c) Deliberate security violations, espionage, and related activities.

M. Training

a. To be eligible to perform under this contract, all employees, including replacement employees, shall meet the training requirements set forth herein prior to performing any on-site security services under this contract. All aspects of the training requirements under this contract are subject to evaluation and approval or rejection by the Deputy Chief of Police.

b. The Contractor shall ensure all security guards are certified in all required Cardiac Pulmonary Resuscitation (CPR) procedures and/or programs, Automatic External Defibrillator (AED) procedures, and first aid, in accordance with the requirements of the American Red Cross and/or American Heart Association. As well as chemical agent weapons training. Certifications for each security guard shall be submitted prior to entry on duty.

c. Waivers. Requests for training waivers must be submitted to the CO and require Deputy Chief of Police or designee concurrence prior to submittal

N. Training Plan

The Contractor shall submit a Training Plan to the Deputy Chief of Police or designee within thirty (30) working days after contract award. The Training Plan shall include a Training Schedule of all training. The Government reserves the right to reject the training plan if it determines that training facilities are inadequate and/or instructors are not qualified to provide such training. If the training plan is rejected, the Contractor shall submit a new training plan within 10 (ten) working days. Failure to submit an acceptable training plan may be grounds for termination for default of this contract. Revisions to the approved training plan shall be submitted to the Deputy Chief of Police for review/approval within 5 (five) working days of such revision. In the event of personnel turnover, new

Contractor employees must complete training under the Contractor's then current training plan. The Government reserves the right to audit all or part of Contractor provided training courses.

O. Government Provided Training/Orientation.

a. Each Contractor employee, including the Project Manager, shall attend the mandatory Government Training/Orientation and refresher training sessions prior to performing any security duties under this contract. Only contract employees who have received approval by the Deputy Chief of Police or designee, through their Project Manager, will be excused from a scheduled training program. Employees arriving more than 15 (fifteen) minutes late to a training session will be treated as unexcused and not be allowed to stay. Employees with an unexcused absence from a training session will be removed from the schedule until they have completed the make-up training session. In cases of emergency where the employee cannot attend the regular scheduled training or make-up training, the Deputy Chief of Police or designee may waive the requirement for the completion of refresher training prior to performing duties.

b. Overton Brooks VA Medical Police Orientation Training. The Government will provide training for an initial 5 (five) contract employees, including Supervisors, who perform duties as security guards. Thereafter, the Contractor shall provide training required for new personnel due to replacement, attrition, etc. Overton Brooks VA Medical Center Police Department orientation training includes subjects such as. Exclude page 17, in reference to training Overton Brooks VA Medical Center Police department designee will set up training with the Education Department for the appropriate TMS training set forth by the ISO Office and the certification will be reviewed by the ISO Office and any training deemed necessary by the Deputy Chief of Police or designee shall be completed by the Contractor at no additional expense to Overton Brooks VA Medical Center Police Department.

MINIMUM GOVERNMENT FURNISHED TRAINING

Subject	Hours	Description
Orientation (structure of the unit) and the role of the Security Guard	1	Discuss the facility to include its function, importance and mission. Discuss standards of appearance and grooming. Conduct tour of facility stressing physical security and fire prevention systems. Discuss: Entrance behavior, guard and VA Police Authority.
VA Regulations 215, 215, 220 and other appropriate laws	2	Discuss State and Federal laws and rules and regulations as they relate to the facility. Discuss steps taken to enforce laws and regulations.
Completion of VA Security and Law Enforcement Forms and Reports	2	Develop an understanding of the types and requirements of reports and forms. Conduct exercises in preparation of report forms.
Handling disturbances, especially patients, disorderly conduct, etc.	2	Explain various conditions surrounding incidents of this type and appropriate responses to each.
Package examination, stop and question procedures, and investigative orientation	1	Provide guard with purpose and contents of the operating instructions manual.
Response to bomb threats and other disasters.	1	Review the bomb threat and disaster plan and actions to be taken by guards.
(Initial training) Use and effects of the Chemical Agent Protector (Vesuv) re-certification	3	Tactical Procedures for use of Protector, uses for engagement, effects, decontamination and certification.

15 hours total

P. Contractor- Provided Training

a. The Contractor shall submit to the Contracting Officer Representative written certification that each contract employee has been trained in the subject areas outlined below prior to assignment under this contract. For replacement or new employees, documentation of prior training must be submitted or the individual contract employee must complete the required training before being employed in support of this contract.

b. All formal training required shall be presented by persons who are certified or qualified to instruct the specific 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.), educational certification body (agency, board, commission, etc.), or by documentation that the person instructing has sufficient experience in the subject matter to be able to instruct the subject in an authoritative, practical and current manner.

c. In addition to the 26 hours of formal training, the Contractor shall provide follow-up orientation for each employee 14 days after the initial assignment to duty. This orientation may be accomplished while the guards are on duty. The Contractor shall certify the completion of the follow-up orientation for each guard to the Contracting Officer's Representative within 45 days following assignment to duty. The follow-up orientation will include the following subjects and instructional time periods as well as other subjects as may be required.

- (1) General and specific orders 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 operation of the firefighting equipment within the facility (1 hour);
- (5) Vehicle traffic and parking control (1 hour);
- (6) VA Directive and Handbook 0730

The Contractor shall submit to the Deputy Chief of Police or designee written certification of the follow-up orientation.

MINIMUM CONTRACTOR FURNISHED TRAINING

<u>Subject</u>	<u>Hours</u>	<u>Description</u>
Police Authority and duties of a Security Guard	3	Discuss the law enforcement authority, jurisdiction and duties.
Patrol Methods	4	Examine and instruct in various methods and skills employed in patrol of the facility.
Role of VA Police and local, State and Federal Law enforcement agencies	2	Discuss jurisdiction in terms of who to notify for various crimes committed.
Facility entry and exit control	2	Importance of identification of personnel to physical security. Explanation of various means of controlling vehicle entry into facility.
Laws of Detaining	6	Detain authority, requirements for detention, constitutional rights.
Search and Seizure	6	Lawful requirements for a search, stop and frisk, warrants.
Basic Report Writing	3	Techniques of reporting and recording information related to crimes and incidents, elements of good reports.

Q. Contractor-Provided Uniforms, Equipment, and Supplemental Equipment

Q.1 Uniforms

a. The Contractor shall provide all uniforms equipment (equipment not furnished by the government) . The COR is responsible for inspecting the uniforms furnished under this contract to ensure compliance prescribed in VA Directives and Handbook 0730/1. Any disputes regarding application of the standards shall be referred to the Contracting Officer.

b. All Security Guards shall be in proper uniform as prescribed in this contract at the beginning of their tour of duty and remain in proper uniform until the end of their tour of duty. Any uniform part or accessory including cellular telephones (unless approved by the COR) not prescribed or provided for herein, or authorized in the contract, shall not be worn. Supervisors and guards who are not in proper uniform at the times required by this contract may be replaced at the discretion of the Deputy Chief of Police or designee, who will notify the Project Manager of problems of this nature. Supervisors and guards who are out of uniform more than twice may be subject to permanent removal from duty. If and when a Supervisor or guard is removed from duty for failure to be in uniform and a suitable replacement is not immediately made available, the Contractor may be held financially responsible.

1. Security Guards shall maintain uniforms, insignia, accessories, and equipment in a serviceable manner. All uniform accessories and equipment shall be standard black.

2. All items of clothing shall fit well (i.e., not be too long, short, tight, or loose) and be clean, neat, and pressed to give the Security Guard a professional appearance. All accessories shall be kept clean and polished. The uniform shall be kept clean and neat. Cleaning, pressing, and repair costs shall be paid by the Contractor.

3. Shoes shall be black low quarter or high topped lace type with a police or plain toe and standard heel. Shoes shall be kept shined. Metal taps are not permitted on the sole or heels of the shoes.

4. The uniform's color(s) shall be the same as that in general use by large guard or security organizations in the United States (either blue or black). Uniforms shall be readily distinguishable from those of local, state, and Federal enforcement agencies. All Security Guards shall wear the same color and style of uniform and accessories. Supervisory personnel will wear the same uniform as the security guards, with a white shirt. The Project Manager shall wear business attire (i.e., coat and tie, pants suit and appropriate low-heel shoes, etc.).

5. While on duty, Security Guard and Supervisors shall not wear any exposed jewelry (i.e., in their nose, eye brows, ears, etc.), except that "flat stud" earrings may be worn by female officers with pierced ears. Necklaces, beads, chains, bracelets, religious insignia,

etc., are prohibited. Ornaments, other than those described in this paragraph shall not be worn on the uniform.

6. Rings shall be limited to wedding rings, engagement rings and/or class rings. Wristwatches may be worn with the exception of "ornamental" and loose-fitting watches.

7. Only prescription eyeglasses may be worn with the uniform. Sunglasses or darkly tinted glasses shall not be worn inside the building without a medical exemption.

8. Prior to performance under the Contract, the Contractor shall certify in writing that they have furnished each guard with the following uniform items:

<u>ITEM</u>	<u>QUANTITY</u>
Shirt, long sleeve	1
Shirt, short sleeve	1
Trousers, all-season weight	2
Belt, black 1 3/8" garrison, plain finishes	1
Necktie, breakaway style	1
Winter Hat, fur with pull-down earmuffs	1
Jacket, winter; (Reefer Style/hip length/removable lining), With front double zipper, side vents	1
Jacket, lightweight, Eisenhower type, badge reinforced; not a Wind Breaker	1
Black Gloves (pair), leather, winter insulated	1
Black Pistol Belt -Standard uniform garrison type, 1	
Handcuffs (pair)	1
Handcuffs Case (fully enclosing)	1
Key Strap, Black, with flap	1
Insignia, "Contractor's name" shoulder patch (each shirt and jacket)	8-12

Waterproof, low luster, black boots	1 pair
Low Quarters	1 pair
Whistle, silver with chain attachment	1 each
Breast Badge, Supervisor's - Gold; Officer's-Silver	1 each
Nameplate, 3 1/2" by 1/2" black with first initial and last name in white lettering	2 each

* Long sleeve shirts shall be required (dates are subject to change with permission of the Deputy Chief of Police or designee based on weather conditions)

9. Appropriately lettered breast and cap badges shall be worn as part of the uniform. Identification nametags shall be worn over the right breast shirt pocket.

10. Shoulder patches with Contractor identification not larger than 4½ inches by 4½ inches shall be worn on the uniform's left shoulder (shirt and jacket). No other Contractor identification is to be worn or displayed on the uniform.

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

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

12. Each guard on duty shall be equipped with supplementary equipment including, but not limited to, notebooks, pens, pencils, replacement flashlight batteries and bulbs, and traffic control safety apparel (reflective vests, gloves, traffic batons, etc.), as appropriate to operations. Guards shall not be permitted to provide themselves with any unauthorized supplemental, personal items, or other nonstandard items.

Q.2 CONTRACTOR-FURNISHED PROPERTY AND SUPPLIES

A. The Contractor shall furnish and maintain in acceptable condition, at no cost to the contract guard employees, all items of uniform and equipment necessary to perform work required by this contract, as discussed in this paragraph.

B. Chemical Agent Weapons (Oleoresin - Pepper mace) with leather carrying cases. An agency approved chemical irritant projector is one for which test experience data is available and conforms to the following specifications:

1. Formulation of no more than 5.5% Oleoresin Capsicum. The manufacturer should be capable of providing assurance that the canisters are recently filled.

2. Formulation must be self-stabilizing and contain no insoluble stabilizing matter, or any other free solid matter.
3. Device must be operable from -20 degrees F to 120 degrees F.
4. The propellant for the chemical agent must be nonflammable, ozone-safe, non-toxic, and non-carcinogenic (cancer causing).
5. The device must fire a liquid stream actuated by the horizontal motion of a trigger or a downward motion of an actuator button.
6. The device should be equipped with a safety mechanism, such as a twist lock, to prevent accidental discharge.
7. Foam spray and aerosol type products are not authorized.
8. Training requirements - Prior to being issued OC, security guards must receive training from an approved VA Police Chemical Agent Instructor utilizing the Instructor lesson plan issued by the VA Police Law Enforcement Training Center.

Q.3 Supplementary Equipment

- a. Each Supervisor and Security Guard on duty shall be equipped with supplementary equipment provided by the Contractor to include, but not limited to: notebooks, pens, pencils, replacement flashlight batteries and bulbs, rubber disposable gloves, Chemical Agent Weapons (Oleoresin - Pepper mace), inclement weather clothing (cap covers, overcoats, overshoes, etc.), as appropriate to operations. All inclement weather clothing shall be identical in style and color for each Security Guard. Supervisors and Security Guard shall not be permitted to carry or be in possession of any unauthorized supplemental or personal equipment, such as concealed firearms, knives, "come-along," or other such non-standard and unapproved items.
- b. The Contractor shall provide and maintain on-site an adequate supply of batteries for all flashlights.
- c. Hat and breast badge. The cap and badge shall state "Security Guard" or, for Supervisors badge, their rank, and must be approved by the Deputy Chief of Police or designee.
- d. The Contractor is responsible for providing and maintaining uniforms, or shall provide the Security Guard with a uniform allowance as specified in the wage determination furnished by the U.S. Department of Labor. The Contractor is responsible for the replacement of uniforms, as necessary.

R. Government-Provided Property

The Contractor shall be responsible and accountable for all Government-furnished property in accordance with the requirements of the contract. The Government shall provide the following to the Contractor for use in the performance of this contract:

- a. All administrative and investigative forms prescribed for use by the Contractor /Contractor's employees.
- b. Security Post Orders.
- c. Repair and maintenance of Police Radio and the Parking Ticket Validation Book.
- d. Classrooms for Contractor on-site training. The scheduling of such space for training will be through the Administrative Officer at the CBOC's.
- e. Government will furnish the contractor: Police Radio, Parking Ticket Validation Book.
- f. POLICIES AND REGULATIONS listed below.

As used throughout the following policies and regulations, any reference to "VA Police" means "contractor personnel."

A. REGULATIONS

1. Disciplinary Control of Beneficiaries 38 CFR 17.106
2. Safeguarding Personal Information-VA Records 38 CFR 1.575 – 1.584
3. Disclosure or Misuse of Information 38 CFR 0.735-15
4. Prohibited Possessions 38 CFR 1.218(a) Sec (7), (13)
5. Patient Conduct/Rights MCM OOQ-001
6. Alcoholic Beverages 38 CFR 1.218(a) – (7)
7. VA – provided Parking Space Policy MP-1, Pt. I, Chap. 3 MCM 130P-001; Regional Circular 24-99-1
8. Display of Flag MP-1 pt. I, Chap.8, Par 1-3
9. Utilization of Abandoned & Forfeited Property Title 40 Chap. 4, Sec 304f

B. MANUALS

1. Security & Law Enforcement VA Handbook 0730/1
2. Parking VA Handbook 0730/1, pg 50&51
3. Key Control MCM 22P-001, Sec III, H&I

C. ADMINISTRATIVE LETTERS

1. Parking Permit Decals
2. Preparation for Assaultive Behavior MCM 138s-001
3. Management of Assaultive and MCM 138s-001 Dangerous Patients-Code Green Policy
4. Bomb Threat Incident Plans MCM 138EmP-001, Chap. 4

D. VHA CIRCULAR

Prevention and Management of Disturbed VHA Circular 10-91-114

E. GENERAL COUNSEL OPINIONS

1. Responsibility to Return Competent GC 11-76 Patients to Hospitals
2. Juvenile Offenses Occurring on VA OP GC 23-75 Property
3. Removal of Automobiles from VAOP GC 8-71 Property
4. Authority of VA to Inspect Packages OP GC 3-71 VA Handbook 0730, pg. 17; MCM 07B-001

F. PROGRAM TRAINING UNITS

1. Role of VA Police Training Unit #1
2. Officer Safety and Awareness Training Unit #2
3. Chemical (CN) Irritant Projector Training Unit #3
2. Unarmed Defense and Offender Training Unit #4
Restraining
3. Federal Crimes and Petty Offenses Training Unit #5
4. VA Hospital Response in Assaultive Training Unit #7

Patients

5. Situational Law Enforcement Training Unit #8
6. Report Writing Training Unit #9
7. The Stop and Question Procedure Training Unit #10
8. Interview Techniques Training Unit #13
9. AIDS Information and Guidance Training Unit #15

G. VA MANUAL

G-15, M-2, Part X, Chapter 6 Management of Suicidal & Violent Patients Program Guide - "Guidance with Respect to Police Support"
 Weapons of Mass Destruction Local Policies and Training Material
 VA Directive and Handbook 0730 Security & Law Enforcement

S. Contractor Quality Control

- a. The Contractor shall establish and maintain a Quality Control (QC) Program to provide independent corporate and on-site management surveillance and inspection of Contractor security operations to assure that the requirements of the contract are satisfactorily performed.
- b. Quality Assurance Program. The Contractor shall implement a Quality Assurance Program, administered by the corporate office, to evaluate the Project Manager, Supervisors, and Security Guards. A final Quality Control Plan (updated from the draft plan submitted in the technical proposal) describing the program shall be submitted to the Deputy of Police or designee for approval within 15 days after receiving comments from the Deputy Chief of Police or designee after contract award.

T. Government-Provided Quality Assurance

The Government will use any and all methods deemed necessary to ensure that the Contractor's employees are in a constant state of awareness and readiness. These methods may include surveys of building occupants regarding the Officers' performance, including the Officers' professionalism, courtesy, and knowledge of their assigned duties.

U. DELIVERIES OR PERFORMANCE

Place of performance is:

Overton Brooks Medical Center CBOC's

- a. Monroe, Texarkana, Knight Street with the contingency base upon additional needs for 1 unarmed Security Guard at these Locations, Buckner Square located in Shreveport, La and Longview Texas.

V. AUTHORITY AND JURISDICTION

- a. Except where precluded by local law or ordinance, the Contractor shall make and complete all arrangements with the appropriate officials with the State of Texas/Louisiana/Arkansas to include:
- b. Assure that valid appointment documents shall be carried by each employee while on duty unless local or State law requires the Contractor to maintain the records.
- c. Assure that each employee has a security guard commission from the State of Texas/Louisiana /Arkansas.
- d. Copies of licenses and/or appointment documents described herein shall be furnished to the Contracting Officer.

W. CONTRACT ADMINISTRATION DATA

Appointment and Authority of Contracting Officer's Representative (COR)

a. The Contracting Officer shall appoint, in writing, a COR. The Contractor shall be provided a copy of the appointment letter identifying the tasks for which the COR is responsible. The COR may not re-delegate his or her authority.

b. The COR will act as the liaison to coordinate activities between the Contractor and Contracting Officer, as required, in the performance of the work under this contract. The COR has authority to provide technical clarification of the contract requirements but does not have authority to modify any contract provisions, including, without limitation, changing the scope of the work, the cost/price thereof, or the performance delivery schedule(s) therefore. Technical clarification will be issued in writing by the COR or confirmed by the COR in writing within five (5) calendar days after verbal issuance.

c. Only the Contracting Officer has the authority to change the terms and conditions of this contract. In the event the Contractor effects changes to the contract at the direction of any person other than the Contracting Officer, the changes will be considered to have been made without any authority and no adjustments will be made to the contract.

d. If the Contractor deems technical direction to modify or conflict with any contract provision, the Contractor shall refer the matter to the Contracting Officer.

X. INSURANCE COVERAGE

1. Workers' Compensation and Employee Liability.

(a) Contractors are required to comply with applicable Federal and State Workers' Compensation and Occupational Disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with a Contractor's commercial operation that it would not be practical to require this coverage. Employer's liability coverage of at least \$100,000, is required, except in states with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.

(b) General Liability: \$500,000 per occurrence

(c) Automobile Liability:

(1) \$200,000 per person

(2) \$500,000 per occurrence for bodily injury.

(3) \$200,000 per occurrence for property damage.

Y. Site Visit

The contractor or his/her supervisor shall visit the Overton Brooks VA Medical Center Police Department with contract personnel before performance under the contract for the purpose of performance orientation and site/equipment operation orientation on _____.

Attached SF 78