
JOINT
NAVAL FACILITIES ENGINEERING COMMAND
AND
NAVAL CRIMINAL INVESTIGATIVE SERVICE COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
GUARD SERVICES
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TABLE OF CONTENTS

USER'S GUIDE	UG-i
GUIDE PERFORMANCE WORK STATEMENT	
SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS	B-1
SECTION C DESCRIPTION/SPECIFICATIONS/WORK STATEMENT	C-i
SECTION J LIST OF ATTACHMENTS	J-i
QUALITY ASSURANCE GUIDE	QA-i

USER'S GUIDE
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GUARD SERVICES

TABLE OF CONTENTS

	PAGE NO.
I. INTRODUCTION.....	UG-1
A. Overview.....	UG-1
B. Responsibilities.....	UG-1
II. GPWS DEVELOPMENT AND USER CONSIDERATIONS.....	UG-3
A. Development of the GPWS.....	UG-3
B. Special Considerations for Guard Services.....	UG-3
C. General GPWS User Considerations.....	UG-10
III. TAILORING THE GPWS.....	UG-11
A. Getting Started.....	UG-11
B. Contract Line Items.....	UG-12
C. Technical Specifications (Section C).....	UG-15
D. Schedule of Deductions.....	UG-21
E. Performance Requirements Summary.....	UG-22
F. Reviewing the Tailored PWS.....	UG-22
IV. MISCELLANEOUS CONSIDERATIONS.....	UG-23
A. Negotiated Source Selection Procurements.....	UG-23
B. Award Fee Provisions.....	UG-24
V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS.....	UG-26
A. Scope of Work.....	UG-26
B. Separately Priced Options to Extend.....	UG-26
C. Multi-Function CA Contracts.....	UG-26
VI. PRE-AWARD CONSIDERATIONS.....	UG-29
A. Quality Assurance Evaluator Training.....	UG-29
B. Site Visits.....	UG-30
C. Government Furnished Property.....	UG-30
D. Customer Complaints.....	UG-30
E. Quality Assurance Plans.....	UG-30
VII. POST-AWARD CONSIDERATIONS.....	UG-30
A. Interface.....	UG-30
B. Security and Training.....	UG-30

USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GUARD SERVICES

I. INTRODUCTION. This Guide Performance Work Statement (GPWS) has been written to provide assistance in preparing facilities support contracts to procure guard services. The Navy Acquisition Procurement Supplement (NAPS) (subpart 37.90) requires that all performance work statements for guard services be developed using this Joint Naval Criminal Investigative Service Command (NCIS)/Naval Facilities Engineering Command GPWS. With certain exceptions, contracts for guard services are limited to resolicitations of existing contracted services (see User's Guide paragraph II.B.1).

A. Overview. Contracts for guard services may be a continuing contracting effort or conversion of services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide; guide contract Sections B, C, and J in the Uniform Contract Format (UCF); and a Quality Assurance (QA) Guide.

1. NAVFAC MO-327, *Facility Support Contract Quality Management Manual*, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement and surveillance program development process. This User's Guide is to be used in conjunction with the NAVFAC MO-327 in developing a PWS for guard services. The guide provides specific guidance on developing and tailoring this GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Supplement to OMB Circular A-76 and in OPNAVINST 4860.7B.

2. Sections B, C, and J provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.

3. The QA guide provides the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. This GPWS does not establish NAVFAC procurement policy. Such guidance may be found in the NAVFAC P-68, *Contracting Manual*.

5. The Field Office Consolidated Automation System (FOCAS) program developed by the Facilities Systems Office (FACSO) and NAVFAC, can assist in both the development and tracking of facilities service contracts. The program is available from each EFD.

B. Responsibilities

1. The best method of developing a facilities support contract is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed **one**

to two years prior to the projected contract start date. At least one member of the team:

- a. Must be familiar with and understand the applicable GPWS(s) and QA Guide(s).
- b. Must have working knowledge of basic contracting procedures.
- c. Must have firsthand knowledge of the services which will be provided under the contract.
- d. Must be able to identify specific activity requirements that differ from those stated in the GPWS.

2. The following activity personnel are suggested as members of the contract development team.

a. Team Leader. The team leader has overall responsibility for development of the contract. This includes the establishment and tracking of procurement milestones; ensuring each member of the team understands the specific tasks for which they are responsible and when each task must be completed; and coordinating the efforts of the individual team members so the many pieces of the procurement package fall into place.

b. Specification Writer. The specification writer provides technical knowledge of facilities management and a familiarity with specification formats. This will most likely be an engineer or engineering technician at the activity who has some experience in writing facilities support contracts. The use of a planner and estimator (P&E) is also appropriate if one is experienced with writing contract specifications. The writer should have attended the Civil Engineer Corps Officers School (CECOS) course "Facilities Support Contracts for Functional Managers". Assistance may also be requested from the geographical NAVFACENCOM Engineering Field Division (EFD). The EFD may also offer courses on PWS development, quality assurance, and other related subjects that will benefit the specification writer.

c. Security Officer/Customer. The activity Security Officer/Specialist is responsible to the Commanding Officer for the physical security of the installation and will be the Commanding Officer's technical representative (COTR) for this function, and identified as such in the specification. This person will evaluate the security requirements of the base, identify which functions should or should not be included in the PWS, and assist the specification writer, as necessary, in adequately defining the requirements in the PWS so that they can be clearly understood and costed by all prospective bidders. He/she will also provide information on local laws, jurisdiction, training, security clearance requirements, and Government policies. The Security Officer/Specialist will also be familiar with the latest changes in applicable Naval instructions on Physical Security and Law Enforcement which may have been made since the publication of this GPWS. Other customers could be managers of base exchanges, housing offices, credit unions, commissaries, banks and others that have a keen interest in guard services.

d. Facilities Support Contract Manager. If there is an existing Guard Services contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be

responsible for preparing required Quality Assurance Plans (see Quality Assurance Guide) and for ensuring that services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the preparation of Sections B, C, and J, and will prepare the majority of the clauses in Sections E, F, G, H, I, K, L, and M of the solicitation. The contract specialist ensures labor laws are properly applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance on the CA program, and ensures that the specification is developed in conjunction with required most efficient organization and management studies.

3. The completed specification shall be reviewed by the Security Officer and the Facilities Management Engineering Director.

4. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses assumptions made and special items considered during the development of this GPWS, and provides general information that the user should be aware of during the tailoring process.

A. Development of the GPWS

1. In developing this GPWS, a functional analysis, as described in NAVFAC MO-327, was performed to identify each of the major subfunctions for guard services. Each of these subfunctions was carefully reviewed to determine which could legally and realistically be contracted. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance, then summarized in a functional analysis chart. Table 1 illustrates the guard subfunctions and basic work requirements addressed in this GPWS. Each work requirement at the lowest level represents a basic guard task that will be required of the Contractor and monitored by the QAE.

2. One problem encountered during development was the decision on how detailed the work items should be. The problem is that as the number of work items increases, contract administration and surveillance become more difficult. A diligent effort has been made to design a guide specification that defines the end result desired, while being measurable, and yet does not tell the Contractor how to perform work to the extent that Government supervision is being provided.

B. Special Considerations for Guard Services. Recent congressional actions and internal emphasis on the quality of "security" throughout the Navy in general have severely restricted the types of security guard functions which may be obtained by contract. It is important that the user read and understand these restrictions and other special considerations prior to attempting to develop a guard services performance work statement. The policies and guidance in paragraphs 2 through 8 below have been coordinated between the Naval Criminal Investigative Service Command (CNO(N09N1)/NCIS) and the Commercial Activities and Retail Branch (OP-465).

TABLE 1

GUARD SERVICES SUBFUNCTIONS

1. Entry/Exit Control
 - a. Entry
 - (1) Personnel Identification
 - (2) Vehicle Identification
 - (3) Visitor Information
 - (4) Property Control
 - b. Exit
 - (1) Stop violators and suspected wrongdoers
 - (2) Property Control
 - c. Distribute Passes and Badges (special situations)
 - (1) Vehicle
 - (2) Personnel (Visitor Only)
2. Roving Patrol
 - a. Perimeter
 - b. Special Areas
 - c. Building/Equipment Checks
 - d. Execute colors
 - e. Parking Control
3. Miscellaneous Services
 - a. Courier
 - b. Alarm Monitoring
 - c. Complaints
 - d. Accidents
 - e. Traffic Control
 - f. Key Control
 - g. Escort
 - h. Special Events
 - i. Reports
 - j. Gate Openings
 - k. Crisis Situations
4. Management
 - a. Communications
 - (1) Individuals
 - (2) Base
 - (3) Vehicles
 - b. Supervision
 - (1) Guardmounts
 - (2) Contractor Personnel Clearances
 - (3) Uniforms
 - (4) Equipment
 - (5) Training
 - c. Vehicles

1. The 1989 United States Code Annotated, Title 12, Article 2465 (10 USC 2465) prohibits, with limited exceptions, contracting for security-guard services. The article reads as follows:

"2465. Prohibition on contracts for performance of firefighting or security-guard functions.

a. Except as provided in subsection (b), funds appropriated to the Department of Defense may not be obligated or expended for the purpose of entering into a contract for the performance of firefighting or security-guard functions at any military installation or facility.

b. The prohibition in subsection (a) does not apply -

(1) to a contract to be carried out at a location outside the United States (including its commonwealths, territories, and possessions) at which members of the armed forces would have to be used for the performance of a function described in subsection (a) at the expense of unit readiness;

(2) to a contract to be carried out on a Government-owned but privately operated installation; or

(3) to a contract (or the renewal of a contract) for the performance of a function under contract on September 24, 1983."

2. Certain security related functions are inherently governmental in nature, being so intimately related to the public interest as to mandate performance only by federal employees. Such functions include the following:

a. Detective or investigative functions. The Naval Criminal Investigative Service (NCIS) is the agency within the Department of the Navy responsible for the investigation of actual, suspected, or alleged criminal offenses committed against a person, the United States Government or its property and certain classes of private property, including attempts or conspiracy to commit such offenses.

b. Issuance of personal identification and security clearances. Although Contractors may be allowed to take identification photos, process, and distribute visitors passes, ID cards, etc., these functions would be performed based on specific guidance provided by the security officer. The actual determination of such guidance and associated discretionary decision making authority must be retained by Government personnel.

c. Nuclear stores security. OASD(MRA&L) memorandum of 13 August 1980 states this function is "...inherently governmental in nature...".

d. Stockade security. This is not applicable to most activities and is normally a responsibility of the Naval Military Personnel Command. Follow the same guidance here as on nuclear stores security.

e. Military Working Dogs (MWD). OPNAVINST 5585.2 series, paragraph 1-2, personnel standards require that MWD handlers be military members or federal employees.

f. Traffic court

g. Prosecution and judicial functions

h. Intelligence and counterintelligence operations

i. Police functions. It is sometimes difficult to distinguish between security guard functions, which may be contracted, and police functions, which are inherently governmental and may not be contracted. The following are examples of police functions which will generally not be contracted:

- Law enforcement (federal, state, and local, as required)
- Inspection of crime scenes (minor offenses); preservation of crime scenes (major offenses)
- Certain criminal, accident, and claims investigations
- Issuance of federal citations (U.S. Magistrate Ticket, DD Form 1805)
- Weapons confiscation
- Serving of arrest warrants issued by courts of law
- Assistance in hostage situations
- Narcotics interdiction

j. Security specialist functions. The following types of security functions are generally performed by security specialists, and involve value judgments which are inherently governmental. These will not be contracted:

- Security Officer/Manager duties and responsibilities
- Security program planning, assessment, and policy implementation
- Classified information management and control
- Personnel security and reliability program management, including visit control
- Compartmented programs and sensitive information management
- Conventional and nuclear arms, ammunition and explosives security management
- Physical security and loss prevention management
- Communications security management
- Signal security (electromagnetic emission control) management
- Automated Data Processing (ADP) security management
- Operations security management
- Port security review and assessment

- Security education and training management
- Foreign disclosure review and exchange program management
- Industrial security program management
- Preparation and review of security budgets
- Preparation of security instructions and notices
- Handling and resolution of security complaints
- Handling and resolution of security violations
- Establishing, providing guidance for, and review of classification, declassification and downgrading procedures, and compliance
- Preparation, control, and certification of courier letters and cards
- Preparation, review, and certification of security requirements for classified contracts
- Verification of commercial facility clearances
- Issuance and suspension of Federal employee security clearances
- Initiation of security checks and background investigations
- Review and updating of security clearances
- Conducting security briefings and debriefings of cleared personnel
- Issuance and control of employee, Contractor, and visitor badges, and security arrangements
- Certification of outgoing domestic and foreign requests
- Processing and review of incoming visit requests and clearances
- Establishing security programs for the control of tools, equipment, material, and supplies
- Identifying and establishing requirements for security devices, equipment, and intrusion detection systems
- Establishing and maintaining programs for security combinations and key control
- Establishing and reviewing requirements for classified and secure stowage (e.g., containers, strongrooms, vaults) in existing structures and new construction
- Establishing and administering preparedness programs for disaster control, including natural disasters, domestic emergencies, wrongful destruction, sabotage, and terrorist activity

- Establishing and implementing requirements for security risk and threat assessments
- Providing technical coordination and administration of security guard contracts and security systems maintenance contracts, including inspection and certification of performance
- Requesting and coordinating TEMPEST (Control of Compromising Emanations) inspections
- Managing Communication Security (COMSEC) material system accounts, and the issuance of keying material
- Managing and supervising investigations

3. Sensitive ordnance security (other than for weapons provided by the Contractor) for conventional arms, ammunition, and explosives (AA&E) may be contracted; however, technical specifications for such services must be reviewed and approved by the Naval Ordnance Center, Indian Head, Maryland.

4. If the prohibition in subsection (a) of 10 USC 2465 does not apply, the following security related functions may be contracted.

a. Guard Services. The following are typical functions which may be included in a guard services contract. Those functions most often contracted are included in this GPWS. Others from the list may easily be added by the user as needed.

- Access control (ingress and egress)
- Perimeter control
- Plant protection and protection of property
- Fixed guard posts
- Roving guard patrols (vehicle and foot patrols)
- Building checks (internal and external)
- Classified material container and storage checks
- Monitoring of intrusion detection systems
- Receipt of trouble calls on alarm and telephone systems
- Initial response and assessment of intrusion detection system alarms
- Transmission of alerts and the reporting of emergencies, indications of wrongdoing, and unlawful acts against persons and property
- Escort service (for special visitors requiring such escort; for employees transporting special documents and material, as required; for employees transporting funds and negotiable instruments)
- Information service (for directions relating to controlled movement)

- Parking control and monitoring
- Traffic direction
- Response to alerts of emergencies, positive indications of wrongdoing, and unlawful acts against persons and property
- Temporary detentions and the transporting of wrongdoers, intruders, violators, and criminal suspects
- Civil disturbance program support and crowd control
- Care, custody of found property, recovered stolen property, evidence, and abandoned property (including removal action)
- On base Shore Patrol assistance, as appropriate
- Assistance to injured and stranded persons in emergency situations

b. Other Security Services. The following security related functions may be contracted and are included in other NAVFAC GPWSs:

- Locksmith services and/or control of combinations
- Installation and maintenance of intrusion detection systems

5. OPNAVINST 5530.14 series, paragraph 0415 states that "Military armed guards for the protection of classified or sensitive shipments transported within the Continental United States will be provided for by the naval command originating the shipment." See also DODINST 5200.33 series, Defense Courier Service (DCS). This function must not be contracted.

6. There is a long standing prohibition against the use of so-called detective agencies.

a. This prohibition is found in the Anti-Pinkerton Act (5 U.S.C. 3108). Guard service contracts must be cautious to avoid possible violations of this Act. The current interpretation, however, is contained in FAR 37:109. The applicable portion states:

"This prohibition applies only to contracts with organizations that offer quasi-military armed forces for hire, or with their employees, regardless of the contract's character. An organization providing guard or protective services does not thereby become a 'quasi-military armed force', even though the guards are armed, or the organization provides general investigative or detective services."

b. See also Comptroller General Decision B-139965 of 7 June 1978, 57 Comp Gen 480, and 57 Comp Gen 524. In a 10 April 1980 memorandum to NAVFAC Code 1001A, NAVFAC Legal Counsel (Code 09CA) stated that "The Anti-Pinkerton Act 5 U.S.C. 3108 should no longer be interpreted as precluding agencies licensed or registered as detective agencies." Therefore, the purposes of this GPWS do not conflict with the Anti-Pinkerton Act.

7. OPNAVINST 5530.14 series, paragraph 0408.e states that "Activities will not consolidate or integrate police or guard forces with fire protection forces without the approval of the Chief of Naval Operations (CNO(N09N1)/NISCOM-24)".

8. The activity **must** create contingency plans to provide additional security during emergencies and in the event the Contractor is unable to respond. Although the Contractor is required to have a contingency force available, the local command must still be aware of other active duty military, reserve, and state National Guard units which could be called upon during an emergency.

C. General GPWS User Considerations. The paragraphs and provisions of this GPWS are arranged in the Uniform Contract Format (UCF) as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains Sections B (Supplies or Services and Prices/Costs), C (Description/Specifications/Work Statement), and J (List of Attachments) only. These sections contain information peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions related to administrative and contractual requirements. Since the latter group will generally be the same in the majority of NAVFAC contracts, their inclusion in each GPWS would be unnecessary duplication. These clauses can be found in the NAVFAC Clause Book and in the Uniform Contract Format (UCF) Guide. The NAVFAC Clause Book and UCF Guide should be available at each geographical EFD and at NAVFAC contracting offices, and should be made available to specification writers as required.

2. FAR, DFARS, NAPS and FAC clauses and provisions may be added or deleted as required for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized. Most of the clauses in Sections I and L, other than those requiring tailoring (i.e., blanks to be completed), may be included by reference. All other clauses and provisions shall be included in full text. Procurement offices shall make available to bidders, upon request, the full text of all clauses incorporated by reference.

3. Technical Specification

a. Section C, which describes the services to be provided, should be written as a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing "how to"; it describes work outputs as explicitly as possible while allowing the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. The specification must provide enough information to clearly and precisely define the number (quality or frequency) and quality of services to be provided, and the scope or limit of each. This is accomplished in this GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps the Contractor must follow for

some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. While such information only slightly restricts the Contractor's latitude in managing the workforce, it ensures all bidders visualize the level of effort which will be required. This will result in more accurate/realistic bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

4. Throughout this GPWS, you will find further guidance with the annotation "NOTE TO SPECIFICATION WRITER". These notes provide additional information and/or advise the user to select the appropriate clause, insert additional information, or delete the clause in its entirety. There are also notes within the text of this GPWS which indicate additional information must be provided, e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!"; simply replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS for Guard Services is not intended to fit the requirements of a specific activity. Rather, it is a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS is to become familiar with this GPWS and its User's Guide. The user must know what is, and is not, included in this GPWS and what was intended before any required modifications may be assessed. The User's Guide provides information concerning the GPWS and tailoring instructions. Users should not assume that the GPWS can be "plugged" into their application with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS is to determine which of the following applies:

a. Are the requirements currently contracted? Will this be a continuation of the contracted services, or a consolidation of several contracts? In either case, this GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Provided the prohibition discussed in paragraph II.b.1 is lifted, are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the Most Efficient Organization (MEO) if the function is retained in-house. Additional information on tailoring of this GPWS for a CA program study is included in paragraph V of this User's Guide.

2. Job Analysis. The next step in the tailoring process is a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline in some detail how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to write the PWS.

a. A number of questions will be identified during the job analysis which relate to the services required. Several factors will need to be considered when answering such questions, including:

- Are Standard Operating Procedures (SOP) available?
- What types and quantities of services are required, such as, roving patrols, courier and escort services?
- Are armed guards required? If so, specific training is required.
- Is a stand alone contract being prepared or will guard services be included as part of a larger contract for base maintenance services?
- Is in-house labor available to provide some of the expected services?

b. The job analysis process must also consider planned future events which may influence the types or quantity of services included in the contract. Examples include military construction projects to be completed during the term of the contract and changes in military personnel. In addition, Section 2907 of the National Defense Authorization Act for Fiscal Year 1994 (Pub. L. 103-160) permits contracts with local governments for police or other community services, at military installations affected by base realignment/closure actions. However, such contracts may not be exercised earlier than 180 days before the scheduled closure date and require a determination that services so acquired are in the best interest of the Department of Defense. DFARS 252.222-7001 and 252.237-7022, and FAR 52.207-3, establish employment rights for Government employees adversely affected by closure actions.

c. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if changes are needed and whether questions identified in the job analysis have already been answered in the GPWS. If major changes are called for, the user will need to re-write the affected GPWS section. A thorough job analysis will make tailoring of the GPWS relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

B. Contract Line Items. Section B of the contract (Supplies or Services and Prices/Costs) includes contract line items for each of the services to be contracted. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS encompass all of the services (contract requirements) provided in the GPWS technical specifications. Of course they must be tailored to account for the type of contract selected, contract requirements added or deleted during the job analysis process, the projected start date of contract performance, and other factors, including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract (IQ) is used in this GPWS because it is the most common type of contract for guard services. However, other contract types may be used depending on the circumstances. Information concerning a Fixed-Price Award Fee contract is included in paragraph IV.B of this User's Guide. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portions of the contract. The user should discuss available choices with the contract specialist or the EFD Contract Department prior to selection of appropriate contract type.

2. Firm Fixed-Price Contract Requirements. Firm fixed-price contract requirements are either fixed in scope (time, location, frequency, quantity, etc., are known or can be accurately estimated) or adequate historical data is available to allow a reasonable estimate to be made. Since the scope of work is known, the Contractor agrees to perform a given requirement for a definitive price. The Contractor performs the work as scheduled and invoices are submitted for the services provided during a given period of time (usually one month).

a. Examples. Examples of firm fixed-price contract requirements in this GPWS include entry/exit control, roving patrols, and escort services. The scope of each of these services is clearly defined in this GPWS technical specifications (Section C) and supporting Attachments in Section J. Fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD if in doubt about which approach should be used.

(1) Section B of this GPWS illustrates the most common approach, which requires contractors to bid a single monthly price for performance of all firm fixed-price requirements in the contract. In this case, the contract must also contain a Schedule of Deductions in Section E which the Contractor will submit, after award, to break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of the User's Guide for additional information on the "SCHEDULE OF DEDUCTIONS" clause.

(2) A slightly different approach would be to include a limited number of fixed-price subline items, each of which could be broken down by a Schedule of Deductions. Separate fixed-price subline items are particularly appropriate to avoid paying the Contractor for work before it is performed, or for not paying enough for work which has already been performed. This can be a problem for services which occur only periodically during the contract term, such as special events.

(3) A third approach would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the Schedule of Deductions. Contractors would provide separate unit prices for each of the fixed-price requirements in the PWS.

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis. Contractors bid a fixed unit price to perform one occurrence or a given quantity of each type of work. Payment for this type of work is calculated by multiplying the unit price bid and the number of units performed. Since each Government order for indefinite quantity work is paid for separately, each and every delivery order must be inspected and accepted as being satisfactorily completed before payment may be made. Two distinct categories of indefinite quantity work are included in this GPWS:

a. Unit Priced Tasks. Bid prices for unit priced tasks include all labor, materials, and equipment for performing a given quantity of work, such as unscheduled escort services. The unit prices bid are multiplied by an estimated quantity of units to be ordered during the contract term, but only for purposes of bid evaluation; payment is made only for work as ordered and completed.

b. Unit Priced Labor. This type of indefinite quantity work is also referred to as "level of effort work", should be used only when such work cannot be identified in advance in sufficient detail to be included in the firm fixed-price or indefinite quantity - unit priced tasks portions of the contract. The labor hour unit prices bid include all costs to perform the work required.

c. Other Factors. As many indefinite quantity work requirements as possible should be included as unit priced tasks vice unit priced labor. Unit priced tasks are easier to understand and easier for contractors to bid, the work is easier to order and administer, and material and equipment costs are included in the unit prices bid. Regardless of which of the two types of indefinite quantity work are used, the estimated quantities provided in the solicitation for bid evaluation must be realistic estimates of the anticipated quantities to be ordered during the contract term.

4. Separately Priced Options to Extend. The sample contract line items in Section B of this GPWS assume the initial term (base period) of the contract will be for 12 months. This is normally the case for guard services contracts, which may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However, there are times as when adequate funds are not available or award is delayed, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months, beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months, the following actions must be taken:

a. Contract line items in Section B must specify the number of months in the initial contract term and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

b. Additional (separately priced) contract line items (e.g., 0003 and 0004) must be added to Section B to account for at least one full 12 month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C, the technical specifications, must clearly indicate the scope of work for the initial period since the work load can vary significantly from month to month. For example, the specification must state which, if any, of the two special events (contract line item number 0003) will be performed during the initial period.

d. The "BASIS FOR AWARD" clause in Section M must be modified accordingly. The user should check with the contract specialist for specific wording of these clauses and for other changes which may be required.

e. Schedules of Deductions, one for the initial period and one for each of the 12 month option periods, must be included in the contract. Of course the items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides information on the development of Schedules of Deductions.

5. Other Clauses. Specific clauses included in Section B differ from NAVFAC EFD to EFD. Refer to the UCF Guide and consult with the contract specialist to identify which clauses are to be included.

C. Technical Specifications (Section C). Within Section C, the specification writer must describe, in detail, what services are desired and when they are to be performed. Requirements provided in the GPWS are designed to meet general requirements of most activities. When tailoring this GPWS these requirements will probably need to be modified to match the specific requirements determined during the job analysis. Special or unique requirements will need to be added.

1. Performance Specification. In as much as possible, Section C of this GPWS was written as a performance specification, as discussed in paragraph II.C.4 of this User's Guide. However, because the requirements (outputs) of guard services are often subjective, such as "security", "courtesy", and "responsiveness", performance frequencies for specific work requirements, such as "patrol hourly" and "posts manned at all times" must be specified. The assumption is that by controlling the frequency of work, the Government can specify the level of security. The method of performing the work is left to the Contractor's discretion.

2. Standard Operating Procedures. This GPWS also includes an attachment entitled "STANDARD OPERATING PROCEDURES (SOP)" (Attachment J-C1) which includes administrative requirements, standard procedures for handling specific situations, and specific requirements for each post. For example, the technical specifications require the Contractor to provide a specific number of guards to perform perimeter patrol services. However, the routes to be followed by each patrol, specific items to be checked during each patrol, actions to be taken should special situations (such as detection of an unauthorized intruder) develop, etc., are included in the SOP. Since in-house guard forces normally have an existing SOP or some similar document which provides instructions concerning actions to be taken in various circumstances, it was considered appropriate to utilize a similar document for contracted services. In summary, the contract identifies a requirement, but the SOP contains specifics appropriate for the user activity. Any modification of the SOP would be considered a change to the terms of the contract and issued in accordance with the FAR clause, CHANGES-FIXED PRICE.

3. Contractor Supervision. The SUPERVISION/GUARDMOUNTS paragraph requires adequate on-site Contractor supervision at all times. For a small contract (e.g., one post manned around the clock), "adequate" may be the guard alone since it would be too costly to require a "supervisor" to be on-site to watch a single guard. For this reason, the "on-site" may be deleted. In such situations, Contractors often utilize a "roving" supervisor who checks many guards at different sites on different contracts or else is in telephone/radio contact at specified frequencies. If this is insufficient for the user's needs, the Contractor may be required to designate the guard as the "supervisor" for that post with full authority short of contractual changes. The Government should, however, be able to have direct communication between the Duty Officer and the guard without encountering a "personal services" conflict or unnecessary time delays.

4. Standards of Conduct. The STANDARDS OF CONDUCT paragraph creates a paradox in a guard services contract. If, for example, the activity Commanding Officer (CO) dislikes the appearance of a military guard, then the CO is authorized to take certain corrective actions. If the guard is a civilian, there are still Federal Personnel Regulations which contain corrective measures. If the guard is a Contractor employee, however, then the CO must look to the

contract's intent and written agreement. If the guard's appearance is "unacceptable" yet he deters all unauthorized entry, is courteous, well trained, and follows all other requirements of the contract then the CO may have little recourse. For this reason, these requirements should be no more restrictive than those imposed on an in-house guard force and should not include any ambiguous phrases. The standards must be as explicit and reasonable as possible.

5. Uniforms/Equipment. A guard must be recognizable as such and be equipped to carry out his/her duties. When deciding what to include as a requirement in the UNIFORMS paragraph, the user must ask, "Does it really matter? Can the guard still function?" It is better to specify minimums rather than general requirements. For example, if the requirement called for a "flashlight", then a penlight would technically qualify, but would not be desirable due to the lack of light it would provide. Therefore, the specification should read "Flashlight and batteries (producing light equal to or greater than a flashlight with two "D" cell batteries)".

6. Communications Equipment. Since Contractors cannot normally obtain communications equipment which operates on frequencies assigned by the Federal Communications Commission (FCC) to naval activities, the user has three options. **First**, the activity may provide such equipment as "Government Furnished Equipment" and allow the Contractor's personnel to operate it as the activity's agents under the Navy's FCC license. **Second**, the activity may provide written authorization after contract award with which the Contractor may attempt to acquire the necessary equipment. However, there may not be sufficient time to get such equipment on board before the contract start date. **Third**, (the option shown in the COMMUNICATIONS paragraph of this GPWS) the user may allow the Contractor to operate on his own commercial license. The disadvantage is that others may easily disrupt the guard force communications since such frequencies are readily available to most citizens. For further information, contact the Naval Electromagnetic Spectrum Center, Code 32, Building 166, Washington Navy Yard, Washington, DC, 20374.

7. Armed Guards. OPNAVINST 5530.14 series, paragraph 0908, states that the authority to arm guards rests with the activity Commanding Officer. Each post and patrol under consideration must be separately evaluated for the potential need for deadly force. Only at posts or patrols where the property or material to be protected is of sufficient criticality or classification to require the potential application of deadly force to protect it, or where the isolation of the post or threat to the activity may require it, should the guard be armed. Such considerations as the availability of supporting police patrols and their response times, other protection provided the guard (nondeadly weapons, bullet-resisting materials, and duress devices), and exposure to the public are factors of importance. If one or more guards are to be armed the user must consider the following:

a. Although local licenses or permits may not be required on exclusive jurisdiction federal enclaves, as a precaution the guard services specification should require that armed Contractor guards meet all local requirements for suitability, training, and qualification standards. The user must tailor the SOP, and the "Training" and "Firearm Licensing and Permits" paragraphs of the PERSONNEL REQUIREMENTS paragraph as required to incorporate any applicable local requirements.

b. Specific activity situations and conditions under which deadly force may be used **must** be coordinated with legal counsel. This coordination with legal counsel should ensure that the State's laws regarding the lawful use of deadly force are included within the guard force SOP. The SOP regarding the State's laws for the use of deadly force are mandatory training requirements. The example SOP included in this GPWS provides general guidance which may be made **more**, but **not less**, restrictive by the user. The death of, or serious bodily injury to, a person (felon or innocent bystander) caused by a contract guard raises serious legal questions which do not have clear-cut answers at this time.

c. List specific posts at which guards are to be armed in the appropriate paragraphs in the WORK REQUIREMENTS paragraph, Section C.

d. Specify requirements for Contractor furnished firearms and ammunition in Attachment J-C6, and/or list the Government owned firearms, ammunition, and related equipment which will be provided for the Contractor's use in Attachments J-C4 and J-C5. It is recommended the Contractor be required to furnish all firearms and ammunition for the following reasons:

(1) Accountability requirements for Government furnished firearms and ammunition are very stringent, and can require a significant amount of effort on the part of the Government to implement. For example, instances of lost or stolen Government furnished firearms would require a great deal of investigation by the Government.

(2) Guards who have used Contractor issued firearms on previous or other contracts would be forced to retrain, requalify, and carry an unfamiliar firearm, if Government furnished.

e. If the Contractor is required to furnish firearms and ammunition, no "privately-owned (personal)" firearms and ammunition shall be used by the guard force (OPNAVINST 5530.14 series, paragraph 0911). That is, only company owned firearms and ammunition may be used.

f. OPNAVINST 5530.14 series, paragraph 1102, specifies the type of firearms that are approved for use on Government activities. The user has the option to either specify a particular firearm (e.g., .38 caliber revolver) or let the Contractor select from those approved. The Contractor may request approval to use other than approved firearms and ammunition by submitting complete justification and rationale to N09N1 via the Contracting Officer.

g. All firearms and ammunition must be stored in accordance with OPNAVINST 5530.13 series, whether Government or Contractor furnished.

8. Training, Licensing, Suitability. Statutes involving licensing, suitability, and training requirements for security guards vary in scope from state to state, and vary in range from very strict to none. It was impossible to review all states' requirements and prepare a single all-encompassing paragraph in this GPWS. The most logical approach is to require full compliance with applicable state requirements and for the user to specifically state those requirements (avoiding generalizations which may result in confusion, self-serving interpretation and noncompliance). The user, of course, must be familiar with those requirements which may be further complicated depending upon the jurisdiction of the property where contract performance is to take place.

a. Research shows that a state's jurisdiction depends on the agreement between the state and the Federal Government at the time the Government acquired rights to the property (which may date back 200 years), and very often varies within the base boundaries. This could not have been anticipated for every naval activity during development of this GPWS, so the user will be required to determine jurisdiction and inform the Contractor via the SOP. Real Estate personnel located within each of the NAVFAC geographical EFDs can provide assistance in determining the legal boundaries of the base and the conditions under which the Government accepted jurisdiction. For further assistance, contact the local Naval Legal Service Office.

b. The SOP must clearly define the type(s) and limits of Navy jurisdiction, as well as the jurisdiction of state police, county sheriff, and local police. Any Memorandum of Understanding (MOU) with local law enforcement agencies must also be reviewed and the affects of contracted guard services ascertained.

c. The PERSONNEL REQUIREMENTS paragraph of the GPWS requires guard force employees to be trained in accordance with Appendix XIII of OPNAVINST 5530.14 series. These are minimum training requirements. The Security Officer must review this appendix, materials relating to jurisdiction, and state training and suitability requirements. The specification writer can then be advised of any specific requirements which must be added to the contract. The requirements of Appendix XIII may not be reduced without the prior written approval of CNO (N09N1).

9. Employment of Government Employees. Two options are provided in the paragraph entitled "Employment of Government Personnel". It is conceivable that Government employees could be hired by a Contractor as a guard and thereby gain access to areas or materials not available to them in their normal duties. Such a situation could lead to compromise of security matters. To prevent this possibility, a total prohibition may be desired. At other activities, the lack of classified materials may make such a prohibition unnecessarily harsh, severely limit the Contractor's available work force, and increase the contract's labor costs. It may be perfectly acceptable for Government employees to be hired by the Contractor in which case the optional paragraph should be used. In fact, many activities find that hiring "moonlighting" military police officers is beneficial and even desirable. The user should consult with the activity's (agency's) Ethics Counselor to determine whether and under what conditions activity employees (both civilian and military) would be allowed to work as Contractor employees.

10. Clearance Requirements. The PERSONNEL SECURITY CLEARANCE REQUIREMENTS paragraph is based on OPNAV policy and cannot be altered by the user. This policy was developed as a result of various audits of guard services contracts coupled with recent breaches of security within the Navy community. The contract audits revealed failures to enforce security clearance requirements and maintain proper files on Contractor employees after contract award. The recent security breaches prompted internal Navy review of policies and procedures and resulted in a reduction in the numbers and level of security clearances issued. This review also showed many clearances issued to Contractor employees were requested more for the purpose of "screening" personnel rather than a legitimate need for access to classified materials. There is a legitimate need to ensure guard services personnel possess high moral character, are reliable, and do not pose a threat to the Navy community and mission.

However, the necessity to screen for character and reliability does not justify manipulation of security clearance policy and procedures.

a. The NCIS and Defense Investigative Service (DIS) have agreed that all guard services Contractor employees must receive a favorable National Agency Check (NAC), as outlined in DOD Regulation 5200.2-R (Paragraph 3-612). The Contractor will be required to complete and submit all necessary forms to the Contracting Officer for each employee that will be performing guard services. The Contracting Officer will forward these forms to DIS, through the Security Officer (SO). DIS will perform the NACs and forward results to the SO. The SO, along with the activity Commanding Officer, will review the results and forward to the Contracting Officer a list of those approved for work on the contract. This policy will satisfy the need to screen for character and reliability without abusing security clearance policy.

b. The activity Commanding Officer, or designated representative, must also determine the need for Facility Clearances and personnel clearance levels within the contract based on guidance contained in OPNAVINST 5510.1 series and other applicable Naval publications and regulations.

11. Escort Services. Contracting for escort services has traditionally been difficult. Since the number of visitors can fluctuate widely from hour to hour during a typical day, from day to day, week to week, and season to season, it is difficult to provide historical data which is accurate enough to permit firm fixed-price bidding.

a. One approach to this problem is to specify a specific number of escorts which must be made available during certain periods of the day. Any escorts needed above these scheduled fixed-price requirements could be temporarily diverted by the Contractor from roving patrol or other duties, or ordered up separately by the Government under the indefinite quantity portion of the contract. Requiring some visitors to be escorted by the person being visited could also be considered to cover peak periods.

b. If the number of escorts to be provided fluctuates so widely and unpredictably that no fixed number can be specified, the user will need to include all escort services in the indefinite quantity portion of the contract. Section C would then specify specific numbers of personnel the Contractor must retain on call during certain periods, should escort services be needed. Response times once the Government places an order, whether or not vehicles must be made available by the Contractor, and other appropriate information must also be included in Section C and/or the SOP.

12. Special Events. In the paragraph entitled "Special Events", the user has a means to handle situations when additional security is required. One fairly common event is Armed Forces Day. This was included as an example of the type of wording anticipated for other special events. If detailed requirements for such events are known in advance, they should be spelled out in Section C and included in the firm fixed-price portion of the contract.

13. Terminology. The word "deter" is used throughout the GPWS rather than "prevent" or some other word because the Contractor cannot be expected to be everywhere at once. If unauthorized entry is gained by walking past a sleeping guard, the Contractor obviously has failed to perform but if entry is gained by climbing over a fence in a remote area of activity, then it would be difficult to hold the Contractor accountable. Likewise, the Contractor must

"endeavor" to prevent fires, explosions, etc. but cannot reasonably be expected to totally prevent such events.

14. Special Contract Requirements. The user should consider the following additions/modifications to the GENERAL ADMINISTRATIVE REQUIREMENTS paragraph, Section C.

a. The following paragraph should be added to Section C.

"LIABILITY

a. The Contractor shall assume all liability for and shall indemnify and save harmless the Government, its officers, enlisted personnel, agents and employees from and against any loss, damage, or injury which may be sustained by any person or persons, whether they be employees, agents, or representatives of the parties hereto, or third persons, which is caused by the Contractor in the performance of this contract. In the event any such claim or demand is made upon the Government, its officers, enlisted personnel, agents, and employees or in the event any suit therefore is instituted, the Government will give reasonable notice of such claim or suit to the Contractor and will refrain from any payment or demand with respect to such claim or suit without first obtaining the written consent of the Contractor. The Contractor shall reimburse the Government, its officers, enlisted personnel, agents, and employees for any judgments, payments or expenses occasioned to them in connection with claims, demands, or suits of which notice has been given by the Government.

b. The Contractor releases the Government, its officers, enlisted personnel, agents, and employees from any liability for any loss, damage, or injury which may be sustained by the Contractor in the performance of this contract and hereby agrees to indemnify the Government, its officers, enlisted personnel, agents, and employees in connection therewith.

c. Notwithstanding any other provision of this paragraph, the Contractor shall not be required to reimburse the Government, its officers, enlisted personnel, agents, and employees for any judgments, payments or expenses arising out of negligence of the Government, its officers, enlisted personnel, agents and employees."

b. The special contract paragraphs "Passes and Badges" and "Identification of Contractor Employees" require Contractor employees to wear Government issued badges and have distinctive nameplates, emblems or patches on an outer garment. However, some activities have found that some guards are hampered in accomplishing their work if they are easily identified as contract employees. The user should consider not requiring (and possibly prohibiting) guards from wearing distinctive Contractor identification. If so, the "Identification of Contractor Employees" paragraph, Section C must be revised, accordingly. The Contractor's guard force could be required to wear activity identification badges the same as other activity employees. Even if these identification badges have a color code that identifies the guards as Contractor employees, this would not hamper their work.

c. The "Identification of Contractor Employees" paragraph included in Section C allows Contractor employees (or representatives) access to the activity if they are U.S. citizens or legal aliens. However, Contractor employees performing guard services must be U.S. citizens, as specified in the "PERSONNEL REQUIREMENTS" paragraph in Section C of this GPWS. Depending on the

need for access to the activity, non-guard Contractor employees such as secretaries or dispatchers, should meet the requirements of the "Identification of Contractor Employees" paragraph in Section C, or be treated as visitors.

d. Add specific information on licenses and permits which may be required by the state to the standard "Permits" paragraph in Section C.

D. Schedule of Deductions. If used, the Schedule of Deductions clause in Section E is one of the most important items that the specification writer must consider in tailoring this GPWS, since it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements, and should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.1.b for additional information on fixed-price contract line items.

1. The Schedule of Deductions clause requires the Contractor to break the firm fixed-price portion of the bid down for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES and ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK clauses (Section E), and the Performance Requirements Summary (PRS) table (Attachment J-C2), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

2. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract, and the Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is unbalanced or materially deficient. The specification writer must consider changes made to the technical specifications and the length of the initial contract term when tailoring the sample schedule which follows. Corresponding changes must also be made to the PRS table in Attachment J-C2.

SCHEDULE OF DEDUCTIONS FOR BASE PERIOD
(DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)

<u>ITEM NUMBER</u>	<u>CONTRACT REQUIREMENTS</u>	<u>QUANTITY</u>	<u>UNITS</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
1.	Entry/Exit Control (Paragraphs C.15.a & b)	12	MONTH	\$_____	\$_____
2.	Roving Patrol (Paragraph C.15.c)	12	MONTH	\$_____	\$_____
3.	Courier Services (Paragraph C.15.d)	12	MONTH	\$_____	\$_____
4.	Scheduled Escort Services (Paragraph C.15.e)	12	MONTH	\$_____	\$_____
5.	Miscellaneous Services (Paragraph C.15.f)	12	MONTH	\$_____	\$_____
TOTAL (Must equal amount bid for contract line item 0001.) =					\$_____

E. Performance Requirements Summary. As the GPWS is being tailored, a PRS Table should be prepared. This table will be included in Section J of the PWS and will be used primarily by the Contracting Officer, in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses (Section E), in making payment deductions for unsatisfactory performance or nonperformance of firm fixed-price contract requirements. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS Table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-C2 of the GPWS. Suggested maximum allowable defect rates (MADRs) and weights are also shown. The user should modify this table to reflect the tailored PWS's requirements and consideration of the various factors which influence the selection of MADRs and work requirement weights.

F. Reviewing the Tailored PWS. Conflicting and contradictory contract requirements, i.e., inconsistency within a facilities support contract, inherently lead to protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services; does not obtain the services which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored GPWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix type check, such as that shown in Table 2 below. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable paragraph(s), the user can easily review those paragraphs which apply to a particular function without having to continually scrutinize the entire specification.

TABLE 2

SAMPLE MATRIX CHECK FOR GUARD SERVICES CONTRACT

PARAGRAPH OR SECTION	CONTRACT REQUIREMENT					
	ENTRY/EXIT CONTROL	ROVING CONTROL	COURIER SERVICES	ESCORT SERVICES	MONITOR ALARM SYSTEM	SPECIAL EVENTS
B						X
C.15	X	X	X	X	X	X
J-C1	X	X	X	X	X	X
J-E1	X	X	X	X	X	X

2. Another, and probably easier, way for activities which have word processing software, is to perform a search on a key word(s). For example, the word "control" if we wanted to review all contract requirements for entry/exit control. The software can then search the entire document for that key word, and stop every time it encounters it. In this way, the specification writer can check for inconsistencies which may have been overlooked during previous reviews.

IV. MISCELLANEOUS CONSIDERATIONS. This paragraph provides the user with information on the use of negotiated source selection solicitation procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD Contracts Department, and consider their use since they significantly increase the likelihood that the guard services Contractor is going to provide a satisfactory or better level of service.

A. Negotiated Source Selection Procurements. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of guard services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, a negotiated procurement requires Contractors (Offerors) demonstrate, prior to award, they have the technical capability, experience, and resources to perform the work required; have a logical approach to managing and accomplishing the work; and have proposed enough money to do all of the work. Offerors demonstrate their ability through the submittal of separate written technical and price proposals which are reviewed and evaluated by the Government. Contract award may be made to the Offeror who provides the "best value" to the Government, price and technical factors considered. The Offeror need not be the lowest bidder.

1. Technical Proposals. Technical proposal evaluation criteria serve as the cornerstone of the source selection process and are crucial in determining which Contractor offers the "best value" to the Navy. Criteria which do not allow technical evaluation boards to properly evaluate technical proposals can have a negative impact on the procurement. Technical proposal evaluation criteria may vary depending on the size and complexity of the contract, and the kind of information needed from Contractors to demonstrate technical capability; the criteria need not be complicated. Questions are typically asked in the subject areas that follow. This information is presented as guidance (not NAVFACHQ directive); criteria must be tailored to the unique requirements of each solicitation and should be kept as simple as possible. It is strongly recommended the technical evaluation and source selection boards jointly develop the criteria. Sample questions are provided in Section J of this GPWS.

OFFEROR'S EXPERIENCE

. Overall experience in providing guard services in Government or comparable civilian projects of the same or similar scope, size, and complexity (dollar values, work requirements, etc.). Offerors may be asked to provide references/points of contact (name, title, phone number) to ascertain past performance. Relevant information regarding a Contractor's actions under previously awarded contracts should be obtained, e.g., adherence to contract schedules, conformance to specifications, cooperation with Government representatives, etc.

- . Overall experience of proposed subcontractors.
- . Identification of corporate-level employees who had experience on previous contracts and the benefits they will contribute in the performance of this contract.

METHODS AND UNDERSTANDING

- . Offerors may be asked to provide the full time equivalents (FTEs, as defined in the REQUEST FOR PROPOSAL paragraph, Section C) that will be allocated to providing each of the major services. In addition, staffing level justification, as well as employee classifications and skill levels, should be provided. Offerors should describe the procedures and operational processes they intend to implement to perform each of the major service areas.

RESOURCE REQUIREMENTS

- . Identification of corporate financial resources (banks/financial institutions and assets) available to support contract requirements.
- . Identification of key on-site personnel. The Offeror may be asked to provide names, titles, qualifications, and job/position descriptions.
- . An organizational chart depicting lines of authority, subfunctions, indefinite quantity work, etc.) and any subcontractor interfaces.

2. Pricing Information. Supplemental pricing information (see Table 3) should be obtained with the price proposal in a format which allows for direct comparison with the full time equivalent information provided in the technical proposal. This simplifies the process of determining that the proposed direct labor cost for each contract requirement is adequate to provide all of the required services. Table 3 demonstrated one possible format and uses the same list of contract requirements found in the Schedule of Deductions (see User's Guide paragraph III.D), and includes a break out of full time equivalents.

3. The user should contact the contract specialist or EFD Contract Department for guidance and approval concerning the use of Source Selection procedures, particularly in the use of supplemental pricing information to accomplish the cost realism analysis required for negotiated procurements. The contract specialist will need to add additional technical and price proposal submittal requirements, and make other changes to the standard sealed bidding contract format. The Security Officer must also be contacted for guidance on technical proposal requirements; he/she should be a member of the Technical Proposal Evaluation Team.

B. Award Fee Provisions. Award fee provisions may be included in a guard services contract to motivate the Contractor to provide an increased level of service and improve responsiveness and attention to detail.

1. Award Fee Provisions. Award Fee provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract and development of an award fee determination plan. These items specify the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against.

TABLE 3

EXAMPLE SUPPLEMENTAL PRICING INFORMATION

<u>SERVICE</u>	<u>NUMBER OF FULL TIME EQUIVALENTS</u>	<u>DIRECT LABOR COST</u>	<u>DIRECT MATERIAL COST</u>	<u>TOTAL DIRECT COST</u>
ENTRY/EXIT CONTROL	_____	\$ _____	\$ _____	\$ _____
ROVING PATROLS	_____	\$ _____	\$ _____	\$ _____
COURIER SERVICES	_____	\$ _____	\$ _____	\$ _____
SCHEDULED ESCORT SERVICES	_____	\$ _____	\$ _____	\$ _____
MISCELLANEOUS SERVICES	_____	\$ _____	\$ _____	\$ _____
			TOTAL DIRECT COST	= \$ _____
			MANAGEMENT COST	= \$ _____
			VEHICLE & EQUIPMENT COST	= \$ _____
			ALL OTHER OVERHEAD AND INDIRECT COSTS	= \$ _____

2. Award Fee Amount. A maximum award fee amount is established by the activity and specified in the "AWARD FEE" clause. This amount must be adequate to motivate the Contractor's performance, but may not be more than 10% of the total estimated contract price. Award fee evaluations are conducted at recurring intervals, known as performance periods (typically quarterly), throughout contract performance. Although the fee is awarded at the end of each performance period, the entire award fee pool must be fully funded at the time of contract award. Funds not awarded in one quarter do not carry over to subsequent quarters, and must be returned for other uses.

3. Award Fee Process. For a typical guard services contract, an activity Performance Evaluation Board will meet monthly during the term of the contract to review the Contractor's performance relative to the specified performance criteria. The Board consists of selected technical and administrative personnel at the local activity. Membership would typically include the Public Works Officer, contract specialist, the Security Officer, the FSCM or QAE, and other individuals involved in the day to day administration of the contract. The Contractor may provide the board a short written self evaluation of performance, which is reviewed in conjunction with quality assurance information from the FSCM/QAE, customer complaints and other information provided by the Security Officer, etc. Input could also be provided by organizations or groups representing customers, such as credit union and bank directors, and representatives from the base commissary and exchange, if desired. At the end of each evaluation period (typically every three months), a formal evaluation

report is submitted, along with the Contractor's evaluation, to the Fee Determination Official (FDO), who is normally at the geographical EFD, for approval. This report will recommend an award fee amount based on the Contractor's performance throughout the quarter. The board uses the award fee performance criteria in place for the quarter (Table 4) as a guide in assessing the Contractor's performance in the categories assigned. The weights shown in Table 4 are determined by the activity and allow the Government to convey the relative importance of the categories to the Contractor. The Performance Evaluation Report (see Table 5) completed by the Performance Evaluation Board, provides the Contractor's score in each category and shows how the total weighted rating was determined. Written justification for each category must be provided since the evaluation is subjective in nature. An award fee conversion chart (see Table 6) is then used to convert the total weighted rating into an award fee amount. The decision on the amount of award fee earned is a unilateral determination made by the Government and is not subject to the "DISPUTES" clause, Section I.

4. Award Fee Performance Evaluation Criteria. Award fee performance criteria and the relative weights are established by the activity, and may be changed unilaterally by the FDO so long as the Contractor is notified at least 15 days prior to the beginning of the evaluation period. This affords the Government the flexibility to make necessary adjustments in the Award Fee Criteria as the contract progresses. The ability to change the performance criteria and criteria elements allows the Government to emphasize different services or shift the Contractor's efforts to problem areas which may arise during contract performance. Typical award fee criteria for a guard services are included in Tables 4 through 6 on the following pages. Of course these examples must be tailored to identify the criteria elements and their relative weight which are most important to the activity.

5. Approval Requirements. The expected benefit of an award fee contract should be sufficient to warrant the additional expense and administrative effort. The size and complexity of the procurement and the Government resources available to monitor and evaluate performance must also be considered. Approval must be obtained from the EFD Contracts Department prior to use. Contact the Contracts Department at the geographic EFD for more information and specific approval requirements.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes which must be considered by the user.

A. Scope of Work. The user must remember that the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may require additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on at least a three-year basis when funding can cross fiscal years. This means Section B must contain contract line items for a base period and at least two, one-year, separately priced option periods.

C. Multi-Function CA Contracts. In many instances CA program studies involve contracts containing more than one functional area or service. For example, the

user may want to study building and structures maintenance, custodial, and grounds maintenance services in conjunction with guard services, and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may be easily combined with those of other GPWSs, to produce a tailored multi-function PWS.

TABLE 4

AWARD FEE PERFORMANCE CRITERIA

CRITERIA ELEMENT	SATISFACTORY BELOW 80	ABOVE SATISFACTORY 80-84	EXCELLENT 85-89	OUTSTANDING 90-94	SUPERIOR 95-100
QUALITY OF WORK (30%)	Sometimes has unsatisfactory work	Seldom has unsatisfactory work	Rarely has unsatisfactory work	Contractor QC Program identifies unsat work, corrections made in timely manner	Most work excellent, QC program highly effective
TIMELY COMPLETION OF WORK (25%)	Sometimes misses required completion times	Work usually accomplished within required completion times	Work almost always accomplished within required completion times	Work accomplished within required completion times	Virtually all work completed well before required completion times
COOPERATION (20%)	Contractor and employees occasionally demonstrate cooperation in accomplishment of work	Contractor and employees often demonstrate cooperation in accomplishment of work	Contractor and employees almost always demonstrate cooperation in accomplishment of work	Contractor and employees demonstrate cooperation and teamwork	Cooperation and teamwork exceed expectations
REPORTS AND SUBMITTALS (10%)	Not always submitted as required	Usually not late, sometimes require rework	Normally on time and require little rework	Always on time, proper format	Frequently received ahead of schedule, always accurate
INITIATIVE (15%)	Displays some initiative or willingness to improve	Displays initiative and occasionally attempts improvements	Actions initiated are sometimes successful	Actions initiated often result in minor improvements	Highly initiative, actions result in major improvements

TABLE 5

CONTRACTOR PERFORMANCE EVALUATION REPORT

	<u>RATINGS</u>		PERIOD _____ TO _____
SUPERIOR	95-100	CONTRACT NUMBER _____	
OUTSTANDING	90-94	CONTRACTOR _____	
EXCELLENT	85-89	DATE OF REPORT _____	
ABOVE SATISFACTORY	80-84	BOARD MEMBERS _____	
SATISFACTORY	BELOW 80	_____	

<u>CATEGORY</u>	<u>CRITERIA RATING</u>	<u>EVALUATION FACTOR</u>	<u>RATING</u>	<u>CATEGORY FACTOR</u>	<u>RATING</u>
-----------------	------------------------	--------------------------	---------------	------------------------	---------------

QUALITY OF WORK:

FIXED PRICE WORK	_____	x .40 =	_____		
INDEFINITE QUANTITY WORK	_____	x .40 =	_____		
EFFECTIVENESS OF QC PROGRAM	_____	x .20 =	_____		
TOTAL CRITERIA WEIGHTED RATING =			_____	x .30 =	_____

TIMELY COMPLETION OF WORK:

FIXED PRICE WORK	_____	x .40 =	_____		
INDEFINITE QUANTITY WORK	_____	x .40 =	_____		
SCHEDULING	_____	x .20 =	_____		
TOTAL CRITERIA WEIGHTED RATING =			_____	x .25 =	_____

COOPERATION:

EFFECTIVENESS AND ATTITUDE OF MANAGEMENT	_____	x .30 =	_____		
EFFECTIVENESS AND ATTITUDE OF CONTRACTOR EMPLOYEES	_____	x .40 =	_____		
CONTRACTOR PERSONNEL WORKING AS A TEAM WITH THE GOVERNMENT	_____	x .30 =	_____		
TOTAL CRITERIA WEIGHTED RATING =			_____	x .20 =	_____

REPORTS AND SUBMITTALS:

RECURRING ROUTINE REPORTS	_____	x .60 =	_____		
UNSCHEDULED REQUESTS FOR SUBMITTALS/REPORTS	_____	x .40 =	_____		
TOTAL CRITERIA WEIGHTED RATING =			_____	x .10 =	_____

INITIATIVE:

MANAGEMENT'S READINESS AND ABILITY TO INITIATE AND COORDINATE WORK	_____	x 1.00 =	_____	x .15 =	_____
TOTAL WEIGHTED RATING = _____					

RATED BY: _____
 SIGNATURES: _____

TABLE 6

AWARD FEE CONVERSION CHART

WEIGHTED PERFORMANCE POINTS	CRITERIA WEIGHTED RATING	PERCENTAGE OF AVAILABLE AWARD FEE (%)
100	SUPERIOR	100
99		100
98		99
97		98
96		96
95		94
94	OUTSTANDING	90
93		85
92		80
91		70
90		60
89	EXCELLENT	50
88		45
87		40
86		35
85		30
84	ABOVE SATISFACTORY	25
83		20
82		15
81		10
80		5
79 and below	SATISFACTORY	0

VI. PRE-AWARD CONSIDERATIONS. Prior to award, it is essential the activity consider the following aspects of the operation and administration of a guard services contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered, including a pre-award survey of the apparent low, responsive bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. An adequate number of qualified QAEs must be on board prior to the contract start date. NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68 requires all individuals assigned QAE duties to attend the QAE training course provided by each EFD within six months of their assignment, or have equivalent training as determined by the Contracting Officer. The activity should take steps for those QAEs who have not received training to attend the next available course and, in

the meantime, should develop a local training program. EFD Code 16s should be contacted for QAE training scheduling or assistance. The QAE should have a good knowledge of work provided by security guards. Prior to bid opening, it is essential the QAE become familiar with the guard services specification.

B. Site Visits. The QAE and other Government representative should be prepared to conduct site visits with potential bidders after inviting bids. The purpose of these visits is to familiarize Contractors with the location of contract requirements, not to provide additional information which should have been included in the PWS.

1. QAEs must be briefed by the Contracting Officer or the Contract Specialist as to what can and cannot be said to potential bidders during site visits.

2. Security office representatives must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

3. After the site visit, the Government representative should submit a report to the Contracting Officer. Special attention should be given to Contractor questions and comments which imply specification deficiencies or inconsistencies.

C. Government Furnished Property. Are Government furnished facilities, equipment, or materials, if any, ready for turnover? Has a property administrator been assigned as required by NAVFAC P-68, SUBPART 45.70?

D. Customer Complaints. Has a method been developed for customers to submit complaints to the QAE or other designated representative? If so, are customers knowledgeable of the contract's requirements?

E. Quality Assurance Plans. Are adequate QA Plans prepared and ready for use?

VII. POST-AWARD CONSIDERATIONS

A. Interface. Assuming that most guard functions are a 24 hour a day requirement, consideration must also be given as to who will interface with the individual guards on a 24 hour a day basis. For example, if a guard finds a vault open at 0200 hours on a Sunday morning, will he/she call their supervisor, the Duty Officer, the Security Officer, or the Contracting Officer? Bear in mind that this contract will normally be awarded by a NAVFAC Contracting Officer who may delegate the actual contractual duties to someone who may further delegate responsibility for day-to-day management of noncontractual matters to someone like the activity Security Officer. Legally binding directions or changes which alter the contract MUST be approved by the Contracting Officer. However, there must be some point at which interface between the Government and the Contractor takes place. The user is urged to give serious consideration to this matter.

B. Security and Training. The activity's Security Officer is responsible for ensuring that copies of all results of Naval Agency Checks (NACs); Letters of Consent for personnel clearances; Facility Clearances; and training certificates, including firearms qualifications, use of force, rules of engagement, and MS/CS tear gas or other related training; are maintained on file

in the activity Security Office. These same documents must be filed in the official contract file maintained by the Contracting Officer. The ideal method for coordinating this requirement is to have the activity Security Officer receive these documents as the QAE under authority delegated from the Contracting Officer. If the activity Security Officer is not the direct recipient, then arrangements must be made with the Contracting Officer to ensure copies of these Contractor submittals are forwarded to the Security Officer. The activity Commanding Officer, or his/her designated representative (usually the Security Officer), will play a critical role in post contract award administration. He/she must initiate all requests for NACs and, from the results of those checks, make determinations on the suitability of Contractor employees. He/she must then provide, through the Contracting Officer, the Contractor with letters of approval/disapproval for all employees proposed by the Contractor for work under the contract. Since the Contractor is not allowed to assign employees to work under the contract without approval, timely execution of this responsibility will help maintain continuity of service.

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
GUARD SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****
NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required.

The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 204.71 of the DOD FAR Supplement. In the following example, contract line item 0001 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedules of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedules of Deductions. See paragraph III.B.2.b of the User's Guide for additional information on contract line items.

Only the base period is included in the sample contract line items shown below. However, the user may be required to include a separately priced option period if the initial contract term is less than 12 months. See paragraph III.B.4 of the User's Guide.

*****!

SCHEDULE

Item No.	Supplies/Services	Quantity	Unit	Unit Price	Amount
0001	Performance of firm-fixed price work for the BASE PERIOD in accordance with the Performance Work Statement contained in Section C.	12	MONTH	\$_____	\$_____

SCHEDULE

Item No.	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
----------	-------------------	--------------------	--------	------------	--------

!*****
 NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items listed below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. Ensure that the appropriate wage rate is identified for each item, if appropriate. See paragraph III.B.4 of the User's Guide for additional information.
 *****!

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS

(Subject To Service Contract Act Wages)

Performance of indefinite quantity unit priced tasks for the BASE PERIOD in accordance with the Performance Work Statement, Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not purchased hereby.

0002	Unscheduled Escort Services [per paragraph C.15.e(2)]	!NUMBER!	PH	\$_____	\$_____
0003	Special Events (per paragraph C.15.g)	!NUMBER!	PH	\$_____	\$_____
0004	!Add additional unit priced items as needed!	!NUMBER!	??	\$_____	\$_____
TOTAL PRICE (ITEMS 0002 - 0004)					\$_____
TOTAL PRICE FOR BASE PERIOD (ITEMS 0001 - 0004)					\$_____

* PH - Post Hour (one guard assigned to one post for one hour)

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

TABLE OF CONTENTS

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
C.1	GENERAL INTENTION.....	C-1
C.2	GENERAL REQUIREMENTS.....	C-1
	a. Work Included.....	C-1
	b. Standard Operating Procedures.....	C-2
C.3	DEFINITIONS - TECHNICAL.....	C-2
	a. Accepted Guard Force Personnel.....	C-2
	b. Contracting Officer.....	C-2
	c. Contractor.....	C-3
	d. Contractor Representative.....	C-3
	e. Guardmount.....	C-3
	f. Performance Requirements Summary Table.....	C-3
	g. Post.....	C-3
	h. Quality Assurance.....	C-3
	i. Quality Assurance Evaluator.....	C-3
	j. Quality Control.....	C-3
	k. Regular Working Hours.....	C-3
	l. Response Time.....	C-3
	m. Standard Operating Procedures.....	C-3
C.4	GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES.....	C-3
	a. Government Furnished Facilities.....	C-4
	b. Government Furnished Equipment.....	C-4
	c. Government Furnished Material.....	C-4
	d. Availability of Utilities.....	C-4
C.5	CONTRACTOR FURNISHED ITEMS.....	C-4
C.6	MANAGEMENT.....	C-4
	a. Work Control.....	C-4
	b. Initial Work Schedule.....	C-4
	c. Monthly Work Schedule.....	C-5
	d. Records and Reports.....	C-5
C.7	SUPERVISION/GUARDMOUNTS.....	C-5
	a. Supervision.....	C-5
	b. Availability of Supervision.....	C-6
	c. Duties of Supervision.....	C-6
C.8	STANDARDS OF CONDUCT.....	C-6
	a. Appearance.....	C-6
	b. Neglect of Duties.....	C-6
	c. Disorderly Conduct.....	C-6
	d. Intoxicants.....	C-6
	e. Criminal Actions.....	C-6
C.9	UNIFORMS.....	C-7
C.10	COMMUNICATIONS.....	C-8
C.11	VEHICLES.....	C-8
C.12	KEY/COMBINATION CONTROL.....	C-9
C.13	PERSONNEL REQUIREMENTS.....	C-9
	a. Physical Fitness Program.....	C-9
	b. Authority and Jurisdiction.....	C-9

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
	c. Employment Suitability and Qualifications.....	C-10
	d. Training.....	C-12
	e. Firearms Licensing and Permits.....	C-13
	f. Employment of Government Personnel.....	C-14
	g. Continuous Employee Observation/Evaluation.....	C-14
C.14	PERSONNEL SECURITY CLEARANCE REQUIREMENTS.....	C-14
	a. National Agency Check.....	C-14
	b. Security Clearance.....	C-15
	c. Facility Clearance.....	C-15
C.15	WORK REQUIREMENTS.....	C-15
	a. Entry Control.....	C-15
	b. Exit Control.....	C-16
	c. Roving Patrol.....	C-17
	d. Courier Services.....	C-19
	e. Escort Services.....	C-19
	f. Miscellaneous Services.....	C-20
	g. Special Events.....	C-21
C.16	GENERAL ADMINISTRATIVE REQUIREMENTS.....	C-21
	a. Directives.....	C-21
	b. Station Regulations.....	C-21
	c. Fire Protection.....	C-22
	d. Environmental Protection.....	C-22
	e. Disposal.....	C-22
	f. Safety Requirements and Reports.....	C-22
	g. Security Requirements.....	C-23
	h. Passes and Badges.....	C-24
	i. Access to Buildings.....	C-24
	j. Identification of Contractor Employees.....	C-24
	k. Identification of Contractor Vehicles.....	C-25
	l. Permits.....	C-25
	m. Insurance.....	C-25
C.17	REQUEST FOR PROPOSAL.....	C-25
	a. Total Price Computation.....	C-25
	b. Cost/FTE Data.....	C-26
	c. Changes in Cost/FTE Data.....	C-26
	d. Definitions.....	C-26

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!*****
NOTE TO SPECIFICATION WRITER: The GENERAL INTENTION paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.
*****!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain guard services at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

!*****
NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph provides a general description of the services required by the contract. The writer may want to include additional data such as a description of buildings, structures, and areas of jurisdiction; maps showing restricted areas; etc. Depending on the amount, this data could be inserted in paragraph C.2 and/or as an attachment in Section J. If some services are already being performed by contract or by in-house forces, the user may want to clarify the scope of work by adding a "Work Excluded" subparagraph to the following paragraph. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.
*****!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, supervision, materials, equipment, transportation, and management necessary to provide guard services in accordance with the requirements specified herein.

a. Work Included. The Contractor shall comply with the Standard Operating Procedures (SOP) as specified in Attachment J-C1. Services shall include the following:

(1) Deter and report unauthorized personnel or vehicular entry into areas designated by the activity commander or his/her designated representative.

(2) Deter and report the damage, pilferage, removal, secreting, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction within the designated area(s).

(3) Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such an event, the Contractor shall summon appropriate response forces and then notify Government personnel as identified in the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition.

(4) Safeguard personnel, deter the commission of crimes against persons, summon appropriate response forces, and assist those response forces as required.

(5) Deter and report violations of base regulations, and enforce parking regulations, as required.

(6) Provide proper documentation and reports of all incidents and investigations.

(7) Provide an on-call contingent of accepted guard force personnel to quickly and decisively back up any Contractor employee confronted with a situation requiring additional personnel.

(8) Provide additional accepted guard force personnel for special details/events.

(9) Receive, receipt, and secure prohibited personal property as well as lost and found articles pending transfer to base police for appropriate disposition.

(10) Receive, secure, issue, and account for all keys issued to the Contractor or placed under the Contractor's control.

(11) Provide fixed post guards and roving patrol(s).

(12) Provide escorts for visitors or materials when required.

(13) Provide intrusion alarm monitoring.

(14) Provide emergency assistance to base police, as required.

b. Standard Operating Procedures. The Contractor shall maintain a current copy of the SOP at each guard post. A detailed review of the SOP shall be provided as part of each employee's initial training, and each time the SOP is modified. No employee shall be assigned to duty unless he/she is thoroughly knowledgeable of and understands the SOP. The SOP will be modified periodically in accordance with the "CHANGES - FIXED PRICE" clause, Section I, to reflect required changes in the Government's guard services policies and procedures. Special Orders are short term or one-time changes to the SOP.

!*****
NOTE TO SPECIFICATION WRITER: The DEFINITIONS-TECHNICAL paragraph contains definitions associated with Section C. Definitions should be inserted in alphabetical order. Avoid using acronyms, terms, or titles in Section C which are not identified and defined in this paragraph.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Accepted Guard Force Personnel. Those personnel meeting all uniform, appearance, standards of conduct, security, and training requirements.

b. Contracting Officer (KO). The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

c. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

d. Contractor Representative. A foreman or superintendent assigned in accordance with the "Identification of Contractor Employees" paragraph, Section C.

e. Guardmount. A briefing and inspection of guards coming on duty at changes of shift. Guards are briefed on any pertinent information pertaining to their post. Guards are also inspected for uniform and appearance standards.

f. Performance Requirements Summary Table. The instrument used primarily by the Contracting Officer in calculating payment deductions for unsatisfactory performance or nonperformance of contract requirements. See Attachment J-C2.

g. Post. A station or task to which guards are assigned.

h. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

i. Quality Assurance Evaluator (QAE). The Government employee responsible for the daily monitoring of Contractor performance.

j. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.

k. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday except (a) federal holidays and (b) other days specifically designated by the Contracting Officer.

l. Response Time. Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site with appropriate equipment and materials, ready to perform the work required. Response times are designated in the appropriate technical paragraphs in Section C.

m. Standard Operating Procedures (SOPs). Administrative manual defining routine and standard procedures for handling situations and matters pertaining to posts and guard service requirements.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, equipment, and material, if any, and provide detailed listings in Section J. Ensure NAVFAC clause 5252.245-9300 in Section I is properly completed.
*****!

C.4 GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES. In accordance with NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I, and the following paragraphs, the Government will furnish or make available to the Contractor certain Government owned facilities, equipment, materials, and utilities for use in connection with this contract.

!SELECT EITHER a. OR a.(OPTIONAL):!

a. Government Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C3.

a.(OPTIONAL) Government Furnished Facilities. The Government will not provide office space or operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!SELECT EITHER b. OR b.(OPTIONAL):!

b. Government Furnished Equipment. The Government will furnish or make available to the Contractor the tools and equipment listed in Attachment J-C4.

b.(OPTIONAL) Government Furnished Equipment. The Government will not provide tools or equipment to the Contractor. The Contractor shall furnish all tools and equipment required for the performance of this contract.

!SELECT EITHER c. OR c.(OPTIONAL):!

c. Government Furnished Material. The Government will furnish or make available the material described in Attachment J-C5 to the Contractor.

c.(OPTIONAL) Government Furnished Material. The Government will not provide any materials to the Contractor.

!*****
NOTE TO SPECIFICATION WRITER: Ensure that NAVFAC clause 5252.245-9300 completely describes the utility services to be provided, applicable rates of reimbursement, etc.
*****!

d. Availability of Utilities. The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I.

C.5 CONTRACTOR FURNISHED ITEMS. Except for the items delineated in paragraph C.4, the Contractor shall provide all equipment, materials, and services to perform the requirements of this contract. Specific Contractor furnished items are listed in Attachment J-C6.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the guard services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of the required work.

a. Work Control. The Contractor shall implement all necessary scheduling and personnel/equipment control procedures to ensure timely accomplishment of all guard services requirements.

b. Initial Work Schedule. Within 15 calendar days after award, the Contractor shall submit to the Contracting Officer, a general schedule of planned performance of work for the contract period. The Schedule shall

indicate the day or days of the week that weekly or more frequent services will be accomplished, the week of the month that items of less than weekly frequency will be accomplished, the location to receive services, and the services to be accomplished.

!*****
NOTE TO SPECIFICATION WRITER: Add to the following paragraph, any other known requirements which must be scheduled, such as planned escorts, courier schedules, vendor deliveries, etc. Specific requirements for these services must then be included in paragraph C.15 and/or the SOP.
*****!

c. Monthly Work Schedule. The Contractor's monthly work schedule shall indicate the specific hours of the day each post will be manned, including the number of personnel per post. Other known requirements, such as scheduled escort services, scheduled courier services, and scheduled fire/evacuation drills shall also be shown on the schedule. Proposed changes to the monthly work schedule shall be submitted to the Contracting Officer at least 72 hours prior to the start of the period in question.

!*****
NOTE TO SPECIFICATION WRITER: Reports and information which the Government periodically needs from the Contractor should be listed in Attachment J-C7. Report formats, required information, etc. should be discussed in detail in this attachment.
*****!

d. Records and Reports. The Contractor shall maintain records and prepare reports as set forth in Attachment J-C7. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times. From time to time the Contractor's employees may be required to make written and oral statements to the Naval Criminal Investigative Service, the Federal Bureau of Investigation, or other agencies due to the nature of a particular incident. Any written statements provided shall be considered a report under the terms of the contract. All records and copies of reports shall be turned over to the Contracting Officer within five calendar days after contract completion.

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph requires the Contractor to maintain adequate on-site supervision at all times. Delete "on-site" and/or "arming" if necessary. See paragraph III.C.3 of the User's Guide for further guidance.
*****!

C.7 SUPERVISION/GUARDMOUNTS

a. Supervision. The Contractor shall provide adequate on-site supervision of employees at all times that a post is manned. The supervisors shall ensure that each post is manned as required, that employees are properly uniformed and present a neat appearance, and that each employee is familiar with their post and duties. Such supervision shall include an informal "guardmount" at the start of each shift during which relief personnel shall be assembled for inspection, arming, announcements, and a general transfer of information from one shift's personnel to the next. This is in addition to the time required for posting and relief of personnel.

b. Availability of Supervision. The Contractor's supervisory personnel in charge of work under this contract shall be available at all times to receive and implement orders or special instructions from the Contracting Officer concerning matters which affect the operation, protection and/or security of assigned areas.

c. Duties of Supervision. The Contractor's Representative or supervisor(s) shall not hold the position of an on-duty guard except in emergencies. In emergencies, the Contractor's Representative or supervisor may man the post not to exceed three hours in any consecutive eight hour period.

C.8 STANDARDS OF CONDUCT. The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and for taking such disciplinary action against his/her employees as may be necessary. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the U. S. Navy, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the standards of conduct. The Contractor shall initiate immediate action to replace such an employee to maintain continuity of services at no additional cost to the Government.

a. Appearance. The Government requires a favorable image and considers it to be a major asset of a protective force. The employee's attitude, courtesy, and job knowledge are influential in creating a favorable image. However, most people form an opinion by the appearance of the uniformed employees. All contract employees are therefore required to comply with the military hair/beard/mustache length and style requirements as specified in !INSERT LOCAL/APPLICABLE DIRECTIVE!.

b. Neglect of Duties shall not be condoned. This includes sleeping on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the integrity of the work site security.

c. Disorderly Conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities which interfere with normal and efficient Government operations.

d. Intoxicants. The Contractor shall not allow any employee (while on duty) to possess, sell, consume, or be under the influence of intoxicants, drugs, or substances which produce similar effects.

e. Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These include, but are not limited to, the following:

(1) 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.

(2) Unauthorized use of Government property, theft, vandalism, or immoral conduct.

(3) Unethical or improper use of official authority or credentials.

(4) Misuse of weapons.

(5) Security violations.

!*****
NOTE TO SPECIFICATION WRITER: At some activities, the user will want guards to be readily identified as guards, but it may not be desirable that they be readily identified as **contract** employees. In that case, delete the requirements below for Contractor identification and simply state that "No Contractor identification is to be worn or displayed on the uniform." Appropriate revisions will also be required to the standard "Identification of Contractor Employees" paragraph in Section C. It may be advisable to either provide the guards with identification badges which, by colored background or other means, distinguish them to station personnel (but not to visitors) as Contractor employees, or to provide (as Government furnished material) uniform patches with a logo and wording similar to "Naval Station Anywhere Guard Force". Firearms requirements are shown in Attachment J-C6. The uniform related items below are shown for illustration, only. Delete or add items, as needed.
*****!

C.9 UNIFORMS. While on duty, all guard force personnel shall wear a complete uniform of the type prescribed below so that a favorable public image is presented. Shoes shall be shined and all items of clothing shall fit well and be clean, neat, and pressed, if appropriate. The uniform's color(s) shall be the same as that in general use by large guard or police organizations in the United States. All employees shall wear the same color and style of uniform. An appropriately lettered breast badge and cap ornament shall indicate the jurisdiction from which authority, if any, is obtained. Shoulder patches with Contractor identification and not larger than 4½ inches by 4½ inches shall be worn on the uniform's left shoulder. No other Contractor identification is to be worn or displayed on the uniform. Cleaning, pressing, and repair costs shall be paid by the Contractor as allowed in the attached Department of Labor Service Contract Labor Wage Determination. Each employee shall be issued a uniform by the Contractor to include the following items:

- Shirt
- Trousers (skirts are optional for female employees)
- Necktie
- Cap
- Jacket (in winter)
- Name tag (over left breast pocket)
- Handcuffs, key, and pouch
- Baton (police regulation type) and holder
- Flashlight and batteries (producing light equal to or greater than a flashlight with 2 "D" cell batteries)
- Inclement weather protection (as needed)

- Whistle
- Shoes and safety helmets that meet ANSI 289.1-1969
- Holster including safety strap (crossdraw and swivel holsters are not authorized)
- Holster belt
- Ammunition pouch

!*****
 NOTE TO SPECIFICATION WRITER: Add any additional communications capabilities to the following paragraph. Also see the guidance contained in paragraph III.C.6 of the User's Guide.
 *****!

C.10 COMMUNICATIONS. The Contractor shall furnish all necessary multichannel radio transceiver communications equipment so that each employee on duty may be contacted by the Contractor's base station and/or shift supervisors within !INSERT TIME! minutes. The Contractor shall comply with appropriate Federal Regulations to obtain all necessary frequencies and permits for equipment operation. The equipment shall operate within the !INSERT FREQUENCIES! range. The exact guard force frequency(ies) shall be approved by the Contracting Officer prior to operation to prevent interference with Government operations, and in no event shall "Citizens Band" frequencies be accepted. The Contractor shall also be capable of establishing radio communications within !INSERT TIME! minutes with the station Fire Department dispatcher on !INSERT FREQUENCY! Hz, ambulance service on !INSERT FREQUENCY! Hz, and transportation dispatcher (for wrecker service) on !INSERT FREQUENCY! Hz. Due to hazardous conditions, maximum transceiver power output shall be limited to !INSERT WATTAGE! watts when used in the following areas: !INSERT BOUNDARIES!. Transmissions shall not be made from !INSERT BOUNDARIES!.

!*****
 NOTE TO SPECIFICATION WRITER: If applicable, insert the following in the paragraph below: "At least !INSERT NUMBER! vehicles must have four-wheel drive off-road capability." It may be desirable to add the following: "All vehicles must be less than !(3, 4, 5)! model years old and with less than !INSERT NUMBER! miles on the odometer." If patrols are a major portion of the work requirements, include as much historical data (i.e., annual mileage per patrol route, road conditions, weather conditions by season, etc.) as possible.
 *****!

C.11 VEHICLES. The Contractor shall provide all vehicles necessary for the performance of this contract. All vehicles shall be kept in a safe operating condition at all times with a valid state safety inspection sticker attached if required by !INSERT NAME OF STATE OR LOCAL JURISDICTION!. All fuel, oil, lubricants, and maintenance shall be provided by the Contractor. Two-wheeled or three-wheeled vehicles may be used only with the Contracting Officer's approval. At least !INSERT NUMBER! four-door sedans must be provided. All vehicles shall be identically painted in an approved color. All vehicles shall be clearly marked (front, rear, and both sides) with distinctive insignia containing the words "!INSERT APPROPRIATE WORDS!" in letters at least four inches in height. Each vehicle shall have a clearly visible red and/or blue flashing light. Each

vehicle shall have a distinctive siren. Each vehicle shall have a handheld or fixed search light with a minimum of 100,000 candlepower. In the event of a vehicle breakdown, the Contractor shall provide a replacement vehicle on site that meets all contract requirements within !INSERT NUMBER! hours of breakdown. All vehicle repairs shall be done off Government property, except for minor work such as changing a flat tire, battery, etc. Vehicles which are not operable, are undergoing maintenance, are located at another site, or are otherwise unavailable for immediate use are not acceptable.

!*****
NOTE TO SPECIFICATION WRITER: It may be desirable for the Security Officer to retain control of all keys or combinations that would allow Contractor personnel access to highly classified or sensitive material. If so, the following paragraph should be reworded accordingly.
*****!

C.12 KEY/COMBINATION CONTROL. The Contractor shall receive, secure, issue, and account for all keys or combinations issued for access to buildings, offices, equipment, gates, etc. for the purposes of this contract. Prior to starting work, the Contractor shall sign a receipt for all keys/combinations issued by the Government. The Contractor shall maintain records, to be made available to the Government Representative upon request, that show how many keys are in existence, in whose possession they are, and who has knowledge of and/or access to combinations. Keys shall not be duplicated without the Contracting Officer's approval.

!*****
NOTE TO SPECIFICATION WRITER: The user **must** review state requirements for guard training, suitability, and licensing, and add **specific, applicable** state requirements to the "PERSONNEL REQUIREMENTS" paragraph below. See paragraphs III.C.7 and III.C.8 of the User's Guide for additional information.
*****!

C.13 PERSONNEL REQUIREMENTS

!*****
NOTE TO SPECIFICATION WRITER: Do not add specific height/weight and physical fitness requirements to the following paragraph. Such requirements have been determined to be unenforceable.
*****!

a. Physical Fitness Program. The Contractor shall develop and maintain a physical fitness program for all guard force personnel assigned to duty under this contract. The program shall be sufficiently comprehensive to ensure employees maintain physical fitness allowing them to continuously meet the physical requirements of their duties.

b. Authority and Jurisdiction

(1) Authority. Authority of Contractor personnel to detain and/or make arrests shall be that of private citizens as defined by the laws of the state(s) in which performance takes place; and each member of the guard force shall be under a duty by virtue of his/her employment under this contract to exercise that authority in the manner directed by this contract, including the SOP.

(2) Jurisdiction. Members of the guard force shall be familiar with and comply with the limits of Naval jurisdiction, as defined in the SOP.

!*****
NOTE TO SPECIFICATION WRITER: The standards in paragraphs c and d below must be included in all NAVFAC guard services contracts. Any changes to these requirements must be approved in writing by CNO (N09N1). Command of the English language is required of all guards. If other languages are desired by a particular activity, add to paragraph c.(1) below.
*****!

c. Employment Suitability and Qualifications. Prior to assignment to the Contractor's guard force, an individual shall meet the following suitability criteria. Employees not assigned to the guard force shall satisfy the requirements of the "Identification of Contractor Employees" paragraph in Section C.

(1) Education. Possess a high school diploma or equivalent, or pass an equivalent performance examination designed to measure basic job-related mathematical, language, and reasoning skills. Possess the knowledge and ability to perform all required guard services duties. Must be able to read, write, and speak English and !INSERT OTHER LANGUAGE!.

(2) Felony Convictions. Have no felony convictions and no convictions that reflect on the individual's reliability.

(3) Age. Be 21 years of age or older, or be an honorably discharged veteran. Must be 21 years of age to be armed.

(4) Citizenship. Be a citizen of the United States.

(5) Physical Qualifications. Pass a physical examination given by a licensed physician or health care professional prior to assignment and yearly thereafter. Two copies of a written certification from the examining physician that the employee meets the following physical qualifications shall be provided to the Contracting Officer following each examination. The following physical requirements apply for all guard force personnel:

(a) Vision

1 Distant visual acuity in each eye shall be correctable to 20/30 (Snellen or equivalent) in the better eye and 20/40 in the other eye with eyeglasses or contact lenses. If uncorrected distance vision is not at least 20/40 in the better eye, the individual shall carry an extra pair of corrective lenses. Near visual acuity, corrected or uncorrected, shall be at least 20/40 in the better eye. Field of vision must be at least 70 horizontal meridian in each eye. The ability to distinguish red, green, and yellow colors is required. Loss of vision in one eye is disqualifying. Glaucoma shall be disqualifying unless controlled by acceptable medical or surgical means, provided such medications, as may be used for controlling glaucoma do not cause undesirable side effects which adversely affect the individuals ability to perform assigned security job duties, and provided the visual requirements stated above are met. On-the-job evaluation shall be used for individuals who exhibit a mild color vision defect.

2 Where corrective eyeglasses are required, they shall be of the safety glass type.

3 The use of corrective eyeglasses or contact lenses shall not interfere with an individual's ability to effectively perform assigned security job duties during normal or emergency operations.

(b) Hearing

1 Individuals shall have no hearing loss in the better ear greater than 30 decibels average at 500 Hz, 1000 Hz, and 2000 Hz, with no level greater than 40 decibels at any one frequency (by ISO 389 "Standard Reference Zero for the Calibration of Purtone Audiometer" (1975) or ANSI S3.6-1969 (r. 1973) "Specifications for Audiometers").

2 A hearing aid is acceptable provided suitable testing procedures demonstrate auditory acuity equivalent to the above stated requirement.

3 The use of a hearing aid shall not decrease the effective performance of the individual's assigned guard duties during normal or emergency operations.

(c) Each guard services employee shall be in good physical condition, be able to protect themselves and others, and withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. Pursuit may be on foot, requiring running, jumping, climbing, and/or crawling, followed by physical contact to overpower the violator as necessary.

(d) Diseases. 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 lapse into a coma or unconscious state while performing assigned guard services duties.

(e) 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 guard services duties.

(f) Other Physical Requirements. An individual who has been incapacitated due to serious illness, injury, disease, or operation, which could interfere with the effective performance of assigned guard services duties, shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform such duties.

!*****
NOTE TO SPECIFICATION WRITER: The user **must** review state training requirements to ensure they are satisfied by the subject areas specified in Appendix XIII of OPNAVINST 5530.14. The user may add additional training subject areas for both Phase I and Phase II training, but may not eliminate any of the subject areas listed in the OPNAVINST without the prior approval of CNO(N09N1). Delete all references to Firearms Proficiency Training if guards will not be armed. See paragraph III.C.8 of the User's Guide.
*****!

d. Training. All guard force personnel shall be trained in accordance with the requirements of OPNAVINST 5530.14. A summary of these training requirements is included in Attachment J-C8. The Government reserves the right to revise this instruction during the contract period. If such revision materially affects the time or cost of performance under this contract, a modification will be processed in accordance with the "CHANGES - FIXED PRICE" clause, Section I.

(1) Training Plan

(a) Within 10 calendar days after contract award the Contractor shall submit three copies of his/her proposed training plan to the Contracting Officer for review and approval. The training plan shall include the following, at a minimum, for Phase One, Phase Two, and Firearms Proficiency Training requirements:

1 Name and location of training facility(ies).

2 If training facility is not an institute accredited to provide such training, names and qualifications of instructors.

3 Dates/Times training courses are to be presented.

(b) 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 calendar 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 Contracting Officer for review/approval within five calendar 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.

(2) Specific Requirements

!*****
NOTE TO SPECIFICATION WRITER: The user will need to determine the actual number of training hours required for each Phase I subject area required by the OPNAVINST, based on state training requirements and the types and scope of services the Contractor will be providing. Sixteen hours is the recommended minimum number of total Phase I training hours.
*****!

(a) Phase I Training. Each member of the guard force shall successfully complete a minimum of 16 hours of Phase I training on the subjects specified in OPNAVINST 5530.14, Appendix XIII, within 30 calendar days of their assignment to duty for this contract. A summary of Phase I training requirements and the minimum number of hours which must be spent on each topic is included in Attachment J-C8. The Contractor shall certify in writing to the Contracting Officer within 30 calendar days after contract start date, that assigned employees have satisfactorily completed instruction in each of the required subjects, or have equivalent training by virtue of previous training and/or experience. This certification shall list employees by name and social security number, and shall include evidence of previous training and experience,

if any. A similar certification shall be provided for each new employee within 30 calendar days after they begin work.

(b) Phase II Training. Each member of the guard force shall receive a minimum of eight hours of Phase II refresher training annually, as specified in OPNAVINST 5530.14, Appendix XIII. A summary of Phase II training requirements is included in Attachment J-C8.

(c) Firearms Proficiency Training and Qualification. Each member of the guard force which may be required to carry a weapon shall be trained and qualified to meet the minimum standards specified in OPNAVINST 5530.14, including initial training and qualification, sustainment training, and annual requalification. No member of the guard force shall bear a firearm on board the activity or be assigned to an armed post until a written certification of qualification has been provided to the Contracting Officer, and the guard has successfully completed training in the use of deadly force. A summary of firearm proficiency and training requirements from OPNAVINST 5530.14 is included in Attachment J-C8.

(3) Lack of Training. If the Contracting Officer determines Contractor employees do not possess required Phase I or firearms proficiency training and qualifications, or if employees fail to successfully complete firearms sustainment training, annual requalification, and annual Phase II training, the Contracting Officer will direct the Contractor to immediately remove such employees from duty and provide qualified replacements at no additional cost to the Government. If the Contractor fails to provide such replacements, the Government may exercise one of its options under the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E, or may exercise other options available through other provisions of the contract.

!*****
NOTE TO SPECIFICATION WRITER: Delete the following paragraph if guards will not be armed. See paragraph III.C.7 of the User's Guide for additional information.
*****!

e. Firearms Licensing and Permits. The Contractor shall ensure each member of the guard force required to carry a firearm complies with all current state and local firearms suitability, licensing, and permit requirements, including the following:

(1) Firearms Permits. Except where precluded by local law or ordinance, the Contractor shall (1) obtain a permit for each guard required to carry a firearm, and (2) maintain on file a current firearm permit for each guard. A copy of each guard's permit will be provided to the Contracting Officer at least three working days prior to the anticipated assignment date of any individual. All guards shall carry their permit on their person while on duty. The Contracting Officer shall be immediately notified should such permits be terminated, revoked, or suspended at any time and the guard(s) affected shall be immediately removed from the work site.

(2) Bonds. The Contractor shall provide all official bonds required, and pay all fees or costs involved or related to the authorization for the arming of all employees engaged in providing services specified under this contract.

!*****
NOTE TO SPECIFICATION WRITER: Select paragraph C.13.f or C.13.f(OPTIONAL), depending upon local policy. See also the guidance contained in paragraph III.C.9 of the User's Guide.
*****!

f. Employment of Government Personnel. The Contractor shall not employ for the purposes of this contract any civilian currently employed by the Government at this activity or any of its tenant activities, nor any active duty military personnel.

f.(OPTIONAL) Employment of Government Personnel. The Contractor shall not employ, for the purposes of this contract, any civilian currently employed by the Government at this activity or any of its tenant activities without the permission of the employee's supervisor. Similarly, active duty military personnel may not be employed without the prior written consent of their Commanding Officer.

g. Continuous Employee Observation/Evaluation. The Contractor shall arrange for continuous supervisory observation and evaluation of all guard force personnel, and take appropriate corrective measures for all indications of emotional instability noted in the course of performing assigned guard services duties.

!*****
NOTE TO SPECIFICATION WRITER: Security clearance requirements will fit into one of three situations: (1) No Contractor employees will be required to possess a Security Clearance, (2) Some Contractor employees will be required to possess a Security Clearance, or (3) All Contractor employees will be required to possess a Security Clearance. Use only paragraph a for situation (1). Use paragraphs a.(OPTIONAL), b, and c for situation (2). Use paragraphs b and c for situation (3). Refer to paragraphs III.C.10 and IV.A of the User's Guide for further discussion.

The activity should be fully aware of all administrative procedures for processing clearances and lead time requirements between contract award and start. The minimum safeguards of OPNAVINST 5510.1 must be applied to guarantee that the critical function of guard services is performed only by reliable Contractor personnel. Applying these safeguards means the job of planning for continuity of service must begin early and be more comprehensive.

*****!

C.14 PERSONNEL SECURITY CLEARANCE REQUIREMENTS

a. National Agency Check. All Contractor employees assigned to perform guard services under this contract must pass a favorable National Agency Check. The Contractor shall provide necessary information to, and complete all forms requested by the activity Security Officer for the purpose of initiating this check. Before assigning any employee to guard duties the Contractor must possess a letter from the Security Officer indicating that the check on that employee is favorable.

a.(OPTIONAL) National Agency Check/Security Clearance. All Contractor employees assigned to perform guard services under this contract, and not required to possess a Security Clearance as prescribed by paragraph b below, must pass a favorable National Agency Check. The Contractor shall provide all

necessary information to, and complete all forms requested by the activity Security Officer for the purpose of initiating this check. Before assigning any employee to guard duties the Contractor must possess a letter from the activity Security Officer indicating that the check on that employee is favorable.

b. Security Clearance. Contractor employees assigned to the posts indicated below must possess a security clearance at a level equal to or greater than the corresponding levels specified below. The Contractor shall complete all necessary forms and provide other information as required by the Defense Industrial Security Clearance Office (DISCO) for the purpose of initiating clearance requests. The Contractor shall provide the Contracting Officer two copies of the Letters of Consent received from DISCO granting such clearances prior to assignment of any employee to duty at one of the following posts.

<u>Post</u>	<u>Clearance Level Required</u>
5	CONFIDENTIAL
7	CONFIDENTIAL

!ETC.!

c. Facility Clearance. A Facility Clearance is required for this contract. The Contractor shall furnish the information required in Attachment J-2 and any other information required by the activity Security Officer to process this clearance.

C.15 WORK REQUIREMENTS

!*****
 NOTE TO SPECIFICATION WRITER: If appropriate, add the following requirements to paragraph a below: "The Contractor is authorized to sign for and accept registered/certified mail and package deliveries for the Government and on-base housing occupants." Except in unusual circumstances, this procedure is not recommended. Also, the Contractor may not confiscate private property unless a warning sign at each entrance clearly identifies the prohibited property. For paragraphs a and b below, it is mandatory guards NOT conduct a search of any person or vehicle unless each base entrance has a warning sign clearly posted which reads "WARNING - U.S. NAVY INSTALLATION. It is unlawful to enter this area without permission of the installation commander (Sec. 21 Internal Security Act of 1950; USC 797). While on this installation, all personnel and the property under their control are subject to search." Words of similar content may be used, if preferred. Coordinate with the activity Security Officer and legal counsel. Post information shown is for illustrative purposes only.
 *****!

a. Entry Control. The Contractor shall deter unauthorized personnel, property, or vehicles from entering into the area(s) defined in the SOP. The following posts shall be controlled during the specified times. During the time periods posts are not manned, the posts shall be considered part of the perimeter and controlled by the roving patrol.

<u>Post No.</u>	<u>Location</u>	<u>Hours/Day</u>	<u>Days/Week</u>	<u>Minimum # of Guards</u>	<u>Armed</u>
1	Main Gate	24	7	2 *	Yes
2**	South Gate	12 (0600-1800)	5	1	No

3	East Gate	18 (0600-2400)	7	2 *	No
4**	West Gate	4 (0600-0800 & 1600-1800)	5	1	No

* Minimum of two guards required only during the periods 0600 to 0800 and 1500 to 1700 daily. One guard is required during the balance of the specified periods.

** These gates not opened on weekends and holidays.

(1) Authorized personnel or vehicles shall be allowed entry within !INSERT! minutes after arrival and the Contractor shall minimize traffic congestion during peak periods of personnel arrivals/departures.

(2) The Contractor shall comply with the SOP regarding issuance of passes and badges to Government employees, visitors, Contractors, vendors, and others. The Contractor shall courteously and promptly process visitors, issue appropriate identification badges to authorized visitors, and record required information. Contractor employees shall provide clear directions to visitors upon request. Visitors shall either be denied access or issued an identification badge within !INSERT! minutes after their arrival. Vehicle passes shall either be denied or issued within !INSERT! minutes after the application is presented.

(3) Certain private property (e.g., tape recorders, cameras, etc.) is prohibited on station. The Contractor shall provide a receipt for, and secure such items in accordance with the SOP. Receipts for prohibited property shall be issued within !INSERT! minutes after property is received.

(4) Similarly, the Contractor shall maintain a list of lost items, accept found items, and secure them until they can be transferred to security police or the Security Officer for disposition. The Contractor shall be fully responsible for items in his/her possession.

(5) All gates shall be closed to inbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within !INSERT! minutes of notification of the Contractor's base station or shift supervisor.

b. Exit Control. The Contractor shall comply with the SOP regarding detention of persons or property, and shall insure any person(s) attempting to take Government property off the installation has a valid property pass, as identified in the SOP. All gates shall be closed to outbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within !INSERT! minutes of notification of the Contractor's base station or shift supervisor.

!*****
NOTE TO SPECIFICATION WRITER: Post numbers and times provided below are for illustrative purposes only. Be sure the minimum personnel specified is sufficient to perform at the frequencies shown.

The SOP mentioned in paragraph c(6) should identify the actions to be taken. For example, all traffic must turn right, left turn traffic is to be given priority, or all lights will be set for flashing red after 1700. The SOP must also describe the coordination required with the security police and/or representatives of the Security Officer concerning violations and infractions of

traffic regulations observed by the Contractor during traffic control and direction duties.

*****!

c. Roving Patrol. The Contractor shall provide personnel for roving patrols as specified in the table below. Specific requirements for each post are discussed in paragraphs C.15.c(1) through C.15.c(6), and in the SOP. All roving patrol guards shall be equipped with communications equipment as specified in the "Communications" paragraph of this section, and be capable of making contact with the Contractor's base station and/or shift supervisor within !INSERT! minutes at all times.

<u>Post No.</u>	<u>Location</u>	<u>Hours/Day</u>	<u>Days/Week</u>	<u>Minimum # of Guards</u>	<u>Armed</u>
5	Perimeter	24	7	1	Yes
6	Fuel Area	24	7	1	Yes
7	Bldgs/Equip. Checks	6	7	1	No
8	Flags	2	5	2	No
9 *	Traffic Control	10	5	2	No

* Traffic control required on working days only.

(1) General. The roving patrol function includes both foot and motorized patrols. Roving patrols shall be continuously on the alert for the occurrence of fires, explosions, collapses, and other catastrophes by close and detailed observation of buildings, machinery, vehicles, equipment, other resources, and personnel. Unsafe or potentially unsafe conditions, procedures, or activities shall be identified and promptly corrected, if possible. Alternatively, the Contractor shall restrict admission to the unsafe area to minimize the risk and notify the proper authority so that repair or correction can be accomplished as soon as possible. In the event of a catastrophe, the Contractor shall immediately summon appropriate response forces and then notify Government personnel prescribed by the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition as soon as possible.

(2) Perimeter. Once every !INSERT! hours, a check shall be made of the entire base perimeter to detect unauthorized entry (attempted or actual). Routes shall be varied in order not to establish a set pattern.

(3) Fuel Area. A continuous walking patrol shall be maintained in the fuel area following the routes and specific procedures specified in the SOP.

(4) Building/Equipment Checks. Security checks shall be made every !INSERT NUMBER OF HOURS USING PATROL CLOCKS AND KEYS OR OTHER WATCHMAN REPORTING SYSTEMS! of all buildings and pieces of equipment identified in the SOP. While such checks are primarily to detect unsecured facilities, the patrol shall also immediately report fire, flooding, or other condition that could result in damage to buildings/equipment or injuries to personnel. Such checks shall specifically include classified materials storage areas, weapons and munitions storage areas, safes, and other areas specifically identified in the SOP. The patrol guard(s) shall also turn off unnecessary lights and appliances and close windows/doors to conserve energy. The Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment except as authorized.

(5) Execute Colors. The Contractor shall raise and lower the United States Flag (and other flags as authorized) at the locations and times indicated in the SOP. No deviations are permitted unless authorized. (Verbal authorizations shall be recorded in an incident report.)

(6) Traffic, Parking, and Pedestrian Control. The Contractor shall direct traffic, control lights, and issue parking tickets as described in the SOP. Tactful and courteous warnings or citations shall be made using !INSERT FORM NAME(S) AND NUMBER(S)! to individuals who violate activity parking regulations. Abandoned vehicles shall be reported promptly in accordance with the SOP. Vehicles parked in prohibited zones (e.g., fire lanes, and other such areas) which require removal by towing, will also be reported per the SOP. The intersections listed below shall be manned for traffic control at the stated times during regular working days:

<u>Intersection</u>	<u>Times</u>
Davis and Washington	0630 - 0815 and 1515 - 1715
Washington and Jefferson	0630 - 0815 and 1515 - 1715

!ETC.!

(7) Deviation from Prescribed Schedules

(a) Government Directed. In the case of emergency conditions requiring immediate attention, the Contracting Officer may direct the Contractor's on site supervisor to temporarily divert personnel from their normal roving patrol 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.

(b) Contractor Directed. Except for the emergency conditions described in the SOP, the Contractor shall not divert roving patrol personnel from their prescribed schedules without the prior approval of the Contracting Officer. In instances where verbal deviation approval is given by the Contracting Officer, all pertinent facts concerning the deviation shall be recorded in an incident report and forwarded to the Contracting Officer within three hours of the approval. Diversions resulting from emergency conditions described in the SOP shall be reported to the Contracting Officer in an incident report within three hours of the diversion.

!*****
NOTE TO SPECIFICATION WRITER: Identify courier schedules and other appropriate information in paragraph d, including pick-up/drop-off points, whether vehicles are provided by the Government or the Contractor, etc. If service requirements cannot be scheduled in advance the user will need to either include courier service in the indefinite quantity portion of the contract, or provide historical data on the number of requirements anticipated. In either case an adequate scope of work, including response times, vehicle requirements, etc. must also be provided. Courier service is intended for scheduled services such as delivery of paychecks to remote sites or transport of commissary receipts to the bank as opposed to one-time escort services mentioned in a subsequent paragraph. A "courier" has actual possession of an item; an "escort" accompanies a courier.
*****!

d. Courier Services. The Contractor shall provide scheduled !ARMED, OR ARMORED CAR, OR OTHER! courier service at the times indicated and between the points shown below:

<u>Origin/Destination</u>	<u>Time</u>
Commissary to Bank	1700 - 1800 Tuesday through Sunday
Officer's Club to Bank	1700 - 1800 Tuesday through Sunday

!ETC.!

!*****
 NOTE TO SPECIFICATION WRITER: If the number of escorts required is predictable the user may be able to delete the subparagraph on unscheduled services below. On the other hand, if the number of escorts to be provided fluctuates widely and unpredictably, the user will need to include some or all such services in the indefinite quantity portion of the contract. See paragraph III.C.11 of the User's Guide for additional information.
 *****!

e. Escort Services. The Contractor shall provide escort services as described in the SOP for visitors not having the appropriate security clearance, and for the movement of valuables, explosives, classified material, hazardous material, fuel deliveries, and other items on board the activity. One escort shall be provided to escort not more than !INSERT NUMBER! visitors or each vehicle traveling to the same location.

(1) Scheduled Services. The minimum number of escorts indicated in the chart below shall be provided and made available during the time periods specified. All scheduled escort services are included in the firm fixed-price portion of the contract.

<u>Hours</u>	<u>Minimum Number Escorts (Working Days)</u>	<u>Minimum Number Escorts Sat/Sun/Holidays</u>
0001 - 0730	1	1
0730 - 0900	4	1
0900 - 1300	3	1
1300 - 1630	4	1
1630 - 0001	2	1

(2) Unscheduled Services. The Contractor shall maintain the minimum number of qualified escort personnel in the chart below on call during the time periods indicated on working days only. These personnel shall be capable of responding and reporting for escort duty within !INSERT TIME PERIOD! after notification to the Contractor. Payment for such unscheduled services will be included in the indefinite quantity portion of the contract. The unit price bid for this item includes all direct and indirect costs associated with providing one post hour of guard services, including all costs for transportation, equipment, etc.

<u>Hours</u>	<u>Minimum Number on Call Escorts</u>
0001 - 0730	0

0730 - 0900	2
0900 - 1300	1
1300 - 1630	2
1630 - 0001	0

!*****
NOTE TO SPECIFICATION WRITER: Modify the sample information in paragraph f(1) below as required. The SOP should include specific procedures to be followed for each type of alarm, provide a list of personnel to notify, etc. Specify the number of response tests allowed per month based on the importance of the alarm systems being monitored. If alarm monitoring stations are not centralized the wording of this paragraph should be changed accordingly. Response times set forth below and in the SOP must be in agreement with those specified in the "Communications" paragraph of this section.
*****!

f. Miscellaneous Services

(1) Monitoring of Alarm Systems. The alarm systems(s) listed below shall be monitored by the Contractor continuously during the periods indicated. Alarm monitors shall be capable of communicating with the Contractor's communications base station so that the appropriate authorities (fire department, etc.) may be contacted within the time frames specified in the SOP and a guard may be dispatched by the Contractor to the site of the alarm. Guards must arrive at the alarm site within the appropriate response times specified below. Response time begins when the alarm sounds. The Government reserves the right to test the Contractor's response to alarms not more than !INSERT NUMBER! a month during the term of the contract without prior notice.

ALARM SYSTEMS MONITORED FROM ROOM #23, BUILDING #10

<u>Building/ Equipment</u>	<u>Alarm Type</u>	<u>Monitored During the Periods</u>	<u>Type Signal</u>	<u>Response Time</u>
1741	SECURITY	1600 - 0800 7 DAYS/WEEK	AURAL	10 MINUTES

!ETC.!

(2) Complaints. The Contractor shall receive complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. Such complaints shall be promptly reported to the Security Officer or security police for resolution and disposition. The Contractor shall endeavor to deter crimes against persons without waiting for a specific complaint, while immediately notifying the security police.

(3) Traffic Accidents. The Contractor shall immediately notify the security police of accidents, and shall assist, as required, in redirecting traffic, placing warning flares, and other safety protective actions identified in the SOP.

(4) Gate/Building Openings. The Contractor shall open and close gate(s) and building(s) within !INSERT TIME! minutes of the scheduled time as specified in the SOP. Locked gates or buildings must be opened within !INSERT TIME! in response to an authorized request at any time. The Contractor shall maintain a record of all nonscheduled gate/building openings.

(5) Crisis Situations. The Contractor shall provide an employee recall system with the capability of contacting and recalling a minimum of !INSERT NUMBER! off-duty guard force personnel. Personnel shall be on-site within !INSERT TIME! of the Contractor's receipt of the Contracting Officer's recall authorization. Situations which may result in recalls include bomb threats, fires, change in threat conditions (THREATCONS), terrorists incidents, natural catastrophes, civil disturbances, or other large gatherings of people where, in the opinion of the Contracting Officer, a threat exists to life and property. Compensation for any such recall shall be in accordance with the "CHANGES - FIXED PRICE" clause, Section I.

!*****
NOTE TO SPECIFICATION WRITER: As discussed in paragraph III.C.12 of the User's Guide, if the requirements for a special event can be accurately predicted in advance, requirements for that event should be included in the firm fixed-price portion of the contract under the "Miscellaneous Services" paragraph. For example, if the number of guards required and corresponding number of hours each must be available on Armed Forces Day are known, make the appropriate changes to subparagraph (1) below and move to paragraph C.15.f.
*****!

g. Special Events. Special events are situations where additional accepted guard force personnel will be required on a one-time basis. Payment for such events will be included in the indefinite quantity portion of the contract. The unit price bid for this item includes all direct and indirect costs associated with providing one post hour of guard services, including all costs for transportation, equipment, etc. Known special events include the following:

(1) Armed Forces Day. Approximately !INSERT NUMBER! guard personnel shall be provided at various times during the hours !INSERT TIME! AM to !INSERT TIME! PM on Armed Forces Day. The specific number of guards to be provided, number of required post hours per guard, and other pertinent post information will be provided in the indefinite quantity delivery order, which will be provided to the Contractor at least 10 calendar days prior to Armed Forces Day. These guards shall be stationed to provide additional traffic and crowd control beyond that normally required.

(2) !INSERT ADDITIONAL SPECIAL EVENTS, AS REQUIRED!

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph includes miscellaneous administrative requirements that should be included in all NAVFAC facilities support service contracts. Note that most of these requirements were previously included in Sections F and H of the NAVFAC Uniform Contract Format Guide (UCFG).
*****!

C.16 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. Applicable Department of Defense (DOD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations are listed in Attachment J-C9.

b. Station Regulations

(1) The Contractor and his/her employees shall become acquainted with and obey all Government regulations as posted, or as requested by the Contracting Officer.

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The Contractor superintendent shall represent the Contractor's interests at all meetings of the activity's Energy Conservation and Resource Management Committee. Use of high energy consuming tools or equipment shall be approved by the Contracting Officer.

c. Fire Protection. The Contractor and his/her employees shall know where fire alarms are located and how to turn them on. The Contractor shall handle and store all combustible supplies, materials, waste and trash in a manner that prevents fire or hazards to persons, facilities, and materials. Contractor employees operating critical equipment shall be trained to properly respond during a fire alarm or fire per local activity instructions.

d. Environmental Protection. The Contractor shall comply with all applicable federal, state, and local laws, and with the regulations and standards as requested by the KO. All environmental protection matters shall be coordinated with the KO. Inspection of any of the facilities operated by the Contractor may be accomplished by the Activity Environmental Protection Coordinator, or authorized officials on a no-notice basis during normal working hours. In the event a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and others costs. The Contractor shall also clean up any oil spills which result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal

!SELECT (1) OR (1)(OPTIONAL)!

(1) Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his/her expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations.

(1)(OPTIONAL) Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations.

f. Safety Requirements and Reports

(1) Prior to commencing work, the Contractor shall meet in conference with the KO to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's work space may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the KO. The Contractor shall provide assistance to the Safety Office escort and the federal or state OSHA inspector if a complaint is filed. Any fines levied on the Contractor by federal or state OSHA offices due to safety/health violations shall be paid promptly.

(3) The Contractor shall report to the KO, in the manner and on the forms prescribed by the Government, exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the KO within 24 hours of their occurrence.

(4) The Contractor shall submit to the KO a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to the KO within 24 hours of the occurrence.

(5) Only emergency medical care is available in Government facilities to Contractor employees who suffer on-the-job injury or disease. Care will be rendered at the rates in effect at the time of treatment. Reimbursement shall be made by the Contractor to the Naval Regional Medical Center Collection Agent upon receipt of statement.

g. Security Requirements

(1) The Contractor shall comply with all activity security requirements. Upon request, the Contractor shall submit the name and address of each employee hired for work on this contract and shall cause to be filled out questionnaires and other forms as may be required for security.

(2) Neither the Contractor nor any of its employees shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in or increase the likelihood of the possibility of a breach of the activity's security or interrupt the continuity of its operations.

(3) Disclosure of information relating to the services hereunder to any person not entitled to receive it, or failure to safeguard any classified information that may come to the Contractor or any person under his/her control in connection with work under this contract, may subject the Contractor, his/her agents or employees to criminal liability under 18 U.S.C., Sections 793 and 798.

(4) All inquiries, comments or complaints arising from any matter observed, experienced, or learned as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information will be directed to the activity Commander.

(5) Deviations from or violations of any of the provisions of this paragraph will, in addition to all other criminal and civil remedies, provided by law subject the Contractor to immediate termination for default and/or the individuals involved to a withdrawal of the Government's acceptance and approval of employment.

h. Passes and Badges. All Contractor employees shall obtain the required employee and vehicle passes. The Contractor shall, prior to the start of the contract, submit to the KO an estimate of the number of personnel expected to be utilized at any one time on the contract. The Government will issue badges without charge. Each employee shall wear the Government issued badge over the front of the outer clothing. When an employee leaves the Contractor's service, the employee's pass and badge shall be returned within !NUMBER OF DAYS!. Passes and badges issued to Contractor employees shall not negate the requirement for employee identification required in the "Identification of Contractor Employees" paragraph.

!*****
NOTE TO SPECIFICATION WRITER: Delete the following paragraph if not applicable.
*****!

i. Access to Buildings

(1) It shall be the Contractor's responsibility, through the KO, to obtain access to buildings and facilities and arrange for them to be opened and closed.

(2) Keys may be issued to the Contractor; however, it shall be the Contractor's responsibility to arrange for adequate security of the buildings and facilities at the end of each work day.

(3) The Contractor shall be responsible for the cost of replacing any keys that are furnished to and lost by his/her employees. If the KO decides that a lock must be replaced because of the loss of a key by the Contractor's employees, the Contractor shall pay the cost of that replacement. Similarly, the Contractor shall pay the cost of changing a combination if the KO has reasonable cause to believe that the combination has been compromised.

j. Identification of Contractor Employees

(1) The Contractor shall provide to the KO the name or names of the responsible supervisory person or persons authorized to act for the Contractor.

(2) The Contractor shall furnish sufficient personnel to perform all work specified within the contract.

(3) Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner.

(4) The Contractor shall remove from the site any individual whose continued employment is deemed by the KO to be contrary to the public interest or inconsistent with the best interests of National Security.

(5) No employee or representative of the Contractor will be admitted to the site of work unless satisfactory proof of citizenship is furnished, or, if an alien, legal residency within the United States is confirmed.

(6) All contractor/subcontractor employees working under this contract shall be identified by a distinctive name plate, emblem, or patch attached in a prominent place on an outer garment. Employee identification shall not be substituted for station required passes or badges.

k. Identification of Contractor Vehicles. The company name shall be displayed on each of the Contractor's vehicles in a manner and size that is clearly visible. All vehicles shall display a valid state license plate and safety inspection sticker, if applicable, and shall be maintained in good repair.

l. Permits. The Contractor shall, without additional expense to the Government, obtain all appointments, licenses, and permits required for the prosecution of the work. The Contractor shall comply with all applicable federal, state, and local laws. Evidence of such permits and licenses shall be provided to the KO before work commences.

m. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the Contracting Officer a *CERTIFICATE OF INSURANCE* as evidence of the existence of the following insurance coverage in amounts not less than the amounts specified below in accordance with the "INSURANCE - WORK ON A GOVERNMENT INSTALLATION" clause, Section I.

(1) The Contractor shall procure and maintain, during the entire period of performance under this contract, the following minimum insurance coverage.

(a) Comprehensive General Liability: \$500,000 per occurrence.

(b) Automobile Liability: \$200,000 per person
\$500,000 per occurrence
\$ 20,000 per occurrence for property damage

(c) Workmen's Compensation: As required by Federal and State worker's compensation and occupational disease statutes.

(d) Employer's Liability coverage: \$100,000, except in states where worker's compensation may not be written by private carriers.

(e) Other as required by State Law.

(2) The Certificate of Insurance shall provide for at least thirty days written notice to the Contracting Officer by the insurance company prior to cancellation or material change in policy coverage. Other requirements and information are contained in the aforementioned INSURANCE clause.

C.17 REQUEST FOR PROPOSAL. This solicitation is a request for a proposal to meet all solicitation requirements and perform the work as specified. Section M specifies the proposal requirements. For the schedules in Section B, offerors shall enter unit prices and amounts for the contract line items and sub-line items; provide direct and indirect labor, material/equipment, and other cost information; and indicate proposed numbers of direct labor full time equivalent (FTE) employees.

a. Total Price Computation. In the event there is a difference between a unit price and the extended total, the unit price will be held to be the intended proposed amount and the total recomputed accordingly. If the offeror provides a total amount for a contract line item, but fails to enter the unit price, the amount divided by the specified quantity will be held to be the intended unit price.

b. Cost/FTE Data. Cost and FTE information shall be based on and must be consistent with the attached service contract wage determination, and the number of FTEs and other information provided in the technical proposal. Inconsistencies between the price and technical proposals may be grounds for determining that the proposal is rated unacceptable.

c. Changes in Cost/FTE Data. Any changes made to cost and FTE information as a result of negotiations between the Government and the Offeror shall be fully explained and justified. The proposal may be construed as unacceptable if changes made by the Offeror are not fully justified.

d. Definitions. Cost and FTE information shall be based on the following definitions:

(1) **Full-Time Equivalent**. A Full-Time Equivalent (FTE) is the planned use of 2080 straight time paid hours in a twelve month contract period (to include authorized vacation, sick leave or other authorized paid time off). For example, in the case of full-time employees, one FTE is comparable to "one employee". Two part-time employees, each working 1040 straight time paid hours per twelve month contract period (including paid time off), equals one FTE. In the event an employee is cross utilized, partial FTEs will be shown for each employee classified and/or service area involved.

(2) **Direct Labor**. Direct labor includes all labor expended which directly contributes to the accomplishment of a given maintenance, repair, alteration, operation or other work requirements required in the contract. Direct labor does not include indirect or overhead labor required to support the accomplishment of contract requirements. Examples of indirect and overhead labor not included in direct labor include labor required to maintain and repair Government and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering, handling and storage; clerical and administrative; work reception and control; employee training (unless required in the Specific Requirements of the contract); and similar indirect/overhead labor.

(3) **Direct Labor Cost**. The estimated number of all direct labor, Full-Time Equivalent required to accomplish the specified tasks or services required in the contract, multiplied by 2080 hours, multiplied by the appropriate hourly wage rate(s) (including wage determination fringe benefits only) which the Contractor intends to pay employees. Other required fringe benefits, insurance, taxes, etc., shall be included as indirect costs.

(4) **Direct Material and Equipment**. Materials, supplies, equipment, repair, parts, etc., applied to, incorporated in, and/or consumed during the operation, and that which is needed to support the effort of the work item, such as, pickup trucks, ladders, pencils and paper, common tools, specialized tools or equipment. Direct materials also include pre-expended bin materials if directly consumed or used during a work requirement.

(5) **Direct Material and Equipment Cost**. The estimated cost of all the direct material and equipment which will be required to accomplish the specified tasks or services required in the contract.

(6) **Indirect Cost**. Includes all costs except those for direct labor and direct material and equipment.

(7) **Indirect Material and Equipment Cost.** The estimated cost of all the indirect material and equipment which will be required to support the specified tasks or services required in the contract, such as portable office, supervisor transportation, etc.,.

(8) **Indirect and Overhead Labor.** Includes the cost (including fringe benefits) of all on-site indirect and overhead personnel proposed in the technical proposal. Examples of indirect and overhead labor include labor required to maintain and repair Government furnished equipment and facilities for Contractor usage and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering; handling and storage; clerical and administrative; work reception and control; employee training; and similar indirect/overhead labor.

(9) **Home Office Overhead.** Includes all indirect and overhead costs associated with support from the home office. Examples of home office overhead include home office engineering services, insurance, home office payroll services, profit, G & A, etc.

(10) **All Other Indirect Costs.** Includes all indirect costs not specifically identified previously.

!*****
NOTE TO SPECIFICATION WRITER: The user is encouraged to carefully review the tailored PWS for inconsistencies created during the tailoring process. Paragraph III.F of the User's Guide discusses two suggested procedures for performing this review.
*****!

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****

NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so that the number of the Attachment refers back to the Section that it supports. For example, Attachment J-C1 supports Section C and is the first Attachment referenced in that Section.

*****!

TABLE OF CONTENTS

ATTACHMENT

NUMBER

TITLE

J-1	Department of Labor Wage Determination(s)
J-2	DD Form 254, Contract Security Classification Specification
J-C1	Standard Operating Procedures
J-C2	Performance Requirements Summary (PRS) Table
J-C3	Government Furnished Facilities
J-C4	Government Furnished Equipment
J-C5	Government Furnished Material
J-C6	Contractor Furnished Items
J-C7	List of Required Records and Reports
J-C8	Summary of Personnel Training Requirements
J-C9	Directives/Reference Manuals
J-C10	Safety Requirements and Reports
J-E1	Statistically Extrapolated Surveillance Techniques
J-G1	Ordering of Work and Task Order Sample, DD Form 1155
J-G2	Sample Invoice
J-M1	Offeror's Experience Form
J-M2	Guard Services Methods and Understanding Form
J-M3	Offeror's Resources Form

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

Attached is Service Contract Act Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

OR

A Service Contract Act Wage Determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-2

DD FORM 254

CONTRACT SECURITY CLASSIFICATION SPECIFICATION

!*****
NOTE TO SPECIFICATION WRITER: If the contract requires the Contractor to obtain a facility clearance, include a DD Form 254, CONTRACT SECURITY CLASSIFICATION SPECIFICATION FORM, in this Attachment. Ensure the form is correctly filled out and signed. Contact your activity contract specialist and Security Office if in doubt as to how the form should be filled out.
*****!

ATTACHMENT J-C1

STANDARD OPERATING PROCEDURES

!*****
NOTE TO SPECIFICATION WRITER: This is an example SOP which must be carefully reviewed and tailored by the user. In general, the SOP should include administrative requirements and procedures that do not materially affect the cost of contract performance (see User's Guide paragraph III.C.2). In addition to reviewing and tailoring the suggested items included in this example, many other topics and procedures will normally need to be added by the user. For example, since paragraph C.15.c(5) requires the Contractor to execute the colors as specified in the SOP, the user must include specific information concerning locations, times, and other related flag raising information and procedures. Completed SOPs should be reviewed by appropriate staff members at the activity, including counsel.
*****!

INDEX

1. Functions of the Guard Force
2. Duties of the Guard Force
3. Authority
4. Firearm Safety
5. Conditions Under Which Security Force Personnel May Use Deadly Force
6. Additional Considerations Involving Firearms
7. Limits of Naval Jurisdiction
8. Apprehension of Persons
9. Personnel Identification Badges
10. Vehicle Identification
11. Fire Calls, Ambulance Runs, Local/State Police in "Hot Pursuit"
12. Property Passes
13. Law Enforcement Agencies
14. Reports
15. Security Violations
16. Notification of Injury Or Illness
17. Community Relations
18. Telephones
19. Standard of Appearance
20. Robbery
21. Preservation of Evidence
22. Bomb Threats
23. News Media
24. Relief
25. Alertness
26. Use of Alcoholic Beverages
27. Disaster and Civil Disorder

1. FUNCTIONS OF THE GUARD FORCE. The guard force is concerned with all matters relating to the security of the command which include:

a. Safeguarding materials and/or information against espionage and unauthorized disclosure.

b. Safeguarding the activity against sabotage or any other incident which might jeopardize the normal operation of the command, such as theft, robbery, riot, lawlessness, demonstrations, etc.

c. Assisting in plans and procedures to be followed in the event of any major catastrophe, such as hurricanes, earthquakes, floods, conflagration, and hostile acts to insure adequate security measures are maintained within the command.

2. DUTIES OF THE GUARD FORCE. The following is a summary of the general duties performed by the guard force:

a. To protect all persons and property in view.

b. To keep constantly alert and observe everything within sight or hearing.

c. To report all violations of published and/or verbal orders.

d. To remain on assignment until properly relieved by direction of a supervisor.

e. To pass all information relative to assignment to the relieving guard.

f. To sound the alarm and take action when warranted in event of fire, disorder, or any other emergency.

g. To keep the supervisor advised of changes and conditions within and surrounding the assignment manned.

h. To turn over any money or valuables recovered to a supervisor, immediately reporting the circumstances.

i. To obey all proper orders emanating from supervisory authority.

j. To promote efficiency by discouraging nonofficial conversations and assemblages.

k. To inform supervisors of any change in address, phone number, or any other matter which might affect availability for duty.

l. To review new orders or assignments upon return to duty from leave or sign off.

m. Observe and patrol designated perimeter areas, structures, and activities of security interest.

n. Deter and report persons or vehicles attempting or gaining unauthorized access to security areas.

o. Check security status of designated repositories, rooms, or buildings during other than regular working hours.

p. Respond to protective alarm signals and other indications of suspicious activity.

q. Enforce systems for personnel, vehicle, and property control.

r. Endeavor to prevent theft, pilferage, riots, espionage, sabotage, and other criminal acts.

s. Evacuate personnel during emergencies and catastrophes.

3. AUTHORITY

a. Guards shall have the authority, via contract !INSERT CONTRACT NUMBER!, on behalf of the Commanding Officer, !INSERT NAME OF ACTIVITY!, to enforce all naval directives from higher authority and all local directives as well as other rules and regulations issued under the authority of the Commanding Officer. The proper method for enforcing such directives, rules, and regulations will depend upon the circumstances of each individual case but may include reporting of violators, apprehension of intruders, and detention of military or civilians pending arrival of security police or other appropriate authority in order that investigation, determination of identity and circumstances, and proper disposition may be carried out. In all cases, the authority for enforcement must be properly exercised using good, sound judgment. Immediate coordination through the shift supervisor with the security office shall be made when apprehension or detention is utilized.

b. Guards may apprehend personnel subject to the Uniform Code of Military Justice (U. S. military personnel) when they have reasonable belief that an offense has been committed and that the person to be apprehended committed it.

c. Guards have only the same power of arrest as a private citizen. The guards may arrest, without a warrant, persons reasonably and in good faith believed to be guilty of a felony, where a felony has in fact been committed; and arrest persons committing a felony in their presence. Guards may also arrest persons committing a misdemeanor in their presence if the persons are also involved in a breach of the peace. As private citizens, guards have a right to protect their own lives and property and as employees of the Contractor they have a special right to protect the property and personnel of the Government from criminal injuries.

d. Under the authority of the Commanding Officer, guards have the power to detain military personnel or civilians for appropriate investigation and disposition in performing their function to secure Government property and personnel. This detention shall be only for the minimum amount of time necessary to make a proper disposition of the individual involved according to the circumstances of the case.

4. FIREARM SAFETY. No guard shall remove his/her assigned weapon from its holster except in the event of an emergency, upon the turn-in of the weapon, or when directed to do so by an immediate supervisor. Safety rules are to be followed at all times and are repeated below:

- a. The six-shot revolver should be loaded with six rounds.
- b. Never draw your gun unless you intend to use it. Waving a gun in a threatening manner is dangerous and will tell an experienced criminal that the user is inexperienced.
- c. Never point a gun at anyone except in line of duty. Remember, a gun should always be treated as if it is loaded.
- d. Never carry a gun in a position where it cannot be used immediately. Keys or other items shall not be attached to the gun butt.
- e. Never surrender your gun to anyone except to the shift supervisor who is authorized to make an inspection or to the issuing authority at conclusion of tour of duty.
- f. Never remove your gun when on duty unless its use is imminent.
- g. Never cock the gun. Revolvers should be fired double action, only.
- h. Never load or unload your weapon, unless during an emergency, in any location except the weapons stowage area.
- i. Always load weapon immediately when issued and going on duty.
- j. Always inspect gun prior to loading to ensure that it functions properly and is clean, and place immediately in the holster.

!*****
 NOTE TO SPECIFICATION WRITER: The designation of situations where the use of deadly force may be necessary to protect national security is left to the activity Commanding Officer. The following paragraphs, from OPNAVINST 5530.14B, paragraph 0910, generally reflect DOD policy, but specific situations and conditions should be reviewed and discussed with legal counsel. The death of a person (felon or innocent bystander) caused by a contract guard raises serious legal questions which do not have clear-cut answers at this time.
 *****!

5. Conditions Under Which Security Force Personnel May Use Deadly Force.

Deadly force is that force which a person uses with the purpose of causing - or which he/she knows, or should know, would create a substantial risk of causing - death or serious bodily harm. General guidance on the use of deadly force is contained in SECNAVINST 5500.29 series. Its use is justified only under conditions of extreme necessity as a last resort, when all lesser means have failed or cannot reasonably be employed, and only under one or more of the following circumstances:

- a. Self-Defense and Defense of Others. When deadly force reasonably appears to be necessary to protect law enforcement or security personnel who reasonably believe themselves or others to be in imminent danger of death or serious bodily harm.
- b. Assets Not Involving National Security. When deadly force reasonably appears to be necessary to prevent the threatened theft or sabotage of assets vital to national security. DOD assets shall be specifically designated as

"vital to national security" only when their loss, damage, or compromise would seriously jeopardize the fulfillment of a national defense mission. Examples include nuclear weapons (Nuclear Regulatory Commission, 16 USC 7355, requires contract guards to use deadly force to deter theft of nuclear stores); nuclear command, control, and communications facilities; and designated restricted areas containing strategic operational assets, sensitive codes, or special access programs.

c. Assets Not Involving National Security But Inherently Dangerous to Others. When deadly force reasonably appears necessary to prevent the actual theft or sabotage of resources, such as operable weapons or ammunition, that are inherently dangerous to others; i.e., assets that, in the hands of an unauthorized individual, present a substantial potential danger of death or serious bodily harm to others. Examples include high risk portable and lethal missiles, rockets, arms, ammunition, explosives, chemical agents, and special nuclear material.

d. Serious Offenses Against Persons. When deadly force reasonably appears necessary to prevent the commission of a serious offense involving violence and threatening death or serious bodily harm. Examples include murder armed robbery, and aggravated assault.

e. Arrest and Apprehension. When deadly force reasonably appears to be necessary to arrest, apprehend, or prevent the escape of a person who, there is probable cause to believe, has committed an offense of the nature specified in paragraphs a through d above.

f. Escapes. When deadly force has been specifically authorized by the Secretary of the Navy and reasonably appears to be necessary to prevent the escape of a prisoner, provided law enforcement or security personnel have probable cause to believe that the escaping prisoner poses a threat of serious bodily harm either to security personnel or others.

6. ADDITIONAL CONSIDERATIONS INVOLVING FIREARMS. A commanding officer may impose further restrictions on the use of deadly force if deemed necessary in his/her judgement and if such restrictions would not unduly compromise the national security interest of the United States. Additional requirements for the use of firearms:

a. Warning shots are prohibited.

b. When a firearm is discharged, it will be fired with the intent of rendering the person(s) at whom it is discharged incapable of continuing the activity or course of behavior prompting the individual to shoot.

c. Shots shall be fired only with due regard for the safety of innocent bystanders.

d. In the case of holstered weapons, a weapon should not be removed from the holster unless there is reasonable expectation that use of the weapon is necessary.

e. All intentional or accidental use of deadly force shall be subject to investigation by the security officer.

!*****
NOTE TO SPECIFICATION WRITER: The user must determine and describe (using maps, if necessary) the jurisdictional boundaries by types for the activity.
*****!

7. LIMITS OF NAVAL JURISDICTION. The Commanding Officer of this activity has the following types of jurisdiction within the specified boundaries:

a. **Exclusive jurisdiction** exists when the Government possesses, by whatever method acquired, all of the authority of the State, and in which the State concerned has not reserved to itself the right to exercise any of the authority concurrently with the Government, except the right to service civil or criminal processes in the area. State laws are enforced on the base only under the Assimilative Crimes Act.

b. **Concurrent jurisdiction** exists when, in granting to the Government authority which would otherwise amount to exclusive jurisdiction over an area, the State reserves to itself the right to exercise, concurrently with the United States, all of the same authority.

c. **Partial jurisdiction** exists when the Government has been granted authority over an area in the State, but where the State has reserved to itself the right to exercise by itself or concurrently with the Government other authority constituting more than merely the right to serve civil or criminal processes in the area; for example, the right to tax private property.

d. **Proprietorial Interest (proprietary jurisdiction)** exists when the United States has acquired an interest in, or title to, property but has no legislative jurisdiction over the property. Congress has not authorized federal prosecution for most ordinary crimes committed on such property.

Guards have no jurisdiction outside these boundaries other than that of a civilian unless they have received authority from State or Local authorities.

8. APPREHENSION OF PERSONS. Guards may apprehend and detain persons only within their jurisdiction and then only for as long as necessary to transfer such persons to law enforcement personnel. Delay in transferring offenders to appropriate law enforcement personnel may make the guard subject to charges of false arrest. Unless an offender is subject to the provisions of the Uniform Code of Military Justice or Navy Manpower Management Instructions, the Commanding Officer is powerless to punish infractions of his own regulations other than by taking up an offender's auto permit, or by some similar denial of privileges. A guard shall avoid the use of force where the apprehension can be made without resort to its use. If the apprehension cannot be made without resort to the use of force, personnel shall use the minimum amount of force necessary. The use of excessive force makes a guard liable to prosecution under law. DETENTION OF ANY PERSON REQUIRES AN INCIDENT REPORT TO BE COMPLETED.

a. Persons in the military service who commit offenses within the limits of a naval station or other shore activity shall be brought before the appropriate naval authority for punishment or trial in accordance with the Uniform Code of Military Justice. For persons in the naval service, the duty Security Officer shall be notified and the offender turned over to _____, telephone _____. For persons in other military services, the duty Security Officer shall be notified for appropriate action.

b. Persons not in the military service who commit offenses within the limits of a naval station or other shore activity are subject to trial in the United States District Court for the district in which the station or activity is situated. The duty Security Officer shall be notified for appropriate action.

9. PERSONNEL IDENTIFICATION BADGES. All personnel requiring access to Government property will meet the requirements of a need to be aboard and will be identified by one of the forms of identification listed below. For the purposes of entry, a "visitor" is considered to be any person not attached to or employed by a Command or tenant at this activity. A Contractor is a special form of visitor. The guard shall not allow any person to pass his post without proper identification.

a. Cards which are defaced, altered in any way, illegible, or expired will not be honored. In the event of any discrepancy, refer the individual concerned to the Security Office.

b. Military personnel, military dependents, Federal civilian employees, and certain contract representatives will be granted access to the station, 24 hours a day, upon presentation of a valid identification in one of the following forms:

(1) Armed Forces ID Card (DD 2N), Green, for active duty military personnel.

(2) Armed Forces ID Card, Blue/Gray, for retired members with pay.

(3) Armed Forces ID Card, Red, for reserve members.

(4) Uniformed Services Identification and Privilege Card (DD 1173) for use by dependents (10 years of age and older) of active duty and retired with pay personnel, and by qualified contract personnel.

(5) Optional Form 55, U. S. Government Identification Card.

(6) DD Form 489, Department of Defense Identification Card.

(7) Valid command identification badge.

c. Non-military personnel requiring access to Government property must present one of the following valid forms of identification:

(1) Valid state driver's license.

(2)

!ETC!

(3)

d. Visitors shall be required to complete form _____ and provide the required information. Uncleared visitors are issued badges which are _____. Visitors with security clearance are issued badges which are _____.

e. Contractors/vendors are issued badges which are _____.

f. Persons desiring to hunt or fish on Government property will complete form !INSERT FORM NUMBER! and be issued a DD 1221, ID Card and Pass Permit, in accordance with !INSERT LOCAL INSTRUCTION NUMBER!.

10. VEHICLE IDENTIFICATION. All military personnel and civilian employees working on station are required to have a valid vehicle permit on their private passenger vehicles, motor scooters, motor driven bicycles (motors greater than 1½ HP), motorcycles, or other types of motor driven conveyances in order to operate them on any military installation. DD 1409, Vehicle Registration and Driver Record, is required from the applicant. See !INSERT INSTRUCTION! for guidance on issuance of decals. Vehicle passes fall into the categories listed below:

a. Permanent Vehicle Passes. The following decals are recognized as official Department of the Navy passes that are attached to the left front bumper of vehicles. These passes are further identified by a pass number printed on the pass. Additionally, the date of expiration of these passes is indicated by numbers on the left and right sides of the pass; the number on the left indicates the month of expiration, while the number on the right indicates the year of expiration.

(1) Blue tab decals are issued to active duty and retired officers.

(2) Red tab decals are issued to active duty and retired enlisted personnel.

(3) Black tab decals are issued to civilian personnel (normally contractors) or other personnel designated by the Commanding Officer for access to the installation during regular working hours.

(4) Green tab decals are issued to civilian employees requiring unlimited access to the base and other military installations not in the immediate area.

b. Temporary Vehicle Passes. When properly filled out and dated, the following passes are valid on station:

(1)

!COMPLETE AS APPROPRIATE!

(2)

c. Other U. S. Armed Forces vehicle passes. Vehicles with decals from the Army, Air Force, or Coast Guard will be considered visitors.

d. Vehicles delivering materials to locations on station will be issued a tradesman's vehicle permit without having to obtain a personnel identification pass. However, the guard will check shipping documents to ensure entry is authorized.

e. Gates shall be open to school children on bicycles and as pedestrians until 1800 hours daily, after which time an ID card will be required. The guard shall challenge and question any individual that does not appear to be a school

child. Clearly marked school busses do not require passes nor does the driver require a personnel pass.

!*****
NOTE TO SPECIFICATION WRITER: Specific phrases in the following paragraph should be modified to reflect the degree of access afforded law enforcement officials. As a minimum, personnel with NCIS and FBI credentials will be granted access. Specific guidance should be obtained from the base Security Officer.
*****!

f. On occasion, personnel (e.g., NCIS, FBI, etc.) arrive desiring access to the station without possessing a valid vehicle permit. Individuals with credentials from NCIS or FBI may enter the installation without a vehicle pass. All law enforcement officers shall be granted entrance to the station at all times. If in a marked police vehicle, they shall be immediately waved through. However, if they are operating an unmarked police vehicle, they must present either their badge or credentials to be waved onto the base. The Shift Supervisor shall immediately notify the Security Office of the additional police presence. All other personnel must present required documentation to obtain a pass.

g. Taxicabs shall be treated as a visitor's vehicle.

11. FIRE CALLS, AMBULANCE RUNS, LOCAL/STATE POLICE IN "HOT PURSUIT". In all emergency situations the guard shall allow the vehicle(s) to pass without delay but shall immediately notify the shift supervisor so that roving patrol personnel can assist in the emergency. Guards may be called upon to assist in ambulance operation or in emergencies to assist the Fire Department; however, assistance to the Fire Department will not require guards to perform hazardous fire fighting duties.

12. PROPERTY PASSES. All Government property being removed from this activity shall be accompanied by a property pass (S&A form 155, DD 1104, DD 1265, DD 1266, SF 1103, or SF 1131). All material property passes shall be inspected to insure completeness and accuracy. Signatures shall be compared to the list of authorized signatures. When discrepancies are found in the preparation of a property pass or the property being removed, the person with the property shall be detained and the supervisor notified immediately.

13. LAW ENFORCEMENT AGENCIES. Cooperation with Federal, State, County, and Local authorities shall be maintained. If such officials call in an official capacity, they shall be directed to the Security Officer during regular working hours, and to the Duty Officer during non-working hours.

14. REPORTS. Reporting of information relative to unusual happenings, threats, or actual damage to property, safety hazards, maintenance breakdowns, potential sabotage or espionage, injuries, etc. shall be brief and complete as to who, what, where, why, when, and how.

a. Security Log. The Security Log for the previous 24-hour period shall be hand carried to the Security Officer by 0900 daily.

b. Incident Reports. Each report shall be numbered corresponding to the numbers on the Security Log. Reports may be handwritten (legibly) or typed. A

copy shall be forwarded to the Security Officer within 24 hours of the incident. Incident reports shall be complete and will have the signature of the reviewing supervisor.

c. Missing, Lost, Stolen, Recovered (MLSR) Reports. Sufficient information shall be provided to enable preparation of a MLSR report in all cases of Government property affected by SECNAVINST 5500.4, "MLSR Government Property; Reporting of".

15. SECURITY VIOLATIONS. Upon discovery of a security violation (finding of unsecured classified material) the guard shall take immediate steps to safeguard the classified material and report the incident to his supervisor. The shift supervisor shall immediately notify the Security Officer. An incident report of the circumstances shall be completed by the Contractor.

16. NOTIFICATION OF INJURY OR ILLNESS. In the event of injury or illness notify the medical personnel on duty (telephone _____) and _____. Navy personnel will notify the emergency contact or next of kin; the guard shall not issue any statement or provide any information. All inquiries shall be referred to _____.

17. COMMUNITY RELATIONS. The conduct of guards while on duty must be beyond reproach. Guards shall conduct themselves in a manner reflecting highest credit to the force. Guards shall treat all persons with courtesy and respect, constantly striving to win the good will of the community by demonstrating impartial enforcement of regulations. Courtesy, tact, diplomacy, and self-control shall be maintained even when firmness is necessary in the performance of duties. Guard personnel shall not engage in unofficial conversations and shall discourage loitering, both of which interfere with the proper performance of duty.

a. Do not accuse anyone of dishonesty until definite facts have been established.

b. Do not put your hands on suspected persons unless absolutely necessary.

c. Do not use abusive or profane language.

d. Do not make wisecracks or smart remarks.

e. Do not shake your fist or finger at a person when requesting cooperation with regard to rules and regulations.

f. Do not be known as an easy, careless guard.

g. Do not personally dispose of actual or suspected cases of dishonesty. Report them to your supervisor.

18. TELEPHONES. Telephone use is prohibited unless it is in the performance of duty. The telephone is for official calls only and shall not be abused.

19. STANDARD OF APPEARANCE. The guard shall, at all times, present a neat appearance: clothes cleaned, pressed, and in an acceptable state of repair; shoes shined; cap worn squarely on the head; and tie neatly tied. Coat and overcoat, when worn, shall be buttoned.

20. **ROBBERY.** In the event of a robbery (with force and violence) speed in notifying security police and appropriate authorities, and in assisting the response forces is of utmost importance. Of primary importance is the safety and protection of all employees and visitors. Of equal importance is the identification of the intruders and vehicles used in the robbery. If guards are armed, sound judgment must be exercised to prevent provocations which would lead to the exchange of gunfire or physical harm to bystanders. When the alarm sounds indicating a robbery is in progress, the guard is to immediately notify _____ . All posts shall be notified so the base can be secured by closing and locking all entrances/exits.

21. **PRESERVATION OF EVIDENCE**

a. After a robbery or other felony has been committed and the intruders have left, the guard is to cordon off the scene and any escape route(s).

b. All witnesses are to be detained (unless they require medical attention) so that each person can fill out description forms, and all names and addresses of witnesses may be obtained. All persons are to be instructed not to discuss the details of the incident with anyone until all have been questioned by the appropriate investigating authority.

c. No one is to enter the area nor is anything to be touched, removed, or added. Onlookers shall not be allowed to approach the scene and shall be kept at a safe distance.

d. Picture taking is forbidden unless so authorized by the Security Officer.

e. Firefighting and rescue work shall not be impeded for any reason; however, care shall be taken by all engaged in the work to prevent unnecessary destruction or damage.

f. Nothing must be disturbed unless absolutely necessary in fighting fires or saving lives. If a guard finds anything having the remotest possibility of being evidence, he shall report the location, if it is safe to leave it; otherwise, if there is a possibility that it will be damaged, changed, or destroyed, he shall take immediate steps to preserve it. Handling shall be kept at a minimum and nothing shall be touched with naked fingertips or allowed to rub against another object. Evidence shall be preserved in the condition in which it was found in order to be of value. All evidence shall be identified as to location, position, date and time, and by name, if possible, for purposes of future testimony.

22. **BOMB THREATS.** If the guard receives a bomb threat (i.e., information that a bomb has been placed on Government property) and the threat is received by telephone, the following procedures are to be followed:

a. Keep the caller on the line as long as possible and record every word spoken by the caller.

b. If the location of the bomb or time of possible detonation is not given, attempt to get this information.

c. Pay particular attention to any background noises such as music or running motors which might give even a remote clue as to the place from which the call is being made.

d. Listen closely to the voice (male/female) quality, accents, and speech impediments.

e. Immediately after the caller hangs up, call !INSERT NAME AND TELEPHONE NUMBER!

23. NEWS MEDIA. No member of the guard force is permitted to make statements to any news media concerning events and occurrences at this activity. During work hours all inquiries of this nature shall be referred to the public affairs office (telephone _____) and, after hours, to the duty officer (telephone _____).

24. RELIEF. Guards shall not leave their post until properly relieved except in the event of an explosion, fire, or other similar disaster where their life is in immediate danger. "Properly relieved" is defined as "relieved by the oncoming guard at shift change, relieved for an authorized relief period (break), or relieved upon direction of the supervisor.

25. ALERTNESS. While standing posts, guards shall limit their conversations to official business. Listening to radios, reading books, newspapers and any material not connected with official duties is prohibited. No loitering of unauthorized personnel will be allowed at guard posts.

26. USE OF ALCOHOLIC BEVERAGES

a. Any person appearing at entry points under the obvious influence of alcohol/drugs will be denied entry and the supervisor shall be notified who shall notify the Security Officer. The security police will take charge of the situation. An incident report shall be prepared on the incident.

b. Persons on station under the obvious influence of intoxicants shall be reported immediately to !INSERT CONDITIONS UNDER WHICH IT WILL BE REQUIRED AND TO WHOM IT SHOULD BE REPORTED FOR ACTION!.

c. The use of intoxicants by guard personnel while on duty is not permitted. No guard on duty will have in his possession any alcoholic beverage. No alcoholic beverage will be brought on base, transported, or stored in any guard's vehicle.

27. DISASTER AND CIVIL DISORDER

a. In the event of a disaster of such a nature as to cause the !INSERT STATION NAME! disaster control recovery plan to be implemented, the guard force shall operate as an integral part of the disaster control recovery force.

b. Information or intelligence indicating the possibility or imminent threat of disaster may cause this force to be implemented.

c. This disaster may be in wartime or peace time and could be a nuclear, biological, or chemical attack, or the disaster may be the result of a hurricane or other natural cause.

d. In general, the guard force element of the disaster control unit shall have as its mission the maintenance of base security, safeguarding ordnance material and Government property, suppression of acts of sabotage and espionage, the enforcement of rules and regulations of the !INSERT NAME OF STATION! and directing traffic to assigned shelter areas.

!*****
NOTE TO SPECIFICATION WRITER: The following topics cannot be standardized for most activities. Therefore, they are presented to provide additional topics which should be addressed in the SOP but must be written by the user.
*****!

- Writing of incident reports, complaints, and accident reports
- Acceptance, custody, transfer, and reporting of lost/found items
- Acceptance, custody, transfer, and reporting of prohibited property. This should include a list of the prohibited property, the actions to be taken, and the property receipt/storage procedures.
- Vehicle searches
- Cooperation with security police, Naval Criminal Investigative Service (NCIS), Federal Bureau of Investigation (FBI), etc.
- Dispatcher's log
- Execute colors times and locations
- Handling of VIP's; visitor's log requirements
- Base parking regulations
- Escort and courier duties
- Use of detex or similar type clocks
- Home telephone numbers of emergency personnel
- Radio communication "10" codes used by other base personnel
- Patrol routes and specific items to check
- Base map
- Emergency telephone numbers for security police, NCIS, FBI, fire, ambulance, etc.
- Building/gate scheduled opening and closing times
- Animal warden services
- Labor strikes, picketing, demonstrations

ATTACHMENT J-C2

PERFORMANCE REQUIREMENTS SUMMARY TABLE

!*****
NOTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.F of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control may be unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Sample payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.
*****!

PERFORMANCE REQUIREMENTS SUMMARY TABLE

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
1. CONTRACT REQUIREMENT: ENTRY/EXIT CONTROL			
A. Quality of Work	Post manned, proper procedures (Paragraphs C.15.a and C.15.b)	1%	60% Item 1, Schedule of Deductions
B. Communications	Able to establish within standards (Paragraph C.10)	1%	20% Item 1, Schedule of Deductions
C. Conduct	Meets required standards (Paragraph C.8)	1%	5% Item 1, Schedule of Deductions
D. Uniform	Complete and neat (Paragraph C.9)	1%	2% Item 1, Schedule of Deductions
E. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)	1%	13% Item 1, Schedule of Deductions
2. CONTRACT REQUIREMENT: ROVING PATROL SERVICES			
A. Quality of Work	Route followed, proper procedures (Paragraph C.15.c)	1%	60% Item 2, Schedule of Deductions
B. Communications	Able to establish within standards (Paragraph C.10)	1%	20% Item 2, Schedule of Deductions
C. Conduct	Meets required standards (Paragraph C.8)	1%	5% Item 2, Schedule of Deductions
D. Uniform	Complete and neat (Paragraph C.9)	1%	2% Item 2, Schedule of Deductions
E. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)	1%	13% Item 2, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
3. CONTRACT REQUIREMENT: COURIER SERVICES			
A. Timeliness	As specified in SOP (Paragraph C.15.d)	5%	30% Item 3, Schedule of Deductions
B. Quality of Work	Communications, equipment procedures in compliance with SOP (Paragraph C.15.d)	5%	70% Item 3, Schedule of Deductions
4. CONTRACT REQUIREMENT: SCHEDULED ESCORT SERVICES			
A. Quality of Work	Proper procedures as specified in SOP [Paragraph C.15.e(1)]	5%	60% Item 4, Schedule of Deductions
B. Communications	Able to establish within standards (Paragraph C.10)	5%	20% Item 4, Schedule of Deductions
C. Conduct	Meets required standards (Paragraph C.8)	5%	5% Item 4, Schedule of Deductions
D. Uniform	Complete and neat (Paragraph C.9)	5%	2% Item 4, Schedule of Deductions
E. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)	5%	13% Item 4, Schedule of Deductions
5. CONTRACT REQUIREMENT: MISCELLANEOUS SERVICES			
A. Monitoring of Alarm Systems	Systems monitored, communications, response to alarm soundings [Paragraph C.15.f(1)]	2%*	75% Item 5, Schedule of Deductions
B. Gate/Bldg. Openings	Openings/closings within specified time standards [Paragraph C.15.f(4)]	5%	25% Item 5, Schedule of Deductions
6. CONTRACT REQUIREMENT: UNSCHEDULED ESCORT SERVICES (INDEFINITE QUANTITY)			
A. Quality of Work	Proper procedures as specified in SOP [Paragraph C.15.e(2)]	5%	60% of Unit Price, Contract Line Item 0002

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Communications	Able to establish within standards (Paragraph C.10)	5%	20% of Unit Price, Contract Line Item 0002
C. Conduct	Meets required standards (Paragraph C.8)	5%	5% of Unit Price, Contract Line Item 0002
D. Uniform	Complete and neat (Paragraph C.9)	5%	2% of Unit Price, Contract Line Item 0002
E. SOP	Current copy available, guard knowledgeable of and understands procedures Paragraph C.2.b)	5%	13% of Unit Price, Contract Line Item 0002

7. CONTRACT REQUIREMENT: SPECIAL EVENTS
(INDEFINITE QUANTITY)

A. Quality of Work	Post manned, proper procedures (Paragraph C.15.g)	3%	60% of Unit Price, Contract Line Item 0003
B. Communications	Able to establish within standards (Paragraph C.10)	3%	20% of Unit Price, Contract Line Item 0003
C. Conduct	Meets required standards (Paragraph C.8)	3%	10% of Unit Price, Contract Line Item 0003
D. Uniform	Complete and neat (Paragraph C.9)	3%	5% of Unit Price, Contract Line Item 0003
E. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)	3%	5% of Unit Price, Contract Line Item 0003

*Failure to respond to any alarm sounding within the required standards will result in an overall unsatisfactory rating for alarm monitoring for the month.

ATTACHMENT J-C3

GOVERNMENT FURNISHED FACILITIES

!*****
NOTE TO SPECIFICATION WRITER: List all facilities to be provided, including description, location, square footage, etc. Also list facilities provided for storage of firearms and ammunition, if applicable (see OPNAVINST 5530.13).
*****!

The following facilities will be provided for the Contractor's use during the term of the contract as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

- a. A limited amount of office space, locker space, and sentry booth(s). Sentry booths will not be provided for roving patrols or posts manned less than eight continuous hours. The location and square footage of such spaces are listed below.
- b. The Contractor may use scheduled base mail and messenger service between all areas for correspondence and non-bulk mail related to the performance of the contract.
- c. A limited amount of parking exists for the Contractor's employees and shall be assigned at the Contracting Officer's discretion. Employees shall pay any associated fees or parking fines. Employees shall not use any parking spaces that are clearly marked as reserved for others' use.
- d. Janitorial service in Government furnished facilities (except for sentry booths) will be provided at no cost to the Contractor to include floor cleaning, dusting, emptying of ash trays, and waste disposal. The Contracting Officer will determine the level and frequencies of service. The top of desks, tables, and equipment shall be the Contractor's responsibility to keep clean and orderly.

<u>FACILITY</u>	<u>SPACE</u>
Bldg. #828 (Office and Base Station)	200 SF
Sentry House - Post #1	48 SF
Sentry House - Post #2	48 SF
Sentry House - Post #3	48 SF
Sentry House - Post #4	48 SF

!ETC.!

ATTACHMENT J-C4

GOVERNMENT FURNISHED EQUIPMENT

!*****
NOTE TO THE SPECIFICATION WRITER: Any equipment, including communications equipment, to be provided to the Contractor should be listed here. Be sure to include all pertinent identifying information for each piece of equipment. If equipment to be provided is currently leased by the Government, ensure there are no conflicts in turning over such equipment to other than Government personnel. If communications equipment is provided by the Government, the "Communications" paragraph, Section C should be reworded accordingly. See User's Guide paragraph III.C.6 for further guidance. In general, the Contractor should be required to provide all equipment that will be required to perform the work specified.
*****!

<u>DESCRIPTION</u>	<u>SERIAL NUMBER</u>	<u>QUANTITY</u>	<u>CONDITION</u>
Swintec Typewriter	S5Z312219	1	Good
I.D. Camera	22320	1	Good
Laminator	Model 5000 5608	1	Good
Office Desk	N/A (Bldg. 828)	2	Good
Desk Chair	N/A (Bldg. 828)	2	Good

!ETC.!

ATTACHMENT J-C5

GOVERNMENT FURNISHED MATERIAL

!*****!
NOTE TO SPECIFICATION WRITER: The specification writer must determine and list what materials, if any, will be provided to the Contractor, including forms and reports. Provide descriptive characteristics, including generic names, federal or commercial specifications, and quantities of issue.
*****!

The material listed in this attachment will be furnished to the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>FORM</u>	<u>FORM NUMBER</u>	<u>APPROXIMATE QUANTITY</u>
Incident/Complaint Report	OPNAV 5527/1	As needed
Desk Journal	OPNAV 5527/19	As needed
Authorization to Carry Firearms	OPNAV 5512/12	One for each employee authorized to carry firearms

!ETC.!

ATTACHMENT J-C6

CONTRACTOR FURNISHED ITEMS

!*****

NOTE TO SPECIFICATION WRITER: This attachment lists material and equipment to be provided by the Contractor and, where appropriate, specific standards. The following is an example of such a standard, which is also OPNAV policy for firearms and ammunition specifications when Contractor furnished.

Add other items as necessary, such as cameras, camera flashes, camera tripods, portable patrol clocks and keys, signature cards with limits of authority, laminating machine, edger, corner rounder, signs as required, base/portable/vehicle radios and antennae, boats for patrol of water areas, radar equipment, spotlights, portable public address (PA) systems, parking permits, traffic cones/barriers, "Denver boots", breathalyzer equipment (see OPNAVINST 11200.5 for conditions of use), and approved security containers (see OPNAVINST 5530.13).

*****!

The Contractor shall furnish the following material and equipment, as specified in the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C.

1. Semiautomatic pistols or revolvers with the following minimum specifications:
 - a. Magazine or cylinder capacity; 6 rounds minimum
 - b. Barrel length; 4-inch minimum, 6-inch maximum
 - c. Specific caliber limited to 9mm, .38 special, or .45 automatic

2. Ammunition requirements:
 - a. Minimum is fully loaded weapon with two reloads
 - b. Ball ammunition in caliber for weapon used as specified above

ATTACHMENT J-C7

LIST OF REQUIRED RECORDS AND REPORTS

!*****
NOTE TO SPECIFICATION WRITER: Fill in form and SOP reference numbers below and attach example forms/reports specified by the Government. Number the pages as J-C7-2, J-C7-3, etc. Ensure appropriate paragraph(s) in the SOP are referenced to indicate when reports are to be provided (e.g., within two working days after each security violation) and/or the frequency of submittal (e.g., monthly with payment invoice).
*****!

<u>NAME</u>	<u>FORM NUMBER</u>	<u>SOP REFERENCE</u>
1. Dispatcher (telephone/radio) log		
2. Incident report		
3. Injury report		
4. Traffic accident report (not an investigative report)		
5. Property damage/loss report		
6. Key log		
7. Visitor record		
8. Complaint report		
9. Security violation report		
10. Record of lost/found items		
11. Security Log		
12. Missing, Lost, Stolen, Recovered (MLSR) Report 1		
13. Emergency/Service Request		

¹ For internal use only. Provides information to Command security personnel. This report is not to be confused with official MLSR reports prepared and released by the Command.

ATTACHMENT J-C8

SUMMARY OF PERSONNEL TRAINING REQUIREMENTS

!*****
NOTE TO SPECIFICATION WRITER: The user **must** ensure state training requirements meet the criteria listed below. The user may add training in additional subject areas, but may not eliminate any of the subject areas listed without the prior approval of CNO (N09N1). Specify the minimum number of hours of training required in each subject area; sixteen hours total is recommended for Phase I training. See paragraph III.C.8 of the User's Guide and paragraph C.13.d.
*****!

1. Phase I Training. As specified in paragraph C.13.d, all guard force personnel shall complete the Phase I training requirements (or equivalent) specified in OPNAVINST 5530.14. The following summarizes these requirements and indicates the minimum number of classroom training hours which must be spent in each subject area.

**PHASE I MINIMUM TRAINING STANDARDS FOR CONTRACT GUARDS
(From OPNAVINST 5530.14, Appendix XIII)**

<u>SUBJECTS</u>	<u>MINIMUM HOURS</u>
a. Administrative	!INSERT TIME!
(1) Overview/Orientation	
(2) Security Department Duties and Functions	
(3) Standards of Conduct	
(4) Forms and Reports/Report Writing	
(5) Area Familiarization/On-Job-Training	
b. Physical Security	!INSERT TIME!
(1) Vehicle and Personnel Movement Control	
(2) Threat Levels	
(3) Physical Security Safeguards	
c. Legal Subjects	!INSERT TIME!
(1) Jurisdiction and Authority	
(2) Rules of Evidence	
(3) Search and Seizure	
(4) Apprehension and Arrest	
d. Patrol	!INSERT TIME!
(1) Crime Prevention	
(2) Communications	
(3) Drugs of Abuse Identification, Prevention, and Control	

<u>SUBJECTS</u>	<u>MINIMUM HOURS</u>
e. Unusual Incidents	!INSERT TIME!
(1) Crowd Control	
(2) Terrorism	
(3) Bomb Threats, Wrongful Destruction and Sabotage	
f. Professional Skills	!INSERT TIME!
(1) Use of Force	

2. Phase II Training. The Phase II training requirements of OPNAVINST 5530.14 shall be completed annually by all guard force personnel. The following summarizes these requirements and indicates the minimum number of classroom training hours which must be spent in each subject area.

**PHASE II ANNUAL TRAINING
(From OPNAVINST 5530.14, Appendix XIII)**

<u>SUBJECTS</u>	<u>MINIMUM HOURS</u>
Jurisdiction	1.0
Use of Force	1.0
Search and Seizure	1.0
Reports and Forms	1.0
Crime Prevention Program	0.5
Selective Enforcement	1.0
Public Relations/Citizens Interaction	0.5
Disaster and Emergency Plans	1.0
Local Instructions and Procedures	<u>1.0</u>
	8.0 HOURS

!*****
NOTE TO SPECIFICATION WRITER: Delete the following if armed guards are not required.
*****!

3. Firearms Proficiency Training and Qualifications. All guard force personnel designated and authorized to carry a firearm shall complete initial firearm proficiency training and qualification, semiannual sustainment training, and an annual requalification. Initial training and qualification, and each annual requalification, shall consist of a minimum of 24 hours of classroom/range proficiency training, as prescribed in Tab A to Appendix XIII, OPNAVINST 5530.14.

ATTACHMENT J-C9

DIRECTIVES/REFERENCES

!*****
 NOTE TO SPECIFICATION WRITER: See the "Directives" paragraph, Section C. List all applicable DOD, SECNAV, OPNAV, and other directives, instructions, and regulations here. Include only those that apply to, and are required for, performance under this contract. See SECNAVINST 5215.1, Department of the Navy Directives Issuance System for listing of directives/references. Verify each directive cited is appropriate for the contract and available for bidders' to review at the activity. Add additional directives, including local regulations, as necessary. Indicate those for which compliance is mandatory.
 *****!

The Contractor shall comply with all directives/references listed as mandatory in the performance of this contract. The current, or most recent edition, will be used. Should a mandatory directive/reference be revised, the Contractor shall comply with the requirement of the revision at no additional cost to the Government, unless such changes result in an increase or decrease in contract requirements. Changes of this nature will result in adjustments to the contract price in accordance with the "CHANGES" clause, Section I.

	<u>DIRECTIVE</u>	<u>TITLE</u>	<u>MANDATORY</u>	
			<u>Yes</u>	<u>No</u>
1.	DOD Manual 4160.21-M	Defense Utilization and Disposal Manual		X
2.	DOD INST 5200.12	Conduct of Classified Meetings	X*	
3.	DOD REG 5200.2-R	DOD Personnel Security Program Regulation	X	
4.	DOD MANUAL 5220.22-M	Industrial Security Manual for Safeguarding Classified Material	X	
5.	SECNAVINST 1740.20	Solicitation and Conduct of Personal Commercial Affairs		X
6.	SECNAVINST 5430.92	Assignment of Responsibilities to Counteract Fraud, Waste and Related Improprieties Within the DON	X	
7.	SECNAVINST 5500.4	Missing, Lost, Stolen or Recovered (MLSR) Government Property; Reporting of	X	
8.	SECNAVINST 5500.29	Use of Deadly Force and the Carrying of Firearms by Personnel of the Department of the Navy in Conjunction with Law Enforcement, Security Duties and Personal Protection	X	

	<u>DIRECTIVE</u>	<u>TITLE</u>	MANDATORY	
			<u>Yes</u>	<u>No</u>
9.	SECNAVINST 5500.30	Reporting of Counterintelligence and Criminal Violations to the Secretary of Defense Officials	X	
10.	SECNAVINST 5520.3	Criminal and Security Investigation and Related Activities Within the DON Within the DON	X	
11.	OPNAVINST 1620.1	Guidelines for Handling Dissident and Protest Activities Among Members of the Armed Forces		X
12.	OPNAVINST 3591.1	Small Arms Training and Qualification	X	
13.	OPNAVINST 5510.1	DON Information Security Program Regulation	X	
14.	OPNAVINST 5530.14	Physical Security & Loss Prevention Manual	X	
15.	OPNAVINST 5530.13	DON Physical Security Instruction for Sensitive Conventional Arms, Ammunition and Explosives (AA&E)	X	
16.	OPNAVINST 5540.8	Industrial Security Regulation		X
17.	OPNAVINST 5560.10	Standard Procedures for Registration and Marking of Non-Government Owned Motor Vehicles		X
18.	OPNAVINST 5580.1	Navy Law Enforcement Manual	X	
19.	OPNAVINST 11200.5	Motor Vehicle Traffic Supervision Supervision		X

* Applicable only if the Contractor must have a facility clearance.

ATTACHMENT J-C10

SAFETY REQUIREMENTS AND REPORTS

!*****
NOTE TO SPECIFICATION WRITER: The safety references shown below will normally
be required; add any others needed by your activity. Specify required safety
reports and submission procedures.
*****!

At all times while on site, the Contractor and his employees shall comply with
accepted industry safety standards and applicable safety precautions and
guidelines contained in the publications listed below.

PUBLICATION

TITLE

- | | |
|-------------|--|
| EM 385-1-1 | U.S. Army Corps of Engineers Manual, <i>Safety and Health Requirements</i> . Available from U.S. Naval Publications and Forms Center, 5801 Tabor Avenue, Philadelphia PA 19210. |
| 29 CFR 1910 | Occupational Safety and Health Standards (General Industry). Available from U.S. Department of Labor, OSHA Publications, 200 Constitution Avenue N.W., Room S-1212, Washington DC 20212. Telephone (202)523-6138. Also available from OSHA Regional and Area Offices and from the Superintendent of Documents. |

ATTACHMENT J-E1

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!*****
NOTE TO SPECIFICATION WRITER: This attachment should be included in the specification if random sampling for extrapolated deductions (RSED) will be used as a method of contract surveillance.
*****!

1. The Government reserves the right to start surveillance using Random Sampling with Extrapolated Deductions (RSED) at any time during the contract, to discontinue the use of RSED, and to resume the use of RSED without notice to the contractor. The Government will use the attached tables entitled *Table of Sample Sizes for Normal Sampling Levels* and *Table of Sample Sizes for Minimum Sampling Levels* to determine sample sizes for RSED. The *Table of Sample Sizes for Minimum Sampling Levels* represents the minimum sample sizes the Government will use for extrapolation. The Contracting Officer may increase the size of the samples to that of the *Table of Sample Sizes for Normal Sampling Levels* or greater at his or her discretion.

2. The Maximum Allowable Defect Rate (MADR) is defined as the defect rate above which the Contractor's quality control may be unsatisfactory. The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) whether the MADR was exceeded or not. When a defect rate exceeds the MADR, the Contractor will be notified and appropriate administrative actions will be taken in addition to the payment deductions discussed above. The MADR for each work requirement is shown in the Performance Requirements Summary (PRS) table in Attachment J-C2. Failure to maintain adequate quality control can result in Termination for Default.

3. The following example illustrates the process which will be used to calculate the Contractor's payment deduction when RSED is used for surveillance.

!*****
NOTE TO SPECIFICATION WRITER: The following example must be tailored based on the actual work requirements and weights included in the Performance Requirements Summary Table, Attachment J-C2.
*****!

EXAMPLE PAYMENT DEDUCTION CALCULATION WHEN RSED IS USED

ENTRY/EXIT CONTROL SERVICES

<u>ENTRY/EXIT CONTROL SERVICES</u>	<u>WORK REQUIREMENTS</u>				
	<u>QUALITY OF WORK</u>	<u>COMMUNI- CATIONS</u>	<u>CONDUCT</u>	<u>UNIFORM</u>	<u>SOP</u>
a. Relative Value of Services from PRS	<u>60%</u>	<u>20%</u>	<u>5%</u>	<u>2%</u>	<u>13%</u>
b. Price for Work Requirement (from Schedule of Deductions, Item 1)	<u>\$ 18,768.00</u>	<u>\$ 6,256.00</u>	<u>\$ 1,564.00</u>	<u>\$ 625.60</u>	<u>\$ 4,066.40</u>
c. Population	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>
d. Price per service call (b/c)	<u>\$ 6.00</u>	<u>\$ 2.00</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
e. Number of Services Sampled	<u>203</u>	<u>203</u>	<u>203</u>	<u>203</u>	<u>203</u>
f. Number In Sample Defective	<u>10</u>	<u>12</u>	<u>10</u>	<u>10</u>	<u>10</u>
g. Observed Defect Rate (e/d)	<u>4.93%</u>	<u>5.91%</u>	<u>4.93%</u>	<u>4.93%</u>	<u>4.93%</u>
h. Adjustment Factor *	<u>1.00%</u>	<u>1.09%</u>	<u>1.00%</u>	<u>1.00%</u>	<u>1.00%</u>
i. Deductible Defect Rate (g - h)	<u>3.93%</u>	<u>4.82%</u>	<u>3.93%</u>	<u>3.93%</u>	<u>3.93%</u>
j. Extrapolated Defects (c x i) (round down to whole number)	<u>122</u>	<u>150</u>	<u>122</u>	<u>122</u>	<u>122</u>
k. Defects Observed Outside Sample	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
l. Services Reworked by Contr	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
m. Services Reworked by Government or Others	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
n. Net Services Deducted at Schedule Price (j - l - m)	<u>122</u>	<u>150</u>	<u>122</u>	<u>122</u>	<u>122</u>
o. Extrapolated Deductions (d x n)	<u>\$ 732.00</u>	<u>\$ 300.00</u>	<u>\$ 61.00</u>	<u>\$ 24.40</u>	<u>\$ 158.60</u>
p. Deduct Government Rework Actual Cost at Schedule Price (d x m)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
q. LDs Government Rework (20% x p)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
r. LDs Other Defects [10% x d x (f + k - m)]	<u>\$ 7.80</u>	<u>\$ 2.40</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
s. Other Adjustments ("- " indicates deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
t. Total payment deductions (o + p + q + r + s)	<u>\$ 739.80</u>	<u>\$ 302.40</u>	<u>\$ 61.50</u>	<u>\$ 24.50</u>	<u>\$ 159.90</u>

TOTAL PAYMENT DEDUCTION = \$ 1,288.20

* From the attached *Table of Adjustment Factors for Random Sampling*.

** Calculate in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

POPULATION RANGE - SAMPLE SIZE	POPULATION RANGE - SAMPLE SIZE
33-34..... 30	120-122..... 78
35-36..... 31	123-124..... 79
37..... 32	125-127..... 80
38..... 33	128-129..... 81
39-40..... 34	130-132..... 82
41..... 35	133-134..... 83
42-43..... 36	135-137..... 84
44..... 37	138-140..... 85
45-46..... 38	141-142..... 86
47..... 39	143-145..... 87
48-49..... 40	146-148..... 88
50..... 41	149-151..... 89
51-52..... 42	152-154..... 90
53..... 43	155-157..... 91
54-55..... 44	158-160..... 92
56..... 45	161-163..... 93
57-58..... 46	164-166..... 94
59-60..... 47	167-169..... 95
61..... 48	170-172..... 96
62-63..... 49	173-176..... 97
64-65..... 50	177-179..... 98
66..... 51	180-182..... 99
67-68..... 52	183-186..... 100
69-70..... 54	187-189..... 101
71..... 53	190-193..... 102
72-73..... 55	194-196..... 103
74-75..... 56	197-200..... 104
76-77..... 57	201-204..... 105
78-79..... 58	205-208..... 106
80-81..... 59	209-211..... 107
82-83..... 60	212-215..... 108
84..... 61	216-219..... 109
85-86..... 62	220-224..... 110
87-88..... 63	225-228..... 111
89-90..... 64	229-232..... 112
91-92..... 65	233-236..... 113
93-95..... 66	237-241..... 114
96-97..... 67	242-245..... 115
98-99..... 68	246-250..... 116
100-101..... 69	251-255..... 117
102-103..... 70	256-259..... 118
104-105..... 71	260-264..... 119
106-107..... 72	265-269..... 120
108-110..... 73	270-274..... 121
111-112..... 74	275-280..... 122
113-114..... 75	281-285..... 123
115-117..... 76	286-290..... 124
118-119..... 77	291-296..... 125

POPULATION RANGE - SAMPLE SIZE

297-302	126
303-308	127
309-313	128
314-320	129
321-326	130
327-332	131
333-339	132
340-345	133
346-452	134
353-359	135
360-366	136
367-374	137
375-381	138
382-389	139
390-397	140
398-405	141
406-414	142
415-422	143
423-431	144
432-440	145
441-450	146
451-459	147
460-469	148
470-479	149
480-490	150
491-501	151
502-512	152
513-523	153
524-535	154
536-548	155
549-560	156
561-574	157
575-587	158
588-601	159
602-616	160
617-631	161
632-646	162
647-663	163
664-680	164
681-697	165
698-716	166
717-735	167
736-754	168
755-775	169
776-796	170
797-819	171

POPULATION RANGE - SAMPLE SIZE

820-842	172
843-867	173
868-893	174
894-920	175
921-948	176
949-978	177
979-1009	178
1010-1042	179
1043-1077	180
1078-1114	181
1115-1153	182
1154-1194	183
1195-1238	184
1239-1285	185
1286-1335	186
1336-1388	187
1389-1445	188
1446-1507	189
1508-1573	190
1574-1644	191
1645-1721	192
1722-1805	193
1806-1896	194
1897-1997	195
1998-2107	196
2108-2228	197
2229-2363	198
2364-2514	199
2515-2684	200
2685-2876	201
2877-3094	202
3095-3348	203
3349-3643	204
3644-3990	205
3991-4407	206
4408-4915	207
4916-5549	208
5550-6361	209
6362-7439	210
7440-8940	211
8941-11173	212
11174-14827	213
14828-22020	214
22021-42231	215
42232-465914	216
465914 and above	217

TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS

Sample sizes are for the indicated total contract population over the contract term. Monthly samples are determined by prorating the sample size listed to the individual monthly populations.

POPULATION RANGE - SAMPLE SIZE	POPULATION RANGE - SAMPLE SIZE
135-141..... 120	635-668..... 360
142-148..... 125	669-703..... 370
149-155..... 130	704-740..... 380
156-163..... 135	741-779..... 390
164-170..... 140	780-820..... 400
171-178..... 145	821-864..... 410
179-185..... 150	865-909..... 420
186-193..... 155	910-958..... 430
194-201..... 160	959-1009..... 440
202-209..... 165	1010-1063..... 450
210-217..... 170	1064-1120..... 460
218-225..... 175	1121-1182..... 470
226-233..... 180	1183-1247..... 480
234-242..... 185	1248-1317..... 490
243-251..... 190	1318-1392..... 500
252-259..... 195	1393-1472..... 510
260-269..... 200	1473-1559..... 520
270-278..... 205	1560-1652..... 530
279-287..... 210	1653-1754..... 540
288-296..... 215	1755-1864..... 550
297-306..... 220	1865-1984..... 560
307-316..... 225	1985-2116..... 570
317-326..... 230	2117-2260..... 580
327-336..... 235	2261-2420..... 590
337-346..... 240	2421-2598..... 600
347-357..... 245	2599-2797..... 610
358-378..... 255	2798-3020..... 620
379-389..... 260	3021-3273..... 630
390-401..... 265	3274-3562..... 640
402-412..... 270	3563-3896..... 650
413-436..... 280	3897-4285..... 660
437-449..... 285	4286-4745..... 670
450-461..... 290	4746-5297..... 680
462-474..... 295	5298-5971..... 690
475-487..... 300	5972-6814..... 700
488-501..... 305	6815-7897..... 710
502-514..... 310	7898-9340..... 720
515-528..... 315	9341-11358..... 730
529-542..... 320	11359-14382..... 740
543-557..... 325	14383-19414..... 750
558-587..... 330	19415-29441..... 760
588-602..... 340	29442-59251..... 770
603-618..... 345	59252-4403172..... 780
619-634..... 350	4403173 and above... 781

TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING

FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %	FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %
0.0- 0.25.....	0.25	17.0-18.0.....	1.76
0.25-0.30.....	0.25	18.0-19.0.....	1.80
0.30-0.40.....	0.29	19.0-20.0.....	1.84
0.40-0.50.....	0.32	20.0-21.0.....	1.87
0.50-0.60.....	0.35	21.0-22.0.....	1.90
0.60-0.70.....	0.38	22.0-23.0.....	1.93
0.70-0.80.....	0.41	23.0-24.0.....	1.96
0.80-0.90.....	0.43	24.0-25.0.....	1.99
0.90-1.0.....	0.46	25.0-26.0.....	2.01
1.0- 2.0.....	0.64	26.0-27.0.....	2.04
2.0- 3.0.....	0.78	27.0-28.0.....	2.06
3.0- 4.0.....	0.90	28.0-29.0.....	2.08
4.0- 5.0.....	1.00	29.0-30.0.....	2.10
5.0- 6.0.....	1.09	30.0-31.0.....	2.12
6.0- 7.0.....	1.17	31.0-32.0.....	2.14
7.0- 8.0.....	1.24	32.0-33.0.....	2.16
8.0- 9.0.....	1.31	33.0-34.0.....	2.17
9.0-10.0.....	1.38	34.0-35.0.....	2.19
10.0-11.0.....	1.44	35.0-36.0.....	2.20
11.0-12.0.....	1.49	36.0-37.0.....	2.22
12.0-13.0.....	1.54	37.0-38.0.....	2.23
13.0-14.0.....	1.59	38.0-39.0.....	2.24
14.0-15.0.....	1.64	39.0-40.0.....	2.25
15.0-16.0.....	1.68	40.0-41.0.....	2.26
16.0-17.0.....	1.72	41.0-42.0.....	2.26

ATTACHMENT J-G1

ORDERING OF WORK AND TASK ORDER SAMPLE, DD FORM 1155

1. This Attachment applies only to work under the Indefinite Quantity portion of the contract.

2. Indefinite quantity work will be ordered on a standard DD Form 1155 issued by the Contracting Officer. A sample Delivery Order form (DD Form 1155) is shown on the following page.

!*****
NOTE TO SPECIFICATION WRITER: Identify response times and minimum and maximum quantities that may be ordered on any single DD Form 1155. The ordering information shown below is for illustrative purposes only. Include a blank DD Form 1155 following this page.
*****!

3. The following table establishes time requirements for Contractor response to delivery orders and the minimum and maximum quantities of work permissible per order.

<u>WORK ITEM</u>	<u>RESPONSE TIME</u>	<u>MINIMUM QUANTITY</u>	<u>MAXIMUM QUANTITY</u>
Unscheduled Escort Services	1 hour	4 hours	40 hours
Special Events	*	4 hours	80 hours

* Specific information will be provided with each order.

ATTACHMENT J-G2

SAMPLE INVOICE

!*****
NOTE TO SPECIFICATION WRITER: A sample invoice should be included in this
attachment. The format should simplify verification of the amount billed and
the calculation of payment deductions.
*****!

ATTACHMENT J-M

!*****
NOTE TO SPECIFICATION WRITER: Attachments J-M1 through J-M3 are representative of the many possible questions that may be included as part of the Source Selection Plan for negotiated procurements. These questions may not apply to every source selection and must be tailored to meet the unique requirements of each solicitation. It is recommended the questions/criteria be kept as simple as possible. Delete this attachment if sealed bid procedures will be used.
*****!

ATTACHMENT J-M1

OFFEROR'S EXPERIENCE FORM

1. List below your experience, either as a contractor or subcontractor (identify which), with management of military family housing maintenance services.

Contract Title and Number _____

Location _____ Dollar Amount \$ _____

Points of Contact _____

CONTRACTING OFFICER

PROGRAM (TECHNICAL) MANAGER

Name _____ Name _____

Title _____ Title _____

Phone _____ Phone _____

Briefly describe your experience/success in relation to the following:

1. Quality of Service

2. Timeliness of Performance

3. Business Relations

4. Customer Satisfaction

5. Receipt of Widely Recognized Awards

(Use additional pages if required and attach to this form.)

Contract Title and Number_____

Location_____ Dollar Amount \$_____

Points of Contact_____

CONTRACTING OFFICER

PROGRAM (TECHNICAL) MANAGER

Name_____ Name_____

Title_____ Title_____

Phone_____ Phone_____

Briefly describe your experience/success in relation to the following:

1. Quality of Service

2. Timeliness of Performance

3. Business Relations

4. Customer Satisfaction

5. Receipt of Widely Recognized Awards

(Use additional pages if required and attach to this form.)

2. List corporate-level employees to be involved in this contract who had experience on the above contracts. For each, discuss their involvement and the benefits they will contribute in the performance of this contract.

(Use additional pages if required and attach to this form.)

3. Specifically demonstrate experience in the following areas:

a. Entry/Exit Control

b. Roving Patrol Services

c. Courier Services

d. Escort Services

e. Combination fixed-price recurring and indefinite quantity work

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M2

**GUARD SERVICES
METHODS AND UNDERSTANDING FORM**

1. Provide the proposed staffing, in FTEs, for each of the services shown below; explain the rationale used to determine the number of FTEs. Be specific on the work you plan to subcontract and include the FTE effort of the subcontractor. Describe the qualifications and skills employees will possess.

a. Entry/Exit Control

b. Roving Patrol

c. Courier Services

d. Scheduled Escort Services

(Use additional pages if required and attach to this form.)

e. Miscellaneous Services

f. Unscheduled Escort Services

g. Special Events

!ADD ADDITIONAL CONTRACT REQUIREMENTS AS NEEDED!

(Use additional pages if required and attach to this form.)

2. Provide the types and quantities of tools, supplies and equipment that will be used to support contract requirements.

3. Provide the rationale to support the overhead personnel included in the fixed-price portion of this contract as shown in the supplemental pricing information, Section B. Indicate the types and quantities of supplies and equipment planned to support this effort.

(Use additional pages if required and attach to this form.)

4. Describe your plan for handling indefinite quantity delivery orders, from receipt to completion of job; assume an uneven work load. Describe the proposed staffing (in FTEs) and explain the rationale used to establish the number of FTEs.

5. Describe your plan to ensure continuity of services at contract start.

(Use additional pages if required and attach to this form.)

6. Describe your Quality Control plan and the methods used to inspect the services performed.

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M3

OFFEROR'S RESOURCES FORM

!*****
NOTE TO SPECIFICATION WRITER: Depending on the dollar value of the contract,
you may want to request an annual report from publicly held companies. Audited
financial statement (i.e., balance sheet, profit and loss statement) can provide
valuable information as well; at least one year, but not more than three, may be
requested.
*****!

1. CORPORATE FINANCIAL RESOURCES. List the corporate financial resources
available to support the requirements of this contract. Provide balance
sheet(s), profit and loss statement(s), and annual report(s) for the last
!INSERT YEAR, TWO YEARS, OR THREE YEARS!

BANKS/FINANCIAL INSTITUTIONS

ASSETS

2. KEY PERSONNEL (ON-SITE). Attach job/position descriptions for each person
shown below.

NAME	TITLE	QUALIFICATIONS
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(Use additional pages if required and attach to this form).

3. Describe your method to ensure subcontractor involved in the performance of work for this contract have the necessary qualifications and resources.

4. FIELD ORGANIZATION. Provide an organizational chart showing lines of authority, subfunctions, and any subcontractor interfaces.

(Use additional pages if required and attach to this form.)

END OF SECTION J

J-M3-3

QUALITY ASSURANCE GUIDE
FOR
GUARD SERVICES

QUALITY ASSURANCE GUIDE
GUARD SERVICES

TABLE OF CONTENTS

	<u>Page</u>
I. INTRODUCTION.....	QA-1
A. Overview.....	QA-1
B. QAE Training.....	QA-1
C. QAE Staffing.....	QA-1
II. QUALITY ASSURANCE PLAN DEVELOPMENT.....	QA-2
A. Functional Considerations.....	QA-2
B. Selection of Methods of Surveillance.....	QA-3
C. Performance Requirements Summary.....	QA-4
D. Concept of Substantially Complete.....	QA-4
III. SAMPLE QUALITY ASSURANCE PLANS.....	QA-5
#1 Entry/Exit Control Services.....	QA-7
#2 Roving Patrol Services.....	QA-12
#3 Courier Services.....	QA-17
#4 Scheduled Escort Services.....	QA-21
#5 Miscellaneous Services.....	QA-26
#6 Administrative Requirements.....	QA-32
#7 Indefinite Quantity Work.....	QA-35
IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION.....	QA-39
A. Monthly Payment Deduction Form.....	QA-39
B. Analysis of Results.....	QA-39
C. Contract Discrepancy Report.....	QA-39
V. CONTRACTOR SUBMISSIONS.....	QA-39

QUALITY ASSURANCE GUIDE
GUARD SERVICES

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this, the Government (in this case, the naval shore activity contracting for guard services) must develop and implement a system that will ensure the quantity and quality of the goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to NAVFAC MO-327, *Facility Support Contract Quality Management Manual* for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring guard services and provides sample QA Plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

1. The Introduction presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. QA Plan Development discusses special considerations that affect the way in which guard services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The sample QA plans include numerical examples, suggested Evaluation Work Sheets, and sample Monthly Payment Deduction Forms for each service included in this GPWS. The payment deduction forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate deductions from the Contractor's invoice. The sample plans provided must be tailored by the user to conform with the tailored PWS.

4. Contractor's Overall Performance discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

5. Contractor Submissions provides a sample checklist of required submittals the Contractor must provide at specific times during the contract.

B. QAE Training. Personnel tasked with monitoring the Contractor's performance must be experienced and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program. NAVFAC P-68, *Contracting Manual*, requires all individuals assigned QAE duties to attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) within six months of their assignment, or have equivalent training as determined by the Contracting Officer. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course, and in the meantime, should develop a local training program. The EFD (Code 16) should be contacted for QAE training scheduling or assistance.

C. QAE Staffing. Obviously, the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, QAE staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, the user should perform a staffing analysis to determine

the required QAE staffing, then if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete each of the inspections required (sample size or quantity of work) by each plan, including travel time requirements, time required to prepare monthly reports and perform other administrative duties, time to perform any nonsurveillance duties (e.g., training, safety meetings, preparing contract modifications, making award fee determinations, etc.), etc. NAVFAC EFDs have experience in conducting staffing analyses and may be contacted for assistance.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Ideally, QA plan development should be accomplished concurrently with development of the PWS, and viewed as a single process. The two are closely interrelated since one (the PWS) defines required work outputs and quality standards while the other defines how work outputs will be observed and measured. Many of the inspection problems which tend to turn up after contract award can be avoided by careful up-front coordination between the specification and QA plan writers. Chapters 4 and 6 of NAVFAC MO-327 discuss methods of surveillance, inspection documentation, development of QAE schedules, and other issues related to the development of QA plans. The following discussion provides information relating specifically to surveillance of guard services.

A. Functional Considerations. Guard services contract monitoring poses several unique requirements for the QAE. The following considerations are offered for the user's information.

1. Availability of QAEs. Unless the scope of the guard services contract is very small, comprising only one daytime shift, it is unlikely a single QAE will be able to adequately monitor Contractor performance. The activity must be prepared to commit sufficient personnel to quality assurance if the base is large or if posts are manned 24 hours a day, 365 days a year. Posts must be inspected during the middle of the night and on weekends and holidays, particularly if random sampling is used as a method of surveillance. A Duty Officer's complaint (e.g., the guard was sleeping or out of uniform) may be insufficient to support contractual actions without a trained QAE's verification. However, Duty Officers, security personnel, and other individuals may be designated as QAEs if properly trained and appointed. The user should contact the activity's geographical EFD concerning requirements and the availability of training for such personnel.

2. Accessibility of Guards. Guard services is somewhat unique in that roving patrols are performed in different directions and pass checkpoints at differing times to prevent the establishment of a known pattern. "Watchclocks" at certain locations or logbooks that must be dated (with the time) and signed are possible means of determining when the patrol was accomplished and whether the guard completed the route. However, if the guard cannot be observed directly, as may be the case if on an extended perimeter patrol, it will be necessary to give the Contractor the benefit of the doubt and mark some unobserved work requirements as satisfactory.

3. Customer Complaints. Many of the customer complaints received on a guard services contract will be of a personal nature (e.g., "the guard was rude", "my visitor was unnecessarily delayed at the entrance gate", "it took 20 minutes for the building to open so my people could work", etc). Complaints of this nature are difficult, if not impossible to validate, but should still be recorded and reviewed to determine if there is a trend or pattern of complaints concerning specific posts, individual guards, etc. If complaints of this type

are common, the FSCM may designate one or more individuals to interface with the Contractor guards incognito.

4. Reporting Discrepancies. Immediate Contractor notification of discrepancies is not always feasible, and when feasible, may severely limit the QAE's available time. Certain discrepancies must be passed on to the Contractor at any time if they affect the security of the activity. This would include unmanned posts, unlocked buildings at night, insufficient manpower to process visitors quickly, etc. A recommended approach is for the QAE to inform the Contractor only of those items which require corrective action now, then to follow-up with a reinspection of that item, if appropriate. All other routine items should be brought to the Contractor's attention at the end of the work day by providing copies of Evaluation Work Sheets.

5. Rework. Generally, the Government retains the option of requiring service Contractors to rework and/or perform all work that has been identified as unsatisfactory and/or not performed. However, for guard services, rarely will the Contractor be able to rework or comply with the work requirements after the scheduled time. An example would be a roving patrol that should have been accomplished last night but was not performed. The Contractor cannot physically perform now and meet the requirement for last night. Therefore, the value of the unsatisfactory and/or nonperformed work will almost always be deducted from the Contractor's payment invoice. Ten percent and 20% are the factors used to calculate liquidated damages for Contractor and in-house work forces respectively in this QA Guide.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance available and the factors which influence which method(s) should be selected for use. The factors influencing the selection of a method of surveillance for a given service include the number (population) of items to be inspected; the importance, characteristics, and location of the service; and the availability of QAE resources. Specific factors which influence the selection of evaluation methods for guard services are discussed below for each method of surveillance.

1. One Hundred Percent Inspection. One hundred percent inspection is generally used for those services which are considered very important, those which have relatively small monthly populations, and those included in the indefinite quantity portion of the contract. This method of surveillance is recommended for the inspection of response to alarms and other critical services, as well as indefinite quantity work (unscheduled escort services and special events).

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Also, if appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. Details on the use of random sampling for extrapolated deductions (RSED) may be found in NAVFAC MO-327. Random sampling should be considered for the inspection of entry/exit control, roving patrol, and scheduled escort services if adequate QAE resources will be available to observe those posts randomly selected for inspection after regular working hours and on weekends/holidays. Random sampling is considered

appropriate because of the high frequency of work performed and large population served in the typical guard services contract. However, if the contract scope is very small, such as a single post, the monthly population of services may be too low to make random sampling feasible.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for evaluating the Contractor's performance. Samples are selected based on a subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical. Planned sampling is recommended for the inspection of courier services, miscellaneous services and administrative requirements.

4. Validated Customer Complaints. Validated of customer complaints is recommended as a supportive method of surveillance for certain services since it is the customer who is closest to the end product. Properly trained, certain customers (e.g., bank, credit union, or commissary managers) can provide quick response to unsatisfactory or nonperformed work. They can serve as the remote eyes of the QAE, provided they are made aware of the contract terms and a clear means of reporting discrepancies is established. Certain customers (such as those mentioned above) deserve special training to become familiar with procedures and contract requirements. Other customers may simply be provided a copy of the specification.

5. Unscheduled Inspections. An unscheduled inspection is what the name implies. Since it does not provide any measure of the Contractor's performance, it should only be used to support other methods of surveillance and should never be used as a primary method.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS table will be used primarily by the Contracting Officer in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. A sample PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-C2. Of course this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 and the NAVFAC FOCAS User Manual provide guidance on the development of PRS tables and calculation of payment deductions, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement. The MADR selected for any particular work requirement should reflect that requirement's importance. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-C2; however, these must be tailored by the user.

2. Criteria for the selection of methods of surveillance is discussed in paragraph II.B of this QA Guide. The methods of surveillance suggested should be carefully reviewed by the user, and actual methods chosen only after careful consideration of the importance of the service, the size of the population (number of occurrences), and other appropriate factors.

3. In the "WEIGHT" column, the price of each work requirement is specified as a percentage of the price of the contract requirement with which it is associated. Careful consideration must be given to objectively assigning these percentages since they will be used in making payment deductions. One method which may be used is to calculate the cost of each work requirement using Engineered Performance Standards (EPS) and then use these costs to determine the percentage to be assigned to each work requirement. Values for timeliness work requirements will be the most difficult to determine since they are by nature subjective. The percentages suggested in Attachment J-C2 should be carefully reviewed and tailored by the user.

D. Concept of Substantially Complete. Substantial completeness is a key concept in surveillance of guard services work. Unfortunately, this concept is difficult to explain in such a way as to achieve consistent application, since it is based on subjective judgment.

1. Definition. Substantially complete performance exists when there has been no willful departure from the terms of the contract and no omission of essential work. The Contractor has honestly and faithfully tried to perform the required work, and the only variance consists of minor omissions or defects. In general, work is substantially complete when 90%-95%-99% of the total work requirement is satisfactorily completed. The percentage selected is dependent upon the type of work performed, so keep in mind this is a subjective judgment and there are no clear guidelines established.

2. General Criteria. The QAE should ask a series of questions when assessing the Contractor's work performance. A negative answer, or in some cases multiple negative answers, may result in rejection of the performed work. Questions that should be asked include:

a. Can the guard function as intended? A guard may not function as intended due to a single work requirement deficiency or combination of deficiencies. An example of this is failure of the guard assigned to monitor alarm systems to establish communications. The guard may be at the post and properly monitoring the alarm systems, but cannot advise his/her supervisor or base station should an alarm sound. The work omission in this case is of major importance since, for all practical purposes, the guard may as well not be at the post. This omission would result in alarm monitoring services and all associated work requirements as being classified as unsatisfactory for this inspection.

b. Are there major work omissions? A guard may still function as intended and at the same time have a major work omission. A major work omission would be a single omission or unsatisfactorily performed item that would cause a single work requirement to be classified as unsatisfactory, but does not affect the performance of other requirements. Carrying the communications example further, let's assume that a gate guard has failed to establish communications. If the guard is otherwise properly equipped and at his/her post performing duties in accordance with the SOP, only the communications work requirement would be classified as unsatisfactory for this inspection.

c. Are there minor work omissions? A minor work omission by itself does not have the same impact as a major omission. Using the example above, let's assume communications were established, but proper radio procedures were not used. This condition would not have a major impact on the guard's ability

to establish contact with others, and would not, by itself, cause the communications work requirement to be classified as unsatisfactory. However, it would still be noted on the QAE's Evaluation Work Sheet in case it becomes a recurring problem.

d. Are there recurring omissions? A single work omission (minor or major) may be the result of an occasional oversight on the Contractor's employees' part and is to be expected from time to time. A recurring omission, on the other hand, is a sign of poor Contractor quality control and some action is required to correct the problem.

3. Application. In this GPWS, each contract requirement (i.e., entry/exit control, roving patrol, etc.) is divided into work requirements (i.e., communications, uniform, etc.). The substantially complete concept will be used to determine the Contractor's performance of each work requirement as either satisfactory or unsatisfactory. For example, the work requirement uniform has the standards whistle, weapon, clean and neat shirt and trousers, cap, etc. The QAE must observe each of these standards and determine if the overall work requirement (uniform) is substantially complete or not. If the work requirement is judged substantially incomplete and graded unsatisfactory, a payment deduction will be made for the entire work requirement, even though some of the standards may have been judged satisfactory.

III. SAMPLE QUALITY ASSURANCE PLANS. There are seven sample QA plans provided in the Guard Services GPWS. They are:

- QA Plan #1 - Entry/Exit Control Services
- QA Plan #2 - Roving Patrol Services
- QA Plan #3 - Courier Services
- QA Plan #4 - Scheduled Escort Services
- QA Plan #5 - Miscellaneous Services
- QA Plan #6 - Administrative Requirements
- QA Plan #7 - Indefinite Quantity Work

A. Of course, each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS table, and changes in methods of surveillance, evaluation work sheets, etc.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain samples of all evaluation work sheets, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment deduction calculations in the sample QA plans are based on manual methods. The user should be aware that computerized methods of performing these functions have been developed which greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. Typically, these computer programs will determine the sample size required for a given population of services to be randomly sampled, select the appropriate number of random numbers within a given range, summarize inspection results and perform associated payment calculations, perform random sampling confidence calculations, etc. Interested users should contact their geographical EFD for copies of this and other programs which may be available.

QUALITY ASSURANCE PLAN #1
ENTRY/EXIT CONTROL SERVICES

1. Contract Requirement. Entry/Exit Control Services.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Quality of Work	Post manned, proper procedures (Paragraphs C.15.a and C.15.b)
b. Communications	Able to establish within standards (Paragraph C.10)
c. Conduct	Meets required standards (Paragraph C.8)
d. Uniform	Complete and neat (Paragraph C.9)
e. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

a. Quality of Work	1%
b. Communications	1%
c. Conduct	1%
d. Uniform	1%
e. SOP	1%

4. Quantity of Work. The quantity of work will be based on the number of thirty-minute periods in which entry/exit control services are provided during the month. The quantity will vary from month to month based on the actual number of working days. To determine the number of periods for any given month, multiply the number of periods per day (hours per day times 2) times the number of working days per month for each post, then sum these numbers. The following example is based on providing services at four posts during a month in which there are 30 calendar days.

<u>POST #</u>	<u>LOCATION</u>	<u>HOURS PER DAY</u>	<u>WORKING DAYS PER MONTH</u>	<u>PERIODS PER MONTH</u>
1	Main Gate	24	30	1440
2*	South Gate	12(0600-1800)	19	456
3	East Gate	18(0600-2400)	30	1080
4*	West Gate	4(0600-0800 & 1600-1800)	19	152

TOTAL QUANTITY OF WORK = 3128

* Gates are not opened on weekends and holidays.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the defect rate (DR) for quality of work is less than or equal to the MADR during any given month. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. Obtain the sample size for the evaluation period based on the current level of surveillance and the quantity of work. For example, sample sizes for the quantity of work in paragraph 4 above (3128 periods) would be:

Normal Level of Surveillance: 203
Minimum Level of Surveillance: 65 *

* 3128 periods per month x 12 months per year = 37536 periods for a 12-month contract term. Sample size from table is 770; sample size for evaluation period is $770 \div 12 = 65$.

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 203 random numbers between 1 and 3128 will be chosen using a random number table or other method. To determine the specific 30-minute period to which the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each 30-minute period in the evaluation period. As the time, date, and location of each period is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. The QAE will visit posts during selected periods and evaluate the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of EVALUATION WORK SHEETS will be provided to the Contractor at the end of each working day. If possible, the post should initially be monitored at a distance, before the QAE's presence is known by the guard. After observing the guard's performance in this manner, inspect the guard post itself. Check the general appearance of the post; whether the guard is properly equipped with weapon, communications equipment, etc.; whether the guard's uniform and personal appearance are neat and complete; whether a current copy of the SOP is available and the guard is aware of its requirements; and whether communications have been established with the base station or supervisor, as appropriate.

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form. Many will be difficult or impossible to validate, but should still be recorded and reviewed to determine trends or patterns of complaints concerning specific patrols, individual guards, etc. Only complaints validated by the QAE are subject to payment deductions. (NOTE: This does not apply if using RSED procedures.)

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to posts of particular importance, such as those where problems have been noted in the past or for which complaints have been received. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

c. Rework. Rework will not normally be allowed and is not practical for most entry/exit control services.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR = $\frac{\text{Number of Periods Defective}}{\text{Number of Periods Sampled}}$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

MONTHLY PAYMENT DEDUCTION FORM - ENTRY/EXIT CONTROL SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	QUALITY OF WORK	COMMUNI- CATIONS	CONDUCT	UNIFORM	SOP
A. Weight from PRS Table	<u>60%</u>	<u>20%</u>	<u>5%</u>	<u>2%</u>	<u>13%</u>
B. Cost of Services (Schedule of Deductions Item 1 x A ÷ 100)	<u>\$ 18,768.00</u>	<u>\$ 6,256.00</u>	<u>\$ 1,564.00</u>	<u>\$ 625.60</u>	<u>\$ 4,066.40</u>
C. Number of Periods	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>	<u>3,128</u>
D. Cost per Period (B ÷ C)	<u>\$ 6.00</u>	<u>\$ 2.00</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
E. Number of Periods Sampled	<u>203</u>	<u>203</u>	<u>203</u>	<u>203</u>	<u>203</u>
F. Number of Periods Defective	<u>10</u>	<u>12</u>	<u>10</u>	<u>10</u>	<u>10</u>
G. ODR (F ÷ E x 100)	<u>4.93%</u>	<u>5.91%</u>	<u>4.93%</u>	<u>4.93%</u>	<u>4.93%</u>
H. Adjustment Factor (from table)	<u>1.00%</u>	<u>1.09%</u>	<u>1.00%</u>	<u>1.00%</u>	<u>1.00%</u>
I. Defect Rate (G - H)	<u>3.93%</u>	<u>4.82%</u>	<u>3.93%</u>	<u>3.93%</u>	<u>3.93%</u>
J. Extrapolated Defects (C x I) (round down to whole number)	<u>122</u>	<u>150</u>	<u>122</u>	<u>122</u>	<u>122</u>
K. Defects Outside Sample	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
L. Periods Reworked by Contractor	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
M. Periods Reworked by Govt/Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
N. Net Services Deducted at Schedule Price (J - L - M)	<u>122</u>	<u>150</u>	<u>122</u>	<u>122</u>	<u>122</u>
O. Extrapolated Deductions (D x N)	<u>\$ 732.00</u>	<u>\$ 300.00</u>	<u>\$ 61.00</u>	<u>\$ 24.40</u>	<u>\$ 158.60</u>
P. Deduct Government Rework Actual Cost or at Schedule Price (D x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. LDs Government Rework (P x .2)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. LDs Other Defects [(F + K - M) x D x .1]	<u>\$ 7.80</u>	<u>\$ 2.40</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
S. Other Adjustments ("-" indicates deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
T. Total Deductions (O + P + Q + R + S)	<u>\$ 739.80</u>	<u>\$ 302.40</u>	<u>\$ 61.50</u>	<u>\$ 24.60</u>	<u>\$ 159.90</u>
TOTAL PAYMENT DEDUCTIONS				=	<u>\$ 589.75</u>

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
ROVING PATROL SERVICES

1. Contract Requirement. Roving Patrol Services.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Quality of Work	Route followed, proper procedures (Paragraph C.15.c)
b. Communications	Able to establish within standards (Paragraph C.10)
c. Conduct	Meets required standards (Paragraph C.8)
d. Uniform	Complete and neat (Paragraph C.9)
e. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

a. Quality of Work	1%
b. Communications	1%
c. Conduct	1%
d. Uniform	1%
e. SOP	1%

4. Quantity of Work. The quantity of work will be based on the number of thirty-minute periods in which roving patrol services are provided during the month. The quantity will vary from month to month based on the actual number of working days. To determine the number of periods for any given month, multiply the number of periods per day (hours per day times 2) times the number of working days per month for each post, then sum these numbers. The following example is based on providing services at five posts during a month in which there are 30 calendar days.

<u>POST #</u>	<u>LOCATION</u>	<u>HOURS PER DAY</u>	<u>WORKING DAYS PER MONTH</u>	<u>PERIODS PER MONTH</u>
5	Perimeter	24	30	1440
6	Fuel Area	24	30	1440
7	Bldg/Equip Checks	6	30	360
8	Flags	2	30	120
9*	Traffic Control	10	19	<u>380</u>

TOTAL QUANTITY OF WORK = 3740

* Traffic control required during working days only.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality of work is less than or equal to the MADR during any given month. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. Obtain the sample size for the evaluation period based on the current level of surveillance and the quantity of work. For example, sample sizes for the quantity of work in paragraph 4 above (3740 periods) would be:

Normal Level of Surveillance: 205
Minimum Level of Surveillance: 65 *

* 3740 periods per month x 12 months per year = 44880 periods for a 12-month contract term. Sample size from table is 770; sample size for evaluation period is $770 \div 12 = 65$.

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 205 random numbers between 1 and 3740 will be chosen using a random number table or other method. To determine the specific 30-minute period to which the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each 30-minute period in the evaluation period. As the time, date, and location of each period is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. The QAE will visit and observe (if possible) posts during selected periods and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. If the guard cannot be observed directly, as may be the case if on an extended perimeter patrol, evaluate those work requirements which are possible and assume others are satisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor. If possible, the guard's performance should initially be monitored at a distance, before the QAE's presence is known. This evaluation will include:

GENERAL

- communications established with base station and/or supervisor
- proper uniform and equipment
- personal appearance neat
- guard in possession of and knowledgeable of current SOP

PERIMETER CONTROL

- guard is performing perimeter patrol as required in SOP
- checkpoint logbooks initialed and dated
- vehicle (if required) in good condition and properly equipped

FUEL AREA PATROL

- guard is making rounds as required in the SOP

BUILDING/EQUIPMENT

- guard is making rounds as required in the SOP
- patrol clocks activated

FLAGS

- flags are raised/lowered at proper time

TRAFFIC, PARKING, & PEDESTRIAN CONTROL

- proper procedures being followed as required in the SOP

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form. Many will be difficult or impossible to validate, but should still be recorded and reviewed to determine trends or patterns of complaints concerning specific patrols, individual guards, etc. Only complaints validated by the QAE are subject to payment deductions. (NOTE: This does not apply if using RSED procedures.)

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to those patrols of particular importance, such as patrols around weapons storage areas, or patrols where problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

c. Rework. Rework will not normally be allowed and is not practical for most roving patrol services.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR = $\frac{\text{Number of Periods Defective}}{\text{Number of Periods Sampled}}$

- b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

MONTHLY PAYMENT DEDUCTION FORM - ROVING PATROL SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	QUALITY OF WORK	COMMUNI- CATIONS	CONDUCT	UNIFORM	SOP
A. Weight from PRS Table	<u>60%</u>	<u>20%</u>	<u>5%</u>	<u>2%</u>	<u>13%</u>
B. Cost of Services (Schedule of Deductions Item 2 x A ÷ 100)	<u>\$ 22,440.00</u>	<u>\$ 7,480.00</u>	<u>\$ 1,870.00</u>	<u>\$ 748.00</u>	<u>\$ 4,862.00</u>
C. Number of Periods	<u>3,740</u>	<u>3,740</u>	<u>3,740</u>	<u>3,740</u>	<u>3,740</u>
D. Cost per Period (B ÷ C)	<u>\$ 6.00</u>	<u>\$ 2.00</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
E. Number of Periods Sampled	<u>205</u>	<u>205</u>	<u>205</u>	<u>205</u>	<u>205</u>
F. Number of Periods Defective	<u>15</u>	<u>18</u>	<u>3</u>	<u>5</u>	<u>5</u>
G. ODR (F ÷ E x 100)	<u>7.32%</u>	<u>8.78%</u>	<u>1.46%</u>	<u>2.44%</u>	<u>2.44%</u>
H. Adjustment Factor (from table)	<u>1.24%</u>	<u>1.31%</u>	<u>.64%</u>	<u>.78%</u>	<u>.78%</u>
I. Defect Rate (G - H)	<u>6.08%</u>	<u>7.47%</u>	<u>.82%</u>	<u>1.66%</u>	<u>1.66%</u>
J. Extrapolated Defects (C x I) (round down to whole number)	<u>227</u>	<u>279</u>	<u>30</u>	<u>62</u>	<u>62</u>
K. Defects Outside Sample	<u>0</u>	<u>5</u>	<u>0</u>	<u>4</u>	<u>0</u>
L. Periods Reworked by Contractor	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
M. Periods Reworked by Govt/Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
N. Net Services Deducted at Schedule Price (J - L - M)	<u>227</u>	<u>279</u>	<u>30</u>	<u>62</u>	<u>62</u>
O. Extrapolated Deductions (D x N)	<u>\$ 1,362.00</u>	<u>558.00</u>	<u>\$ 15.00</u>	<u>\$ 12.40</u>	<u>\$ 80.60</u>
P. Deduct Government Rework Actual Cost or at Schedule Price (D x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. LDs Government Rework (P x .2)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. LDs Other Defects [(F + K - M) x D x .1]	<u>\$ 9.00</u>	<u>\$ 4.60</u>	<u>\$.15</u>	<u>\$.18</u>	<u>\$.65</u>
S. Other Adjustments ("-" indicates deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
T. Total Deductions (O + P + Q + R + S)	<u>\$ 1,371.00</u>	<u>\$ 562.60</u>	<u>\$ 15.15</u>	<u>\$ 12.58</u>	<u>\$ 81.25</u>
TOTAL PAYMENT DEDUCTIONS				=	<u>\$ 2,042.58</u>

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
COURIER SERVICES

1. Contract Requirement. Courier Services.

Work Requirements

Standards of Performance

- | | |
|--------------------|---|
| a. Timely Response | As specified in SOP (C.15.d) |
| b. Quality of Work | Communications, equipment, procedures in compliance with SOP (C.15.d) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------|----|
| a. Timely Response | 5% |
| b. Quality of Work | 5% |

4. Quantity of Work. The quantity of work will vary from month to month based on the number of calendar and working days. Simply sum the number of services scheduled during the month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both response and quality of work are less than or equal to their MADRs. If at minimum surveillance the DR for response or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size

- Minimum - 10% of courier services
Normal - 25% of courier services

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will choose the appropriate number of samples based on the level of surveillance which will be used. Samples will be chosen on a rotating basis so that selection will be consistent from period to period, and recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period, the QAE will visit and observe courier services at each of the locations selected and evaluate the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects, actions taken, etc. will be provided, if appropriate. Copies of EVALUATION WORK SHEETS will be provided to the Contractor at the end of each day that inspections are made.

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form. Many will be difficult or impossible to validate, but should still be recorded and reviewed to determine trends or patterns of complaints concerning specific individuals, etc. Only complaints validated by the QAE are subject to payment deductions.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to routes of particular importance, such as those with large amounts of cash being transported. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework will not normally be allowed and is not practical for most courier services.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Sampled Unsatisfactory Services}}{\text{Number of Services Sampled}}$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both response and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for response or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM - COURIER SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	TIMELY SERVICE	QUALITY OF WORK
A. Weight from PRS Table	<u>30%</u>	<u>70%</u>
B. Cost of Services (Schedule of Deductions Item 3 x A + 100)	<u>\$ 600.00</u>	<u>\$ 1,400.00</u>
C. Actual Number of Services	<u>50</u>	<u>50</u>
D. Cost per Service (B ÷ C)	<u>\$ 12.00</u>	<u>\$ 28.00</u>
E. Number of Services Sampled	<u>13</u>	<u>13</u>
F. Number in Sample Defective	<u>2</u>	<u>1</u>
G. Defects Outside Sample	<u>0</u>	<u>0</u>
H. Total Defects (F + G)	<u>2</u>	<u>1</u>
I. Defect Rate (DR) (F ÷ E x 100)	<u>15.4%</u>	<u>7.7%</u>
J. Number of Services Reworked by Contractor	<u>-</u>	<u>0</u>
K. Number of Services Reworked by Government or Others	<u>-</u>	<u>0</u>
L. Net Services Deducted at Schedule Price (H - J - K)	<u>2</u>	<u>1</u>
M. Net Amount to Deduct (D x L)	<u>\$ 24.00</u>	<u>\$ 28.00</u>
N. Deduct Government Rework, Actual Cost or at Schedule Price (D x K)	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs for Government Rework (.2 x N)	<u>\$ 0</u>	<u>\$ 0</u>
P. LDs on All Other Defects [.1 x D x (H - K)]	<u>\$ 2.40</u>	<u>\$ 2.80</u>
Q. Other Adjustments ("- Indicates Deduction)	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (M + N + O + P + Q)	<u>\$ 26.40</u>	<u>\$ 30.80</u>

TOTAL PAYMENT DEDUCTIONS = \$ 57.20

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
SCHEDULED ESCORT SERVICES

1. Contract Requirement. Scheduled Escort Services.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Quality of Work	Proper procedures, as specified in SOP (Paragraph C.15.e)
b. Communications	Able to establish within standards (Paragraph C.10)
c. Conduct	Meets required standards (Paragraph C.8)
d. Uniform	Complete and neat (Paragraph C.9)
e. SOP	Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b)

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

a. Quality of Work	5%
b. Communications	5%
c. Conduct	5%
d. Uniform	5%
e. SOP	5%

4. Quantity of Work. The quantity of work will be based on the number of scheduled escort services provided during the month and will vary based on the actual number of calendar and working days. To arrive at the total quantity for any given month, multiply the periods per time frame times the escorts per period (working days) times the number of working days per month; add to this figure the periods per time frame times the escorts per period (non working days) times the number of non working days per month. The following example is based on a month with 19 working days and 11 non working days.

<u>TIME FRAME</u>	<u>PERIODS/ TIME FRAME</u>	<u>ESCORTS/PERIOD (WORKING DAYS)</u>	<u>WORKING DAYS</u>	<u>ESCORTS/PERIOD (NON WORKING DAYS)</u>	<u>NON WORKING DAYS</u>	<u>TOTAL ESCORTS</u>
0000-0730	15	1	19	1	11	450
0730-0900	3	4	19	1	11	261
0900-1300	8	3	19	1	11	544
1300-1630	7	4	19	1	11	609
1630-0000	15	2	19	1	11	<u>735</u>

TOTAL QUANTITY OF WORK = 2599

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the defect rate (DR) for quality of work is less than or equal to the MADR during any given month. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. Obtain the sample size for the evaluation period based on the current level of surveillance and the quantity of work. For example, sample sizes for the quantity of work in paragraph 4 above (2599 escorts) would be:

Normal Level of Surveillance: 200
Minimum Level of Surveillance: 65 *

* 2599 escorts per month x 12 months per year = 31188 periods for a 12-month contract term. Sample size from table is 770; sample size for evaluation period is $770 \div 12 = 65$.

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 200 random numbers between 1 and 2599 will be chosen using a random number table or other method. To determine the specific 30-minute period to which the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each 30-minute period in the evaluation period. As the time, date, and location of each period is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. The QAE will visit and observe escort services during selected periods and evaluate the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of EVALUATION WORK SHEETS will be provided to the Contractor at the end of each working day. If the escort chosen for evaluation does not happen to be in the actual process of escorting an individual, check the uniform and SOP work requirements only and mark the others as satisfactory.

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form. Many will be difficult or impossible to validate, but should still be recorded and reviewed to determine trends or patterns of complaints concerning specific escorts. Only complaints validated by the QAE are subject to payment deductions. (NOTE: This does not apply if using RSED procedures.)

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to those escorts where problems have been noted in the past or for which complaints have been received. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

c. Rework. Rework will not normally be allowed and is not practical for most escort services.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and

recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR = $\frac{\text{Number of Escorts Defective}}{\text{Number of Escorts Sampled}}$

- b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

- c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

- d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

MONTHLY PAYMENT DEDUCTION FORM - SCHEDULED ESCORT SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	QUALITY OF WORK	COMMUNI- CATIONS	CONDUCT	UNIFORM	SOP
A. Weight from PRS Table	<u>60%</u>	<u>20%</u>	<u>5%</u>	<u>2%</u>	<u>13%</u>
B. Cost of Services (Schedule of Deductions Item 4 x A ÷ 100)	<u>\$ 15,594.00</u>	<u>\$ 5,198.00</u>	<u>\$ 1,299.50</u>	<u>\$ 519.80</u>	<u>\$ 3,378.70</u>
C. Number of Periods	<u>2,599</u>	<u>2,599</u>	<u>2,599</u>	<u>2,599</u>	<u>2,599</u>
D. Cost per Period (B ÷ C)	<u>\$ 6.00</u>	<u>\$ 2.00</u>	<u>\$.50</u>	<u>\$.20</u>	<u>\$ 1.30</u>
E. Number of Periods Sampled	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>
F. Number of Periods Defective	<u>6</u>	<u>8</u>	<u>3</u>	<u>15</u>	<u>12</u>
G. ODR (F ÷ E x 100)	<u>3.00%</u>	<u>4.00%</u>	<u>1.50</u>	<u>7.50%</u>	<u>6.00%</u>
H. Adjustment Factor (from table)	<u>.78%</u>	<u>.90%</u>	<u>.64%</u>	<u>1.24%</u>	<u>1.09%</u>
I. Defect Rate (G - H)	<u>2.22%</u>	<u>3.10%</u>	<u>.86%</u>	<u>6.26%</u>	<u>4.91%</u>
J. Extrapolated Defects (C x I) (round down to whole number)	<u>57</u>	<u>80</u>	<u>22</u>	<u>162</u>	<u>127</u>
K. Defects Outside Sample	<u>2</u>	<u>3</u>	<u>0</u>	<u>6</u>	<u>0</u>
L. Periods Reworked by Contractor	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
M. Periods Reworked by Govt/Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
N. Net Services Deducted at Schedule Price (J - L - M)	<u>57</u>	<u>80</u>	<u>22</u>	<u>162</u>	<u>127</u>
O. Extrapolated Deductions (D x N)	<u>\$ 342.00</u>	<u>160.00</u>	<u>\$ 11.00</u>	<u>\$ 32.40</u>	<u>\$ 165.10</u>
P. Deduct Government Rework Actual Cost or at Schedule Price (D x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. LDs Government Rework (P x .2)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. LDs Other Defects [(F + K - M) x D x .1]	<u>\$ 4.80</u>	<u>\$ 2.20</u>	<u>\$.15</u>	<u>\$.42</u>	<u>\$ 1.56</u>
S. Other Adjustments ("-" indicates deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
T. Total Deductions (O + P + Q + R + S)	<u>\$ 346.80</u>	<u>\$ 162.20</u>	<u>\$ 11.15</u>	<u>\$ 32.82</u>	<u>\$ 166.66</u>
TOTAL PAYMENT DEDUCTIONS				=	<u>\$ 719.63</u>

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
MISCELLANEOUS SERVICES

1. Contract Requirement. Miscellaneous Services.

Work Requirements

Standards of Performance

- | | |
|--------------------------------|--|
| a. Monitoring of Alarm Systems | Systems monitored, communications, response to alarm soundings [Paragraph C.15.f(1)] |
| b. Gate/Building Openings | Openings/closings within specified time standards [Paragraph C.15.f(4)] |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections will be used for all work requirements except response to alarms, which will be inspected 100%.

3. Maximum Allowable Defect Rate (MADR)

a. The MADR for Alarm Monitoring is 2%; however, failure to respond to any alarm sounding within the required standards will result in an overall unsatisfactory rating for the month.

b. The MADR for Gate/Building Opening is 5%.

4. Quantity of Work. The quantity of work will vary from month to month depending on the number of working and non working days, and the number of unscheduled services performed.

a. The quantity of work for alarm response will vary depending on the actual number of alarm soundings received, which has historically averaged one per month. The quantity of work for alarm system monitoring will equal the number of 30-minute periods in which monitoring services are provided during the month. To arrive at the total quantity of work for any given month, multiply the number 30-minute periods per day times the number of calendar days per month for each station. The following example is based on providing services at two stations during a month in which there are 30 calendar days.

<u>STATION</u>	<u>HOURS/DAY</u>	<u>PERIODS/DAY</u>	<u>DAYS/MONTH</u>	<u>SERVICES/MONTH</u>
Bldg 1741	16	32	30	960
Bldg 10	14	28	30	<u>840</u>

TOTAL QUANTITY OF WORK = 1800

b. The quantity of work for unscheduled gate/building opening services will vary depending on the number of requests received, which has historically averaged ten per month. The quantity of work for scheduled services equals the number of openings and closings per day times the number of working or non working days, as appropriate, during the evaluation period. The following example is based on a month with 19 working days and 11 non working days.

	<u># Openings & Closings/Day</u>	<u>Days/Month</u>	<u>Units/Month</u>
Working Days	12	19	228
Non Working Days	2	11	<u>22</u>

TOTAL QUANTITY OF WORK = 250

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for overall performance is less than or equal to the MADR. If at minimum surveillance the DR for overall performance exceeds the MADR, return to normal surveillance.

6. Sample Size

Minimum - 10% of miscellaneous services
Normal - 25% of miscellaneous services

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will choose the appropriate number of samples based on the level of surveillance which will be used. Samples will be chosen on a rotating basis so that selection will be consistent from period to period, and recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period, the QAE will visit and observe miscellaneous services at each of the locations selected and evaluate the standards of performance listed on the attached EVALUATION WORK SHEETS as either satisfactory (S) or unsatisfactory (U). For alarm monitoring services, indicate an overall grade for the service based on the concept of substantially complete. A brief description of any noted defects, actions taken, etc., will be provided, if appropriate. Copies of EVALUATION WORK SHEETS will be provided to the Contractor at the end of each day that inspections are made.

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to those areas where problems have been noted in the past. If response to alarms has been a problem, one unscheduled test of response should be conducted during the month, as discussed in paragraph C.15.f(1).

c. Rework. Rework will not normally be allowed and is not practical for most services.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. Defect rates will be calculated as follows:

(1) Alarm Monitoring

$$\text{DR} = \frac{\text{Number of Sampled Services Unsatisfactory Overall}}{\text{Number of Services Sampled}}$$

(2) Gate/Building Openings

$$\text{DR} = \frac{\text{Number of Sampled Unsat Scheduled and Unscheduled Services}}{\text{Number of Scheduled and Unscheduled Services Sampled}}$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for a service is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for a service is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any service (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR
GATE/BUILDING OPENING/CLOSING SERVICES
QA PLAN #5**

CONTRACT NUMBER: _____

GATE/BUILDING TIME	DATE	OPENED/CLOSED ON TIME		GATE/BUILDING TIME	DATE	OPENED/CLOSED ON TIME	
		SAT	UNSAT			SAT	UNSAT
T O T A L S				T O T A L S			

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM - MISCELLANEOUS SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	ALARM MONITORING	GATE/BUILDING OPEN/CLOSE
A. Weight from PRS Table	<u>75%</u>	<u>25%</u>
B. Cost of Services (Schedule of Deductions Item 5 x A ÷ 100)	<u>\$ 9,000.00</u>	<u>\$ 3,000.00</u>
C. Actual Number of Services	<u>1,800</u>	<u>260</u>
D. Cost per Service (B ÷ C)	<u>\$ 5.00</u>	<u>\$ 11.54</u>
E. Number of Services Sampled	<u>90</u>	<u>26</u>
F. Number in Sample Defective	<u>2</u>	<u>2</u>
G. Defects Outside Sample	<u>0</u>	<u>5</u>
H. Total Defects (F + G)	<u>2</u>	<u>7</u>
I. Defect Rate (DR) (F ÷ E x 100)	<u>2.2%</u>	<u>7.7%</u>
J. Number of Services Reworked by Contractor	<u>0</u>	<u>0</u>
K. Number of Services Reworked by Government or Others	<u>0</u>	<u>0</u>
L. Net Services Deducted at Schedule Price (H - J - K)	<u>2</u>	<u>7</u>
M. Net Amount to Deduct (D x L)	<u>\$ 10.00</u>	<u>\$ 80.78</u>
N. Deduct Government Rework, Actual Cost or at Schedule Price (D x K)	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs for Government Rework (.2 x N)	<u>\$ 0</u>	<u>\$ 0</u>
P. LDs on All Other Defects [.1 x D x (H - K)]	<u>\$ 1.00</u>	<u>\$ 8.08</u>
Q. Other Adjustments ("-" Indicates Deduction)	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (M + N + O + P + Q)	<u>\$ 11.00</u>	<u>\$ 88.86</u>

TOTAL PAYMENT DEDUCTIONS = \$ 99.86

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
ADMINISTRATIVE REQUIREMENTS

1. Contract Requirement. Various administrative requirements required by the contract.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Management (1) Work Control (2) Schedules (3) Records and Reports	Paragraph C.6
b. Supervision/Guardmounts	Paragraph C.7
c. Vehicles	Paragraph C.11
d. Key/Combination Control	Paragraph C.12
e. Personnel Requirements (1) Physical Fitness Program (2) Gun Permits and Bonds (3) Employee Suitability and Qualifications (4) Training	Paragraph C.13
f. Personnel Security Clearance Requirements	Paragraph C.14
g. Contractor QC Program	Section C
h. Employee/Vehicle Passes and Badges	Section C
i. Permits and Licenses	Section C

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections will be used for all work requirements except personnel and personnel security clearance requirements; these will be inspected 100% for each new employee hired by the Contractor.

3. Maximum Allowable Defect Rate (MADR). The MADR for all administrative requirements is zero (0%). The Contractor either is, or is not, in compliance with the specification.

4. Quantity of Work. Not Applicable

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedure. Each work requirement will be evaluated at least once during each month.

8. Evaluation Procedures. The QAE will periodically schedule time throughout the month to inspect each of the administrative requirements listed above in paragraph 1. Most of these inspections will involve review of files, logs, and reports. Some requirements may also be evaluated as unscheduled inspections as

the QAE performs other inspections. Include a brief summary of the items reviewed/checked and note any deficiencies in the remarks column of the EVALUATION WORK SHEET. Particular attention should be paid to work requirements e, f, and i to ensure the Contractor and all employees of the Contractor continue to maintain required licenses, permits, bonds, physical fitness and obtain necessary training and security clearances. Personnel and personnel security clearance requirements will be reviewed for each new Contractor employee assigned to duty during the evaluation period.

9. Analysis. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORKSHEET FOR ADMINISTRATIVE REQUIREMENTS
QA PLAN #6**

CONTRACT NUMBER: _____

DATE	WORK REQUIREMENTS	SAT	UNSAT	REMARKS
	a. Management			
	(1) Work Control			
	(2) Schedules			
	(3) Records and Reports			
	b. Supervision Guardmounts			
	c. Vehicles			
	d. Key/Combination			
	e. Personnel Requirements			
	(1) Physical Fitness Program			
	(2) Gun Permits and Bonds			
	(3) Employee Suitability and Qualifications			
	f. Personnel Security Clearance Requirements			
	g. Contractor's QA Program			
	h. Employee/Vehicle Passes and Badges			
	i. Permits and Licenses			

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
INDEFINITE QUANTITY WORK

1. Contract Requirement. Unscheduled escort services and special events.

Work Requirements

Standards of Performance

- | | |
|--------------------|---|
| a. Quality of Work | Proper procedures as specified in SOP and/or delivery order [Paragraphs C.15.e(2) and C.15.g] |
| b. Communications | Able to establish within standards (Paragraph C.10) |
| c. Conduct | Meets required standards (Paragraph C.8) |
| d. Uniform | Complete and neat (Paragraph C.9) |
| e. SOP | Current copy available, guard knowledgeable of and understands procedures (Paragraph C.2.b) |

2. Primary Method of Surveillance. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR). The MADR for each unscheduled escort services work requirement is 5%. The MADR for each special events work requirement is 3%.

4. Quantity of Work. The quantity of work is the total number of post hours ordered and completed during the month.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will evaluate the Contractor's performance at least once for each delivery order, but a number of inspections may be required to adequately evaluate some delivery orders, particularly those for special events. Evaluate the work requirements listed in paragraph 1 for each post hour inspected as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET, which will be completed for each delivery order. Ensure the number of post hours provided is in accordance with the issued delivery order. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of completed EVALUATION WORK SHEETS will be provided to the Contractor.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to MADRs, and assess the Contractor's overall performance.

- a. Defect rates will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Post Hours Inspected}}{\text{Actual Number of Post Hours Inspected}} \times 100$$

b. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM - UNSCHEDULED ESCORT SERVICES

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD 1 MAY 96 - 31 MAY 96	QUALITY OF WORK	COMMUNI- CATIONS	CONDUCT	UNIFORM	SOP
A. Weight from PRS Table	<u>60%</u>	<u>20%</u>	<u>5%</u>	<u>2%</u>	<u>13%</u>
B. Cost per Post Hour (from Section B)	<u>\$ 12.00</u>	<u>\$ 4.00</u>	<u>\$ 1.00</u>	<u>\$.40</u>	<u>\$ 2.60</u>
C. Number of Post Hours Ordered	<u>44</u>	<u>44</u>	<u>44</u>	<u>44</u>	<u>44</u>
D. Cost of Services (B x C)	<u>\$ 528.00</u>	<u>\$ 176.00</u>	<u>\$ 44.00</u>	<u>\$ 17.60</u>	<u>\$ 114.40</u>
E. Number of Unsatisfactory Post Hours	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>
F. Defect Rate (E ÷ C)	<u>9.1%</u>	<u>9.1%</u>	<u>9.1%</u>	<u>9.1%</u>	<u>9.1%</u>
G. Number of Services Reworked by Contractor	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
H. Number of Services Reworked by Government or Others	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>
I. Net Services Deducted at Schedule Price (E - G - H)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
J. Net Amount to Deduct (B x I)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
K. Deduct Government Rework, Actual Cost or at Schedule Price (B x H)	<u>\$ 48.00</u>	<u>\$ 16.00</u>	<u>\$ 4.00</u>	<u>\$ 1.60</u>	<u>\$ 10.40</u>
L. LDs on Government Rework (.2 x N)	<u>\$ 9.60</u>	<u>\$ 3.20</u>	<u>\$.80</u>	<u>\$.32</u>	<u>\$ 2.08</u>
M. LDs on All Other Defects [.1 x B x (E - H)]	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. Other Adjustments "- " Indicates Deduction	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K + L + M)	<u>\$ 57.60</u>	<u>\$ 19.20</u>	<u>\$ 4.80</u>	<u>\$ 1.92</u>	<u>\$ 12.48</u>

TOTAL PAYMENT DEDUCTIONS = \$ 719.63

AUTHORIZED SIGNATURE/DATE

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 and the NAVFAC FOCAS User Manual provide guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT DEDUCTION FORMS included in each sample QA plan, and includes a sample MONTHLY SUMMARY REPORT.

A. Monthly Payment Deduction Form. These forms are very useful for summarizing the results of each month's inspections and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other formats may be found in NAVFAC MO-327, and as mentioned previously, FOCAS will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary of the Contractor's performance to the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and points out service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, at the end of each month the QAE should complete and forward for the FSCM's approval a MONTHLY SUMMARY REPORT, in a format similar to the sample shown in Table 1. Almost all the information required to complete this summary can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM or EVALUATION WORK SHEET included in the sample QA Plans.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Payment Deductions. The QAE will recommend to the FSCM those payment deductions that should be made at the end of each month. All work documented as not in compliance with contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions plus an administrative cost (liquidated damages) in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E. If the Contractor can perform rework, the appropriate liquidated damages percentage will be used.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions from the completed solicitation package. Required submissions should be listed chronologically by due date. The QAE should use this list to ensure that each submittal is turned in on schedule and is acceptable. A sample Contractor Submissions Work Sheet is included in Table 2.

TABLE 1

SAMPLE

MONTHLY SUMMARY REPORT FOR GUARD SERVICE

Sheet 1 of 2

CONTRACT NUMBER: _____

	QUANTITY COMPLETED	MADR	DR	CDR Y/N	PAYMENT DEDUCTIONS	RATING S/U
QA Plan #1						
ENTRY/EXIT CONTROL SERVICES						
Quality of Work (60%)		1%				
Communications (20%)		1%				
Conduct (5%)		1%				
Uniform (2%)		1%				
SOP (13%)		1%				
QA Plan #2						
ROVING PATROL SERVICES						
Quality of Work (60%)		1%				
Communications (20%)		1%				
Conduct (5%)		1%				
Uniform (2%)		1%				
SOP (13%)		1%				
QA Plan #3						
COURIER SERVICES						
Timely Response (30%)		5%				
Quality of Work (70%)		5%				
QA Plan #4						
SCHEDULED ESCORT SERVICES						
Quality of Work (60%)		5%				
Communications (20%)		5%				
Conduct (5%)		5%				
Uniform (2%)		5%				
SOP (13%)		5%				
QA Plan #5						
MISCELLANEOUS SERVICES						
Monitoring of Alarm Systems (75%)		2%				
Gate/Bldg Openings (25%)		5%				
QA Plan #6						
ADMINISTRATION REQUIREMENTS						
Management		0%				
Supervision/Guardmounts		0%				
Vehicles		0%				
Key/Combination Control		0%				
Personnel Requirements		0%				
Security Requirements		0%				
Contractor's QC Program		0%				
Employee/Vehicle Passes		0%				
Permits and Licenses		0%				

	QUANTITY COMPLETED	MADR	DR	CDR Y/N	PAYMENT DEDUCTIONS	RATING S/U
QA Plan #7						
SPECIAL EVENTS						
Quality of Work (60%)		3%				
Communications (20%)		3%				
Conduct (10%)		3%				
Uniform (5%)		3%				
SOP (5%)		3%				
UNSCHEDULED ESCORT SERVICES						
Quality of Work (60%)		5%				
Communications (20%)		5%				
Conduct (10%)		5%				
Uniform (5%)		5%				
SOP (5%)		5%				

TOTAL PAYMENT DEDUCTIONS = \$ _____

CONTRACTOR'S OVERALL PERFORMANCE FOR THE MONTH:

SATISFACTORY _____ UNSATISFACTORY _____

Submitted By: _____

QAE'S SIGNATURE/DATE

Approved By: _____

FSCM'S SIGNATURE/DATE

TABLE 2
EXAMPLE CONTRACTOR SUBMISSIONS CHECK LIST

CONTRACT NUMBER: _____

Sheet 1 of 2

<u>RECEIVED</u>	<u>WHEN</u>	<u>WHAT</u>	<u>REFERENCE SECTION/PARAGRAPH</u>
_____	If Applicable	Collective Bargaining Agreement	I. _____
_____	With Bid	Bid Guarantee (if required)	I. _____ L. _____
_____	10 days after award	Training Plan	C.13.d(1)
_____	10 days after receiving forms	Performance and Payment Bonds (if required)	I. _____ L. _____
_____	15 days after award	Initial Work Schedule	C.6.b
_____	15 days after award	Certificate of Insurance	C.16.m
_____	15 days after award	Contractor QC Plan	E. _____
_____	15 days after award	Schedule of Deductions	E. _____
_____	3 days prior to start	Gun Permits	C.13.e
_____	Prior to start	Contractor Radio Frequencies	C.10
_____	Prior to start	Contractor's Representative	C.3.d
_____	Prior to start	Receipt for Keys/Combinations	C.12
_____	Prior to start	Physical Examination Certifications	C.13.c
_____	Prior to start	Personnel Bonding	C.13.e
_____	Prior to start	Personnel Security Clearances	C.14
_____	Prior to start	Facility Clearance	C.14.c
_____	Prior to start	Employee/vehicle pass/badge applications	C.16.h
_____	Prior to start	Licenses and Permits	C.16.1
_____	Prior to start	Pre-performance Conference	F. _____

<u>RECEIVED</u>	<u>WHEN</u>	<u>WHAT</u>	<u>REFERENCE SECTION/PARAGRAPH</u>
_____	30 days after work starts	Physical Fitness Program	C.13.a
_____	Monthly	Payment Invoice	G._____
_____	30 days after work starts	Certification of Training of each guard	C.13.d(2)
_____	5 days prior to the schedule period	Monthly Work Schedule	C.6.c
_____	72 hours prior to start of changed period	Changes to Monthly Work Schedule	C.6.c
_____	5 days after termination	Contractor QC Files	C.6.d
_____	5 days after termination	Records and Reports	C.6.d

END OF QUALITY ASSURANCE GUIDE