

Subject:

**IFIB-ACT-SACT-24-15 UNARMED SECURITY GUARD FORCE**

Reference:

**Q&A #1**

Date of

**03 APR 2024**

Issue:

The following questions were raised with respect to subject **IFIB-ACT-SACT-24-15 Unarmed Security Guard Force**. Responses are to provide clarification.

Questions	Responses
1. Is there a union with this contract? If so, can the government provide a copy of the CBA?	1. No, there is not a union with this contract.
2. Is this a new or existing requirement?	2. This is an entirely new NATO requirement.
3. Are guards allowed to relieve each other for lunches and breaks? Or, can they eat at their post?	3. Yes, guards are allowed to relieve each other for lunches and breaks; however, there is still a requirement to have the minimum personnel on the quarterdeck. The quarterdeck does not shut down for lunches or breaks (this applies to all shifts)
4. Is there any required contractor-provided equipment other than the uniform (i.e., flashlight, whistle, PPE, radio, cell phone, vehicle, etc.)?	4. Standard issue uniform items are required. Other items required will be provided. There is no vehicle requirement for this position
5. SOW Section 3.b.8 indicates guards must participate in scheduled security training provided by the SACT HQ Security Office: What is this training?  How frequently is it held?  Can it be completed on the job?  How many hours will it take?	5. This is standard on the job training that will be conducted during the shift for NATO specific security and/or customer service issues that may come up.  Training is held periodically and as needed. If we had to have training on a system upgrade or policy type training the guard force would need to attend. All training would be completed during shift.
6. Other than having one guard per shift be certified in First Aid/AED/CPR (SOW page 17), is any other contractor-provided training required?	6. No. Contractor personnel should be familiar with Lenel ESS as stated in the SOW.
7. SOW Section 3 (page 15) states that all guards must be suitably trained to operate surveillance equipment:  Is this training government or contractor-provided?	7. Contractor personnel should be familiar with Lenel ESS as stated in the SOW, and have basic working knowledge of surveillance systems. This training will be provided by NATO (current military personnel that operate equipment) with COTR oversight.

Can it be done on the job?	This is standard on the job training that will be conducted during the shift for NATO specific security and/or customer service issues that may come up.
How many hours will it take?	HQ SACT expects the training time required to vary by individual, however to be proficient in the systems and be comfortable, should not take more than 7 business days. This training will be conducted during the normal business day and is on the job training.
8. When is the Quality Control Plan due (SOW page 17)?	8. A sample (outline) QCP should be included in the proposal submission, with a final QCP required 30 days post award.
9. RFP Section 12.g states "see Annex A to Statement of Work." However, the Requirements Matrix is titled "Annex B." Can the government confirm that we are to use Annex B for this requirement?	9. Correct. Annex A contains the details of the requirement, however Annex B will be used for grading the proposal.
10. RFP Enclosure 3 states that past performance is a minimum of one. However, the Requirements Matrix (Annex B) states a minimum of two within the last seven years. Please clarify which is correct.	10. A minimum of one contract within the last seven years.
11. SOW Section 8.2.a states guards must be medically fit for duty, which is also in the Requirements Matrix (Annex B). Does the government have any specific requirements or guidelines that contractors must follow to demonstrate this?	11. No. Contractors should ensure that proposed key personnel meet the industry standard qualifications for unarmed security work. Companies will need to specify within the quality control plan how a determination of fit for duty was performed along with the mechanism for ensuring continued compliance.
12. In #8 of the Requirements Matrix (Annex B), it states "contractor proposal contains acceptable sample uniform components." Can the government elaborate on what they deem to be "acceptable" to meet this requirement?	12. Guard uniforms should be easily recognizable, clean and in good repair. Slacks or cargo pants, button up collared shirt with appropriate visible identification and rank (if applicable). Due to the executive level leadership, multiple VIP guests, and high visibility of NATO; all uniform components will be uniform to all guards on duty. Company T-shirts are not acceptable as a primary uniform component and jeans are not allowed. Belts, Hats, Jackets, boots/shoes and other components will be uniform to all guards on duty.
13. SOW Sections 3.e (page 16), 5 (page 16), and 8.3.a (page 17) indicates that a Guard Supervisor/PM is to be available offsite. Page 17 states "available 24/7 to contractor personnel as required" and "contactable" 24/7.	13. The PM does not need to be located near the site in Norfolk, but should be available via phone and email.

<p>Does the PM need to be a contract-dedicated employee located near the site in Norfolk?</p> <p>Does the PM need to be able to come to the site within a certain timeframe? Or, is their immediate availability via phone and email acceptable?</p> <p>Page 17 also states "verify the guard shifts being requested to be filled by the Guard Supervisor." Can the government elaborate on what shifts the PM would be expected to fill?</p>	<p>Immediate availability is required via phone and email.</p> <p>NATO expects that the monthly Guard schedule will be provided by the PM. In the event of changes, those should be coordinated separately within the company and an updated schedule provided by the PM. The primary purpose of the PM is to ensure that the NATO</p> <p>COTR has a single point of contact within the company for information, resolution of any issues, and discussion of technical issues.</p>
<p>14. The Requirements Matrix (Annex B) has a "key personnel criteria" section. Is this referring to only the Guard Supervisor/PM? Or, are the second and third shift supervisors also considered key personnel?</p>	<p>14. Key personnel in this context includes the Guard Supervisor/PM, Shift supervisors and all initially proposed guards on the contract.</p>