

A.2 STATEMENT OF WORK/SPECIFICATION

A.2.1 BACKGROUND DESCRIPTION:

The Department of Veteran Affairs, National Cemetery Administration, is seeking qualified sources to furnish all necessary labor, material, equipment and supervision for Security Guard Services to the South Florida National Cemetery located at 6501 N. State Road 7, Lake Worth, Florida 33449. The overall responsibility of the Contractor is to plan, coordinate, organize, manage, and perform the activities described herein, which are required to maintain safe and secure cemetery grounds.

Contract period is for a base period with four (1) one-year options if exercised. Units and services to be in accordance with the Scope of Work, terms and conditions, contained in this solicitation. The offers shall include a price for each Contract Line Item Number (CLIN), a total price for the estimated quantities, and a sub total price for all estimated services in the contract base period and each option year. Unit prices shall be all inclusive containing (unit prices for materials, unit prices for labor, any labor burden or fringes, any associated travel costs, profit, overhead, and of the like).

This is a firm-fixed priced, requirements contract. This requirement provides estimated quantities that are a realistic estimated total quantity for the resulting contract in accordance with FAR 16.503. The Government is not obligated to any specified quantity, but shall be obligated to provide payments for all services requested succeeding from task orders following with this solicitation.

THE NATIONAL CEMETERY ADMINISTRATION (NCA) MISSION: THE NCA HONORS VETERANS WITH A FINAL RESTING PLACE AND LASTING MEMORIALS THAT COMMEMORATE THEIR SERVICE TO OUR NATION.

National cemeteries are a resting place for our nation's heroes and as such, the standards for management, maintenance and appearance of these cemeteries have been established by the National Cemetery Administration to reflect this nation's concern and respect for those interred there. The NCA mission is to honor veterans with a final place and lasting memorials that commemorate their services to our nation. Because of the special significance and attention the National Cemeteries receive for the public and Government Officials, strict adherence to standards and performance, contract terms and conditions are essential and will often exceed that of other comparative organizations. Therefore, potential bidders are advised to consider this in their quote and during contract performance.

A.2.2 TECHNICAL SPECIFICATIONS:

1. Contractor shall provide all necessary supervision, labor, materials, supplies, tools, equipment, and appropriate uniforms to provide uniformed unarmed security guard service at the South Florida National Cemetery during off-duty hours, weekends and federal holidays.

2. Contractor shall provide at time of quote submission, copies of licenses of “Class-D Security Officer License for Unarmed Security” of the personnel performing under this requirement as this is the only security license requirement under Florida and the Department of Agriculture and Consumer Services for the South Florida National Cemetery Federal location. Additionally, contractor shall maintain current valid licenses, to include a valid, current, driver's license, for the personnel performing under this requirement for the duration of the active contract performance period.
3. Security personnel will be on cemetery grounds the entire time (except during 30 min meal period) in a clearly marked vehicle. They will patrol the facility by vehicle and on foot and will inspect the exterior of all buildings and patrol the perimeter to ensure no forced entry or vandalism has occurred as well as report any out of the ordinary operational concerns. Any unusual occurrences will be reported the following duty day to the COR or Cemetery Director utilizing the provided, field contact card. Security personnel will have a radio or cell phone to report any problems or to call for assistance. Contracting Officer's Representatives (COR) will provide any specific requirements to the oncoming security guard at the end of the cemetery duty day, a contact order, and list of phone numbers. Security staff is also required to monitor visitors to ensure customer safety, security, and law enforcement at VA facilities. A copy of the policy is available upon request.
4. Contractor shall provide English speaking personnel at all times while performing the duties of this contract. This is to ensure proper communication between parties.
5. All work coverage shall be performed during the hours of:
 - Weekday Shifts: Monday through Friday from midnight to 8:30 a.m. AND 4:00 p.m. until midnight (totaling 16.5 hours per shift coverage)
 - Weekend Shift: Weekends beginning at midnight Friday through midnight Sunday (totaling 48 hours per shift coverage)
 - Holiday Shifts: Federal holidays from midnight to midnight (totaling 24 hours per shift coverage)
 - Federal Holidays observed by the Federal Government are:
 1. January New Year's Day,
 2. January Martin Luther King's Birthday
 3. February President's Day
 4. May Memorial Day
 5. June Juneteenth
 6. July Independence Day
 7. September Labor Day
 8. October Columbus Day
 9. November Veteran's Day,
 10. November Thanksgiving Day
 11. December Christmas Day
 - When a holiday falls on a Sunday, the following Monday shall be observed as a Federal Holiday. When a holiday falls on a Saturday, the preceding Friday shall be

observed as a Federal Holiday. Also included are any days specifically declared by the President of the United States of America as a Federal Holiday. The day being observed as the Federal Holiday will be the day required for 24 hour coverage.

- Additional support and manpower for trafficking visitors will be required for Memorial Day and “Wreaths Across America” Day due to mass traffic of visitors projected on these days.

A.2.3 CONDUCT AT THE CEMETERY

While performing work at the National Cemetery, security personnel are required to adhere to the following standards of dress and conduct:

- A. National cemeteries are National Shrines; security personnel appearance and conduct shall be professional and unobtrusive at all times.
- B. Security personnel will behave with appropriate decorum, courtesy, and respect while within the cemetery or at its perimeter or entrances. Shouting, cursing, angry outbursts, sleeping, intoxication, unsafe driving, and criminal acts of any kind will not be tolerated and shall be cause for immediate removal from the cemetery. These actions could jeopardize any future contract or renewal of current contract.
- C. The contractor will ensure all motor vehicles used in this contract meet state safety, licensing, registration, and insurance requirements. All contract personnel operating vehicles will have a valid driver's license.
- D. Security will observe cemetery grounds, headstones, and facilities for possible forced entry, theft, or vandalism. Any damage to the facilities, grounds, etc., will be reported to the COR. Steps in reporting emergencies or operational concerns will be provided to the contractor along with POC names and phone numbers.
- E. Security will report to the administration building each weekday to check in and out. A log will be signed to annotate time in and out during the cemetery's regular business hours. Weekend hours should be turned in the following business day. A daily report or log of security observations, etc., should be e-mailed or hard copy provided to the COR as a record of events or findings that occurred. Emergency and situational procedures will be provided.
- F. The Government reserves the right to refuse acceptance of Contractor if personal or professional conduct jeopardizes the regular or ordinary operation of the cemetery. The contractor will work with the Contracting Officer's Representative (COR) on issues raised concerning contract personnel's conduct. The final arbiter on questions of acceptability will be determined by the Contracting Officer.

- G. Security personnel shall conduct themselves in a professional manner. Discrimination of any kind is strictly forbidden. Language and behavior shall be in accordance with federally mandated policies.
 - H. Security personnel shall wear a uniform identifying them of a Security Officer that is professional. In addition, security personnel shall not be dressed in anything other than professional clothing at all times (Items unacceptable would be pajamas, flippers, sandals, slippers, crocks, etc.).
- B. The parties agree that such personnel shall not be considered South Florida National Cemetery employees for any purpose and shall be considered employees of the contractor.

A.2.4 IT CONTRACT SECURITY, VA INFORMATION AND SYSTEM SECURITY/PRIVACY

A. General.

Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

B. Access to VA Information and VA Information Systems.

1. A contractor/subcontractor shall request logical(technical) or physical access to VA information and VA information systems for their employees, subcontracts, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.
2. All contractors, subcontractors, and third-party services and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directives and Handbook 0710, Personnel Suitability and Security Program. The Office for Operations, Security and Preparedness is responsible for these policies and procedures.
3. Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Services (DSS). Verification of Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.
4. Custom Software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not

disallowed by other VA policy or mandates, the contractor/subcontractor must state where all non-US services are provided and detail a security plan, deemed to be acceptable by VA, specifically to address mitigation of the resulting problems of communication, control, data protection and so forth. Location within the U.S. may be an evaluation factor.

5. The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor prior to an unfriendly termination.

A.2.5 SUPERVISION AND TRAINING:

- (a) Contractor shall provide an English speaking supervisor on the project with the experience to manage the project, direct personnel, coordinate work actions, provide requested reports/documentations, and administrate sub-contractors. This person shall serve as the prime conduit for the COR and cemetery director to handle contract actions and resolve daily issues.
- (b) The contractor shall maintain satisfactory standards of personnel conduct and work performance and shall administer disciplinary action as required. The contractor shall remove employees for cause, to include, but not limited to, misconduct in performance of duty under these specifications and/or conduct contrary to the best interests of the Government.
- (c) The Contractor shall remove employees for cause, to include, but not limited to, misconduct in performance of duty under these specifications and/or conduct contrary to the best interests of the Government.
- (d) Training:
 1. All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:
 - a) Sign and acknowledge (either manually or electronically) understanding of and responsibility for compliance with the Contractor Rules of Behavior relating to access to VA information and information systems;
 - b) Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;
 - c) Successfully complete the appropriate VA Privacy training and annually complete required privacy training; and
 - d) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access [to be defined by the VA program official and provided to the contracting office for inclusion in the solicitation

document - e.g., any role-base information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]

2. The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.
3. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

A.2.6 USE OF CEMETERY FACILITIES:

- (a) The Government will not be responsible for any loss, damage, or theft of contractor's items, nor will free telephone service be provided. Contractor shall be responsible for acceptable standards of housekeeping and custodial maintenance of Department of Veterans Affairs facilities used by the contractor's employees.
- (b) Contractor's employees shall park privately owned vehicles in area designated for parking by the COR.
- (c) The Government may furnish a storage building at the Cemetery site for optional use by the contractor to store supplies and equipment. However, the Government will not be responsible for any damage to or loss of the contractor's equipment and supplies stored on the Government's premises. The contractor shall maintain fire extinguishers and other safety equipment. Should the storage building be destroyed, the contractor will be given a minimum of sixty (60) days to find storage off the cemetery's grounds. The contractor shall then be responsible for delivering and removing all necessary equipment and supplies on a daily basis. Inability to use a storage building at the cemetery will in no way alter the contract.
- (d) The contractor may have use of Government equipment as requested and approved. If the contractor uses any Government equipment, then the equipment used shall be kept or brought to NCA Standards and all maintenance and repair work shall be done by the contractor. If the contractor does not use or keep the Government's equipment to NCA standards required, then the contractor shall obtain or replace required items at the contractor's expense.

A.2.7 INSPECTION OF PREMISES:

Offerors should inspect the premises prior to submitting a quote in order to be fully aware of the scope of services required. Failure to do so will not relieve the successful offeror from performing in accordance with the strict intent and meaning of the specifications without additional cost to the Government.

A.2.8 CONTRACTOR'S QUALITY CONTROL PLAN (QCP):

- (a) Contractor shall establish and maintain a complete QCP to assure requirements of this contract are provided as specified. This QCP will be forwarded to the CO along with the requested initial quotation. The CO and COR will review the QCP and list any needed clarifications, and return to contractor for response, if necessary. Contractor's QCP shall include the following or have incorporated into during performance of contract, at a minimum:
- (b) Incorporation of either active or established internal policy and procedures for updating equipment and procedures that may affect performance of contract.
- (c) The methods for identifying and preventing deficiencies in the quality of service performed, before the level of performance becomes unacceptable, and organizational functions noting intermediate supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.
- (d) On-site records identifying the character, physical capabilities, certifications and ongoing training of each employee performing services under this contract.

A.2.9 CONTRACT MANAGEMENT

- a) Representatives of the Contracting Officer: The VA Contracting Officer will designate one (or more) representatives to serve as the Contracting Officer's Representative (COR) to act for him/her in furnishing technical guidance and advice or generally directing the work to be performed under the contract. Such designation will be in writing and will define the scope and limitations of the COR's authority. A copy of the designation(s) shall be furnished to the Contractor at time of award.
- b) The COR may direct and arrange the Contractor's work schedule in specific areas of the cemetery to coordinate with daily cemetery activities and operations.
- c) Duties and responsibilities of the COR include day-to-day monitoring of the contract as follows:
 - (i) Providing contract oversight and technical guidance to the Contractor.
 - (ii) Placing orders for services.
 - (iii) Verification / certification of payments to the Contractor for services rendered.
 - (iv) Assuring that any changes effecting work involved, price, terms and/or conditions under the contract are not implemented before written authorization is issued by the Contracting Officer.
- d) All administrative contract functions are the responsibility of the VA CO. Any modifications to the contract, including those involving no-cost changes, increases and decreases in cost or level of services provided, termination or extension of the contract (in part or in whole) and decisions concerning claims or disputes, must be authorized in writing by the Government Contracting Officer.

- e) Communication & Coordination of Work with COR: Communication with the COR (or designee) is required to properly and effectively prepare for holidays, burials, or other important cemetery functions.

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