

Question:

“Security officers are unarmed Contractor employees who conduct security duties at DOE facilities.”

“In cases involving work place violence, provide defensive protection for those involved, as needed, and in accordance with the NTC training program and NETL policy. This may include weaponless self-defense and use of intermediate force weapons.”

Would the Government please advise if there is any specific level of weaponless self-defense training or certification required? In addition to baton and OC spray will intermediate force weapons be employed, I.e. TASER, or other less than lethal devices?

Answer:

Performance Work Statement (PWS) section 4.2 addresses the pre-employment requirement for locality/state certifications. PWS section 4.3 addresses the training officers receive once employed on the contract. PWS section 7.5 outlines the individual equipment provided to each officer. No other intermediate force weapons will be employed other than those listed.

Question:

The computer based training (CBT) modules that are required on the job, will they require additional coverage while employees are completing these?

Answer:

The training identified in Section 4.6 of the PWS is on-the-job training in which no additional coverage (above and beyond) is required. Employees are able to complete this during their normal work hours.

Question:

Have all incumbent guards been trained in Baton, OC & handcuffing or is this a new requirement?

Answer:

All incumbents have been trained. These are not new requirements.

Question:

Is the Basic Security Officer Training (BSOT) taught on site at each location?

Answer:

Yes.

Question:

Who instructs the Basic Security Officer Training (BSOT)? Please advise how many incumbent NTC certified Basic Instructors are on staff at each locations.

Answer:

The requirement is to have a certified instructor. It is up to the offeror to determine whether a certified instructor will be a member of the workforce or brought in as needed.

Question:

PWS Section 2.4.2 indicates NETL provides (via GSA) the training for guards to operate and administer the US Access Credentialing system.

- a. Is the cost for this training (e.g., officers' time, any travel) directly billable to the government?
- b. If not, please indicate how many personnel will need this training, how many hours it involves, and the location of the training so that we can factor the cost into our bid pricing.

Answer:

- a. This is computer based, government-provided, on-the-job training completed during normal business hours; therefore, no travel is required. This shall be part of the firm-fixed price proposal.
- b. The Government expects the Offeror to provide a primary and back-up for the credentialing system. This shall be up to the Offeror to determine how many of the officers will receive the training so there is no lapse in service provided.

Question:

Is the 40 hours of On-the-Job (OJT) training referred to in PWS Section 4.5 the same as the site-specific training?

Answer:

The 40 hours of OJT is for probationary officers and is in addition to other training requirements.

Question:

Does the DOE require the Security Officers to have first aid/CPR training? If so, at what levels?

Answer:

The requirement for Security Officer's is the basic CPR training.

Question:

PWS Section 4.3 indicates that contractor instructors must complete DOE NTC Basic Instructor Training within the first year of assignment and then every 3 years thereafter.

- a. Since the contractor instructors do not have to complete this training before the contract starts, who provides the training referenced in the PWS, DOE O 473.3, and 10 CFR Part 1046? If it is the government, are there established dates and times for this training?
- b. Who provides this Instructor training?
- c. Where is the training located?
- d. How many hours does this training entail?
- e. Can the contractor invoice for the travel, per diem, and wages incurred to have its instructors attend this training?

Answer:

- a. Since the NETL already has an approved TAP, the awardee may utilize this while developing their own. Whomever the Offeror has assigned as a basic instructor will be allowed to provide training until they become certified.
- b. The DOE National Training Center (NTC) provides Instructor training.

- c. DOE's NTC, Albuquerque, NM (Kirtland AFB).
- d. The Basic Instruction Training consists of 40 hours. Information on the program and contacts can be found at <https://ntc.doe.gov/>.
- e. These charges should be included in the firm-fixed price.

Question:

Workload Indicators

Would the Government please provide workload indicators?

Answer :

The Level of Effort is provided in the PWS section 3.0, Required Hours and Posts.

Question:

Post "Patrol"

Would the Government please clarify if these patrols are foot or vehicle patrols?

Answer:

Patrols shall be completed by foot and vehicle. The vehicles are provided by the Government.

Question:

Will the Government please clarify if any of the posts are closed during federal holidays? Is backfill needed during lunch/break periods?

Answer:

Please refer to the chart listed within PWS section 3.0, Required Hours and Posts. Entry control/inspections posts are not manned on federal holidays, however, the control center is still manned and the site is patrolled 24/7. Yes, backfill during lunch/breaks is needed and the Contractor shall determine how those are covered.

Question:

The table provided in PWS section 3.2 lists the hours of operation for the 2nd Entry Control/Inspections post in Morgantown, WV as 0700-1500 Mon-Fri; however, the LOE/Week is listed at 25 hours. The time period from 0700-1500 is an 8 hour shift which, when worked Mon – Fri, would equal 40 hours per week.

Will the Government please clarify the post hours and total LOE/Week for the 2nd entry control/inspections post in Morgantown, WV?

Answer:

Between the hours of 0700-1500, Monday through Friday, the Offeror will determine peak hours, not to exceed 25 hours per week, and man accordingly.

Question:

Section B lists an item (Items 1-3) for each location each contract year. The descriptions for these items specify that they are for SECON Levels 3, 4, and 5. PWS Sections 3.3 and 3.4 list additional hours that are anticipated for each location for SECON levels 1 and 2.

Will the Government please clarify if the additional hours required for SECON levels 1 and 2 should be included in the FFP for each location?

Answer:

No, Offerors should not include the additional hours required for SECON levels 1 and 2 in their firm-fixed price for each location. The additional hours required for SECON levels 1 and 2 shall be included in Item 4. The services in this item shall be billed at the Fixed-Rate set forth in the contract for only the hours incurred with prior authorization.

Question:

PWS Sections 3.3 and 3.4 list additional hours that are anticipated per week for each location for SECON levels 1 and 2.

Will the Government please clarify if these are continual requirements (i.e. required 52 weeks per year) or if they are on an as needed basis? If these hours are on an as needed basis, will the Government please clarify the number of weeks each year it is estimated that the service will be required at each location?

Answer:

PWS Sections 3.3 and 3.4 are as needed for the duration of the SECON level change. Elevation

of the SECON level is based on malicious or terrorist actions and is determined at the highest levels in DOE. These services shall only occur with prior written approval of the Contracting Officer's Representative (COR). There is no estimate of when, or if, it will occur during the contract period of performance.

Question:

"Provide system administration duties germane to the functioning of the US Access Credentialing system to conduct the following roles within the US Access Credentialing system: *Security officer, enrollment officer and activator.*"

Are these 3 positions accounted for in the PWS 3.0 REQUIRED HOURS AND POSTS or are they additional personnel.

If these are additional positions, please state the post hours for each, job description and number of personnel required.

Answer:

Coverage for this requirement is included in control center coverage within the table included in the PWS section 3.0, Required Hours and Posts.

Question:

"The contractor shall provide a minimum \$50,000 surety bond for each employee. Certificates for each employee shall be maintained at each facility and made available to the COR upon request"

The language regarding bonding is different than what is normally used in contractual obligations supported by Performance and Payment bonds (and no bond form has been provided within the RFP). Is it the government's intention that we provide fidelity/crime insurance? Please explain this requirement in more detail.

Answer:

A Fidelity Bond in the amount of \$50,000 per occurrence shall be provided for all contractor employees working under this contract. The PWS is updated accordingly.

Question:

In order to calculate air fare, per diem and the like, how many times per year is the Program Manager required to visit each site location? Is this travel billable or should it be factored into the hourly bill rate?

Answer:

The Offeror is expected to provide their technical approach to manage the contract. This will be evaluated in accordance with Section L&M of solicitation. All travel expenses shall be calculated into the firm-fixed price, no reimbursement or billable rate is permitted.

Question:

Are Offerors to provide a Locksmith for the contract or are these services to be contracted by the Offeror when required? Please clarify if a locksmith is required, the hours and days per week, and at which sites. What is the required response time? Please confirm that the services listed in section 2.5.1 for locksmith services are a cost reimbursable item in performing this contract via Line Item 4?

Answer:

The Offeror is expected to provide their technical approach to manage the contract. This will be evaluated in accordance with Section L&M of solicitation.

A locksmith is required and needed at all sites. The Government has no set hours or days per week for this individual. However, response time depends on the situation and the security level of the area needing secured.

The services listed within the PWS section 2.5.1 are not cost reimbursable and should be included in the firm-fixed price. Line item 4 is for additional officer services, as needed. The PWS has been updated accordingly.

The list of secure areas will be provided at the time of award. Historical data shows that these services are needed an estimated 9 times per year for all three sites.

Question:

“Consumable keying supplies such as cores, key blanks, and cutting supplies shall be purchased by the Contractor maintaining strict adherence to the current NETL key program requirements. It is the Contractor’s responsibility to ensure such supplies are on hand as needed to meet demand and maintain spares.”

There is not a way to accurately calculate this without a history of dealing with this issue. Will the Government please identify manufacturer and models that match NETL requirements and a

list of these items that were used in the last year OR the average annual expenditure for these items.

Answer:

The Government anticipates an annual usage of 350 key blanks and 150 cores across all three sites.

Key blanks used are a combination of types including 6-pin key blanks, C, CE, EF, E, F, and Y11.

Question:

Section L.29(e).2 discusses position qualifications. In accordance with this section all areas marked as TBD are to be filled in by the offeror. In the fill in clauses file uploaded with the solicitation, there are no clauses titled position qualifications.

Will the Government please clarify that this requirement is in reference to H.14, Key Personnel/Program Manager & Site Commanders rather than position qualifications?

Answer :

The Offeror shall populate H.14, Key Personnel/Program Manager & Site Commanders with proposed candidates. In addition, the Position Qualifications being proposed by the Offeror need to be filled in. The fill in clauses attachment has been updated accordingly.

Question:

Is there a requirement for site commanders for each shift?

Answer:

A site commander is not required for each shift. In accordance with H.14, a minimum of one (1) site commander per site is required. The Offeror is expected to provide their technical approach to manage the contract and shall be responsible for quality and performance of all shifts.

Question:

Is there a preferred location for the program manager?

Answer:

No, the Government has no preference on location for the Program Manager.

Question:

Please confirm that all Security Officer positions are considered a Guard II category on the Federal Wage Schedule.

Answer:

Please see I.41 52.222-42 Statement of Equivalent Rates for Federal Hires (May 2014) which identifies the classes of service employees expected to be employed under this contract.

Question:

If the Program Manager is to work full-time on the contract, please indicate where he/she will be given an office.

Answer:

The Government does not require the Program Manager to be onsite. If the proposal accepted has the Program Manager onsite, the NETL does provide limited office space at the sites and community work space for use by onsite Contractor personnel (reference H.5, Use of Government-Owned Equipment/Facilities). The availability of office/work space is subject to change and will be based on current availability for each specific site (i.e. Pittsburgh, PA; Morgantown, WV; & Albany, OR).

Question:

The CBAs for both Morgantown and Pittsburgh have a wage rate for newly hired employees that will increase over a 9 month period until it reaches the guard II rate.

Will the Government please clarify the rate at which the wage rate increases (i.e. \$0.25 per month)?

Answer :

Any wage rate increase(s) will be negotiated between the awardee and the union. The current CBA's are incorporated for your reference.

Question:

Are the union categories the floor or the ceiling?

Answer :

The union categories are the minimum amount a Contractor can pay.

Question:

Please confirm that bidders are allowed to factor wage increases for supervisors and site commanders in their pricing, since they are not covered by the Wage Determination Schedules.

Answer:

Yes.

Question:

“...background check as part of the U.S. Access credentialing process...”

How long does the process take for the U.S. Access credentialing process background investigation?

Answer :

This will depend on DOE Headquarters workload and what they find in the individual checks. The waiting period does not affect working; they will use a local badge until the HSPD-12 process is finalized.

Question:

Are Offerors required to have a DOE clearance?

Answer:

Offerors are not required to have a DOE security clearance. Any employee onsite will be subject to the HPSD-12 badging requirements.

Question:

This RFP does not seem to require personnel clearances; however, it does refer to DOE Order 473.3 in the training section and that document (starting on page 95) spells out requirements for a contractor security force. There are several requirements here that are not mentioned in the RFP, so we are asking for clarification as to whether the following requirements apply to this procurement:

Section 4.a (pg. 102) indicates PF (protective force – unarmed officers) must have a clearance commensurate with the highest level of classified information they may have access to. If there are clearances required, please indicate what level is needed. If none are needed, please confirm that.

Answer :

There are no personnel clearance requirements.

Question:

Who is the incumbent contractor? Can you provide the current contract number? Can we be provided with a copy of the current contract?

Answer:

A redacted version of the contract can be located on the NETL's Reading Room page (<http://www.netl.doe.gov/business/site-support>).

Question:

Can you provide #1 the currently monthly contract amount, #2 annual amount and #3 the total value of all combined options for the current contract?

Answer:

A redacted version of the contract can be located on the NETL's Reading Room page (<http://www.netl.doe.gov/business/site-support>).

Question:

As we are bound by the right of first refusal regarding the hiring of incumbents, will the Government provide seniority lists for current employees so we may accurately calculate vacation and other fringes?

Answer:

In accordance with I.40 52.222-41 Service Contract Labor Standards, paragraph (n) Seniority List, The Contracting Officer shall turn over such list to the successor Contractor at the commencement of the succeeding contract.

Question:

Are the post hours in this RFP different from the current requirement?

Answer:

Substantial changes have been made. It is the Offerors responsibility to read the current solicitation and respond accordingly. A redacted version of the contract can be located on the NETL's Reading Room page (<http://www.netl.doe.gov/business/site-support>).

Question:

“All pages shall be single spaced, using 12 point font, 1” margins, and when printed will fit on size 8 ½” by 11” paper.”

Would the Government please consider allowing 11x17 foldouts so that Offerors can provide items such as organizational charts, staffing plans, transition plans, etc.?

Answer:

The proposer shall use the guidelines as outlined in L.30 Proposal Preparation Instructions – Technical Proposal – Volume II.

Question:

Past Performance Questionnaire

Would the Government accept current (within the last 12 months) CPARS in place of the questionnaire?

Answer:

No, the past performance questionnaires are required. As indicated in L.30 “References other than those identified by the Offeror may be contracted by the Government and used in the evaluation of past performance. The Government may obtain information from federal databases regarding past performance and use that information in its evaluation.”

Question:

Exhibits E, F, and G

Are Offerors to provide Exhibits E, F, and G with their Past Performance proposal or just Exhibit G?

Answer:

Please reference the table in L.30 “Completed By:” column. Exhibit E is not provided back to the Government and Exhibit F is completed and returned directly to the Government by the cited Reference.

Question:

The last paragraph of section L.37 states that the offeror shall include a copy of its policy addressing uncompensated overtime with its proposal.

Will the Government please clarify what volume/file this policy should be included in?

Answer:

If the Offeror anticipates the use of uncompensated overtime, they are required to provide the corporate policy on such. This shall be included with Volume I.

Question:

In accordance with section L.29(e) a word document was included with the solicitation which contains items that are to be completed by the offeror and submitted as file 3 (Fill in of contract clauses). This document includes the section B of the solicitation.

Will the Government please clarify if Section B should be included in both Volumes I and III or Volume III only?

Answer:

Include in both Volume I and III.

Question:

Cover sheets and Cover Pages require additional information to be provided on the first page of the proposal. Please confirm if this “additional information” is to be included within the cover sheet of Volume I, File 1? Is this “additional information” not required and Offerors are to follow the L.29 proposal preparation instructions?

Answer:

Volume I, Offer and Other Documents, shall include an Offer Cover Sheet as defined in L.29(c).

Volume II, Technical Proposal, shall cover pages for File 1 (Technical Discussion); File 2 (Key Personnel Resumes); File 3 (Commitment Letters); & File 4 (Relevant Past Performance) as defined in L.30.

Question #34:

Are Offerors to change the font size and margins of the exhibit to match the solicitation requirements? Or only enter the Exhibit G data in the required font size?

Answer #34:

No. Exhibit G has been updated accordingly.

Question :

Is the information within the Solicitation, Section L.30, File 4 (pages 159 – 160) to be provided with Exhibit G on the additional sheet or are these items to be covered within the two pages per contract designated for Relevant Past Performance Discussions?

Answer:

In addition to Exhibit G, Past Performance Reference Information; the Offeror shall submit relevant past performance information to supplement the information collected in Exhibit G.

Exhibit G, Performance Reference Information Form is limited to the form and one additional sheet. The relevant past performance discussion is limited to 2 pages per contract/project, per entity.

Question:

Should bidders calculate the Morgantown Gross Receipts Tax and Pittsburgh Business Privilege Tax into their hourly rate?

Answer:

Yes, all prices included within the contract are firm-fixed price and shall include applicable federal, state, and/or local taxes. Reference I. 59, FAR 52.229-3 Federal, State, and Local Taxes (FEB 2013)

Question:

Please provide Section K in Word format so that we can complete the forms and include it in the proposal.

Answer:

Section K is already provided in the fill-in contract clauses Microsoft Word document .

Question:

Due to the short time frame in which to respond, given the extent of the information needed to complete the bid, we respectfully request that the proposal due date be extended by 2 weeks, to September 26,2014.

Answer:

With this amendment the proposals are due no later than September 22, 2014 by 4:00 pm eastern time.

Question :

PWS Section 2.1.6 states that the contractor shall replace worn flags when necessary.

Are the replacement flags provided by the Government? If replacement flags are to be provided by the Contractor, will the Government please provide the estimated number replaced each year at each location?

Answer :

Replacement flags will be provided by the Government. In accordance with PWS 2.1.6 it states, "Raise and Lower Government-furnished U.S. and departmental flags."

Question :

Will the Government please clarify if the badging supplies are provided by the Government? If the badging supplies are Contractor provided, will the Government please provide a listing of the necessary items required for each location and the estimated number of badges issued at each location each year.

Answer:

Badging supplies are provided by the Government.

Question:

PWS 2.4.3 indicates the contractor must maintain control of badges, keys, cards, etc. Does DOE have a system already in place at the sites that it expects the contractor to use?

Answer:

Yes, there is currently a system in place for the control of keys, badges, cards, etc, as outlined in our security directives manual which will be provided to the awardee at time of award.

Question:

Is the government providing a computer, software and printer for the Program Manager?

Answer:

As stated in H.9, the Government will provide basic office automation tools to include an office computer connected to the NETL administrative network and loaded with an office software suite; access to enterprise email and calendaring software; access to enterprise applications as required; access to network file and print services; access to Internet services; office telephone and voicemail services; access to convenience copier if the proposed/accepted Program Manager will be onsite.

Question:

PWS Section 6.6 indicates DOE will provide training aids and training versions of duty gear. Does this mean the contractor will not need to price any training equipment in their bid? If not, please indicate which items the contractor is responsible for providing.

Answer:

The Offeror shall not include any training equipment in their proposal.

Question:

PWS Section 6.7 indicates the government will provide body armor. Please confirm the contractor will not need to provide any of the body armor during the life of the contract. If not, please indicate the type and quantity required.

Answer:

Body armor is Government-furnished; therefore, the Contractor will not need to provide any during the life of the contract.

Question:

Please confirm that the government is providing all communications devices, including cell phones for the PM and Site Commanders. If the contractor is required to provide these items, please indicate the brand/model and quantity required.

Answer:

Refer to the Government Property List. In accordance with L.35, all referenced documents can be found on the electronic reading room.

Question:

“At the direction of the COR, assist in the conduct of inquiries related to losses and thefts of Government and personal property, employee misconduct, and other security-related incidents.”

Will these directions be considered a formal investigation requiring specific training or skills and knowledge for the individual performing these requirements?

Answer:

No specific training, skills, or knowledge will be required for assisting with inquiries, only general knowledge of standard operating procedures are necessary. Each incident will be taken on a case by case basis.

Question:

“...security alarms, intrusion detection systems, and other protection devices or equipment...”

Would the Government please advise if there is a specific security alarm system in place i.e. Lenel?

Answer:

No. Description of alarm systems is protected information and is shared on a need to know basis.

Question:

Is the site visit mandatory?

Answer:

Please refer to L.33 DOE-L-1009 Site Visit not Planned.

Question :

Is the government providing locker space for the security personnel or any areas in which to stow equipment? If so, please indicate the location (site) and describe the space.

Answer:

All three sites have a locker area in or near the control center so that each Officer will have their own locker.

Question:

How long will the government allow for a transition period?

Answer:

It is anticipated that an award will be made in December. The contractor is to be effective February 1, 2015. From the time an award is made to the effective date is considered the transition period.

Question:

Are we correct in assuming all 3 sites must be started simultaneously?

Answer:

The contract will have an effective date identified for performance at all three sites. It is expected that the start time will be 12:01 AM local time on the effective date for performance.

Question:

Please list the employee screening DOE would like the contractor to conduct on potential contract employees prior to submitting their SF-85 or SF-86 (per Section H.19).

Answer:

The screen required is within the seven bullets in H.19.

Question:

The RFP, PWS, attached files, and referenced documents do not seem to address drug testing. If the government requires Security Officers to be tested, please list the substances for which they are to be tested, the frequency of the testing, and whether annual random testing is required (and on how many personnel).

Answer:

Drug testing is only required for armed security and those with clearances, neither of which are required on this contract. However, I.46 requires the Contractor to provide a drug-free workplace. It is recommend the Contractor review these requirements for determining their policies related to performance under this contract.

NOTE: A set of questions were received that appear to be based on an outdated version of Title 10 CFR 1046. The new version published in May 2014 has been completely revised. Offerors should only reference the current version of the CFR. An attempt was made to answer the questions that were based on the old version.

Question:

What are the basic training requirements for security officers before being assigned to a post?

Answer:

The basic training requirements for security officers before being assigned to a post (i.e., probationary personnel) are contained in PWS section 4.5. The current version (May 2014) of Title 10 CFR 1046 does not contain requirements for security officer basic training in this area. While the officers are completing this on-the-job training, it is expected they will be learning the minimum requirements of all posts.

Question:

What annual refresher training is required?

Answer:

Annual requirements for training are provided in PWS section 4.0 Training, specifically 4.3, 4.6, and 4.7. The current version (May 2014) of Title 10 CFR 1046 does not contain requirements for security officer annual refresher training other than site-specific. All NETL site-specific training requirements are in 4.3, 4.6, and 4.7. There is no site-specific training over and above the training addressed in PWS section 4.0.

For training requirements in 4.3, there is currently an approved Training Approval Plan (TAP) at NETL that covers all sites and expires July 18, 2017. Job analysis (JA) and mission essential task lists (METLs) as required by 10 CFR 1046 have been completed and are part of the TAP. The current TAP will be provided to the awardee at the time of award, and the awardee will be expected to execute the TAP training schedule. The current year schedule will be posted to the reading room for reference.

The training requirements in 4.6 and 4.7 are provided by NETL, at no cost to the contractor, and are expected to be performed on the job.

Question:

Is the annual training requirement in PWS section 4.6 the same as the annual refresher training mentioned in 10 CFR Part 1046?

Answer:

Title 10 CFR 1046 (May 2014) does not require annual refresher training for security officers (SOs). Annual requirements for training are provided in PWS section 4.0 Training, specifically 4.3, 4.6, and 4.7

Question:

Attachment D contains the personnel qualification requirements and indicates contractor personnel must meet the qualification requirements in DOE O 473.3. However, that document refers to 10 CFR Part 1046, which does not specifically identify the qualification requirements for Security Officers. Please clarify what those requirements are so that bidders can accurately recruit the right people and factor the associated costs into their bids.

Answer:

10 CFR 1046 (May 2014) identifies qualification requirements in Subpart B—Protective Force (PF) Personnel, §1046.11 Essential functions of PF positions, paragraphs (b) and (c).

Question:

Are physical exams required for security officers and if so, what are the physical exam requirements for security officers?

Answer:

The requirement for security officers to pass a physical exam is contained in the RFP Attachment D—Personnel Qualifications. Title 10 CFR 1046 (May 2014) identifies physical exam requirements in Subpart B—Protective Force (PF) Personnel, §1046.13 Medical Certification Standards and Procedures. This section also contains the required frequency for security officers, “After initial certification, each SO must be medically examined and recertified at least every two years.”

Question:

Are DOE physicians available to perform the physical exams and is there a charge to the contractor?

Answer:

The NETL Morgantown, WV, and Pittsburgh, PA, sites have on-site physicians qualified to perform the security officer physicals. The NETL Albany, OR, site does not have an on-site physician, but instead contracts with a local clinic that has a qualified physician. There is no charge to the contractor for these required physicals.

Question:

Are security officers required to pass the physical fitness standard required for security police officers?

Answer:

The physical fitness standard, which in the new 10 CFR 1046 is addressed in §1046.16 SPO physical readiness qualification standards and procedures, does not apply to security officers (SOs).