

BEFORE AND AFTER for GUARD SERVICES

BEFORE

C.1 OVERVIEW. The Contractor shall provide, operate, manage, and maintain a uniformed protective security force 24 hours a day, 7 days a week, for the physical protection of the United States Department of Commerce (DoC) headquarters. The headquarters site is also known as the Herbert C. Hoover Building (HCHB) in Washington, D.C.

Of major importance within this area of responsibility is the need for highly qualified, highly skilled personnel working within the HCHB, and providing daily deterrent against unauthorized, illegal, or potentially life-threatening activities directed toward DoC employees, visitors, information, programs, property, and the like.

The Contractor shall furnish management, supervisory, administrative, professional, and technically trained personnel, training, uniforms, equipment, materials, and supplies necessary to provide routine and emergency protective and security support services required, including but not limited to, armed security patrols, entrance control, personal escort duties, traffic and parking control, law and order duties, and security and fire safety surveillance. The Contractor shall provide replacement or substitute equipment and staffing to continue full services required at all times.

The Contractor will be responsible for monitoring and responding to the HCHB building security systems, which include interior intrusion detection; entry access control systems; and closed circuit television surveillance systems. The HCHB requires one (1) Special Police Officer (SPO) to monitor the security systems. DoC will conduct tests, inspections, preventative maintenance, and repairs to the security systems and keep all equipment in optimum operating condition.

C.1.1 The Herbert C. Hoover Building (HCHB) , Washington, D.C. The HCHB is located in Washington, D.C. This building takes up an entire city block between the streets of Constitution and Pennsylvania Avenues, 14th and 15th Streets.

The offices of the Secretary, Deputy and the Sub-cabinet are in the HCHB. The office hours are from 0600 to 2000 with peak hours from 0800 to 1700. The building has a high rate of public use. The main lobby, auditorium and conference rooms are used by many DoC and non-DoC functions. During security hours, some events are conducted in the building. These functions can be open to anyone, including foreign nationals.

C.2. GENERAL REQUIREMENTS

The Contractor shall furnish management, supervisory, administrative, professional, and technically trained personnel, training, uniforms, equipment, materials, and supplies necessary to staff and operate and provide routine and emergency protective and security support services in accordance with the contract, Post Orders, Officer's Duty Book, and national standards. In the event of conflicts, the contract takes precedence over the other documents.

a. The Contractor shall also provide support to the DoC Security Officers to ensure that critical DoC resources are protected. The Contractor shall remain abreast of current issues, trends, laws, regulations, and technologies. Security force management, Supervisors, and SPO's shall be trained to appropriate levels of security industry standards as well as training standards specified in this contract (see paragraph **C.4**).

b. The Contractor shall provide continuous assessment and evaluation to identify security weaknesses and vulnerabilities and provide recommended corrective action to the COTR.

c. Situations, which in the opinion of the DAS for Security, COTR or ACOTR personnel, that represent a threat to life or property may result in recall of off-duty security personnel in accordance with SOW paragraph **C.2.5**.

d. From time to time emergency or special situations that will require the Contractor to make immediate changes in operational procedures, processes, plans, patrol/guard deployment, and staffing levels to meet the specific situation. During such times, direction will be provided by the Contracting Officer (CO), designated Contracting Officer's Representative (COTR), or designated Alternate Contracting Officer's Representative (see paragraph **C.2.6.2**).

Regulations and Policies. The Contractor shall comply with the following regulations and policies:

a. Rules and Regulations Governing Public Buildings and Grounds: Title 41, Public Contracts and Property Management, dated July 1, 1999, Code of Federal Regulations, Subtitle C-Federal Property Management Regulations System, Chapter 101, Part 101-20, Management of Buildings and Grounds, Subparts 101-20.300 through 101-20.315 at:

<http://www.access.gpo.gov/nara/cfr/>

(Click on Code of Federal Regulations. Click on Search or browse your choice of CFR titles and/or volumes (current and/or historical data). Scroll to Title 41 and click on July 1, 1999. Click on 101-1 – 101-99-Federal Property Management Regulation. Click on 101-20, Management of Buildings and Grounds.)

b. United States Code, Title 18, Section 930, Possession of Firearms and Dangerous Weapons in Federal Facilities at:

<http://www4.law.cornell.edu/uscode/18/930.text.html>

c. The Contractor shall also provide support to the DoC Security Officers to ensure that critical DoC resources are protected. The Contractor shall remain abreast of current issues, trends, laws, regulations, and technologies. Security force management, Supervisors, and Security Officers (SO) shall be trained to appropriate levels of security industry standards as well as training standards specified in this contract (see paragraph **C.4**).

d. The Contractor shall provide continuous assessment and evaluation to identify security weaknesses and vulnerabilities and provide recommended corrective action to the COTR.

e. Situations, which in the opinion of the DAS for Security, COTR or ACOTR personnel, that represent a threat to life or property may result in recall of off-duty security personnel in accordance with PWS paragraph **C.2.5**.

DEFINITIONS – TECHNICAL. As used throughout this contract, the following terms shall have the meaning as set forth below:

- a. Authorized Access. Allowed entry to DoC facilities for persons.
- b. Contracting Officer. The Contracting Officer (CO) 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 their subcontractors comply with the provisions of this contract.
- d. Contractor Program Manager. A Contractor Program Manager (PM) is the individual designated by the Contractor who is responsible for the management, supervision, and quality control of the services performed under this contract. The PM is the point of contact for the Contracting Officer's Technical Representative (COTR).
- e. Government Program Manager. The primary Government representative, entitled COTR/Alternate COTR, appointed by the CO to monitor the Contractor's performance on this contract. The COTR also serves as a Quality Assurance Evaluator (QAB).
- f. Post. A station, location, or task to which Security Officer's (SO's) are assigned.
- g. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.
- h. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.
- i. Security Hours. The hours that DoC facilities are closed for normal business operations, but secured by the Contractor.

C.2.1 UNIFORMS. All SPO's shall be in proper uniform as prescribed in this contract at the beginning of their tour of duty and remain in proper uniform until the end of their full tour of duty. Any uniform part or accessory not prescribed or provided for herein, or authorized in the contract, shall not be worn. Supervisors and SPO's who are not in proper uniform at the times required by this contract may be replaced at the discretion of the COTR, who will notify the Contractor's Supervisor or Project Manager of problems of this nature. Supervisors and SPO's who are out of uniform more than twice may be subject to permanent removal from duty. If and when a Supervisor or SPO is removed from duty for failure to be in uniform, the Contractor may be held financially responsible.

- a. SPO's shall maintain uniforms, insignia, accessories, and equipment in a serviceable manner. All uniform accessories and equipment shall be standard black.
- b. All items of clothing shall fit well (i.e., not be too long, short, tight, or loose) and be clean, neat, and pressed to give the Security Officer a constant professional appearance. All accessories shall be kept clean and polished. The uniform shall be kept clean and neat. The

Contractor as allowed in the attached Department of Labor Service Contract Labor Wage Determination shall pay cleaning, pressing, and repair costs.

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

d. The uniform's color(s) shall be the same as that in general use by large guard or security organizations in the United States (either blue or black) (see paragraph **C.9.2** for Contractor issued uniform requirements). Uniforms shall be readily distinguishable from those of local, state, and Federal enforcement agencies. All employees shall wear the same color and style of uniform and accessories, with the exception of the Project Manager. The Project manager shall wear business attire, i.e. coat and tie, pants suit and appropriate low-heel shoes, etc.

e. The uniform shall only be worn when the SPO is on official duty or when the SPO is in transit between his/her place of residence and duty station.

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

g. Shoulder patches stating "United States Department of Commerce (display of Agency logo) Security" not larger than 4 ½ inches by 4 ½ inches shall be worn on the uniform's right shoulder (shirt and jacket). See paragraph **C.9.2.5** for a visual illustration and color description of the patch.

h. While on duty, SPO's and Supervisors shall not wear any exposed jewelry, i.e., in their nose, eyebrows, ears, etc., except that female SPO's with pierced ears may wear "flat stud" earrings. Necklaces, beads, chains, bracelets, religious insignia, etc. are prohibited. Ornaments, other than those described in paragraph **C.5.5.1c**, shall not be worn on the uniform.

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

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

C.2.2 FIREARMS. The Contractor shall be responsible for accounting for all firearms at all times. On-site Supervisors and SPO's shall make accurate receipt and return entries on the Government furnished firearms and equipment control register. Supervisors shall inspect firearms prior to issuance to the SPO. Firearms shall be returned to, and inspected by, the Supervisors at the end of each tour of duty.

a. Firearms will be assigned to individual SPO's. SPO's will maintain the weapon and will utilize their assigned weapon during annual requalification.

b. Firearms shall be cleaned and oiled weekly, or more frequently as weather and/or environmental conditions may require, ensuring optimum operating condition.

c. Firearms shall be handled in a safe and prudent manner. Loading and unloading of ammunition and the cleaning of the firearm shall take place in designated areas only.

d. All weapons and associated ammunition shall be stored in accordance with safeguard standards established by the Government. Ammunition will be rotated during annual requalification. Unless required in the performance of assigned duties, no firearms shall be removed from the premise(s). When not in use, all firearms shall be stored in a safe or other

cabinet that complies with Government standards for storage of weapons. The Government shall furnish a safe/cabinet for storage of weapons and ammunition.

C.2.3 FIREARMS LICENSING AND PERMITS. The Contractor must be licensed by the District of Columbia to provide armed security guard services. All SPO's assigned to this contract shall be licensed and certified by both the General Services Administration (GSA) and the District of Columbia to carry firearms. The Contractor shall provide all official bonds required, and pay all fees or costs involved or related to the authorization for arming of all employees engaged in providing on-site services specified under this contract. The Contractor shall ensure all SPO's and Supervisors, performing duties on-site, comply with all current GSA, District of Columbia and local firearms suitability, licensing and permit requirements including:

- a. Except where precluded by local law or ordinance, the Contractor shall obtain and maintain on file a valid GSA and District of Columbia Security Guard Permit and Weapons Permit for each SPO and Supervisor to carry while on duty.
- b. All Supervisors and SPO's shall carry their firearms permit on their person at all times while on duty.
- c. A copy of each SPO's permit shall be provided to the COTR at least three working days prior to the anticipated assignment date of any individual.
- d. The COTR shall be immediately notified should such firearm permits be terminated, revoked or suspended at any time and the SPO(s) affected shall be immediately removed from the worksite.

C.2.4 SCHEDULED MAN-HOURS. SPO services are required 24 hours a day, 7 days a week with actual hours scheduled varying by individual post. However, because of changing conditions within the DoC facilities it may be necessary to occasionally alter scheduled start and stop times to meet security needs or to request additional SPO's. The Project Manager shall be notified as far in advance as possible when it is determined that a change in hours will be required. In cases of an emergency nature, DoC reserves the right to notify the SPO or Supervisor directly and later (as soon as time permits) advises the Project Manager.

C.2.4.1 Project Manager Man-Hours. The Project Manager shall maintain an office at the HCHB and shall work Monday through Friday 0800 to 1600 hours. The COTR is authorized to unilaterally change the time of day or number of hours worked by the Project Manager. Any COTR change shall be at no increase in contract price provided the resultant Project Manager working hours (excluding lunch break) do not exceed 8 hours per day Monday through Friday.

C.2.4.2 Supervisory Man-Hours. The man-hours stated in the SPO Post Orders are the minimum man-hours of supervision, which have been pre-determined as essential to provide the degree of supervision required by the Government. The Contractor is cautioned that the minimum number of man-hours identified in the post orders are only the minimum required personnel needed to maintain a presence and do not reflect the actual number of personnel needed to accomplish all the requirements of this contract. **The Contractor shall be responsible for assigning sufficient additional personnel as necessary to accomplish all the requirements in the Statement of Work (SOW).** As used herein, the term "Supervisory Man-hours" shall include only the actual working time of employees performing supervision. Should

the Contractor not provide the minimum number of supervisory man-hours, deductions may be made as specified.

C.2.4.3 Productive Man-Hours. The manpower requirements outlined in the Security Officer Post Orders (**Section J, Attachment 2**) are the minimum productive man-hours determined by the Government as essential to perform the work required by this contract. The Contractor is cautioned that the minimum number of man-hours identified in the Post Orders are only the minimum required personnel needed to maintain a presence and do not reflect the actual number of personnel needed to accomplish all the requirements of this contract. **The Contractor shall be responsible for assigning sufficient additional personnel as necessary to accomplish all the requirements in the SOW.** As used herein, the term “Productive Man-hours” shall include only the actual working time of employees performing services as specified on the individual Guard Post Assignment Record (GSA Form 2580). The specific duties and hours of each post by shifts are described in the SPO Post Orders. The duty hours of posts are subject to change. Should the Contractor fail to provide the specified number of minimum productive man-hours, deductions may be made as specified Part I, Section G.

C.2.5 ADDITIONAL SERVICES. Additional services are defined, as any work, requested and authorized by the Government, which is not covered elsewhere in this SOW. This work generally will be for additional security support of scheduled events that may occur during or after duty hours or for unscheduled emergencies. Work shall be performed immediately, if necessary, e.g., for an exigency or emergency situation.

a. Additional service work will be separately reimbursed using firm-fixed-priced orders, requested on an as needed basis.

b. The total number of prime-Contractor provided SPO's for additional services ordered during a given eight (8) hour shift would not exceed fifteen (15). If DoC requires in excess of fifteen (15) additional SPO's, those personnel in **excess of the initial fifteen (15)** the Contractor via a subcontract may provide SPO's. The COTR and the Contracting Officer (CO) on a case-by-case basis must approve utilization of the aforementioned subcontract labor in advance. Only pre-approved SPO's will be allowed to work on the subcontract and all subcontractors must meet the same terms, standards and conditions as outlined in the contract.

c. For the additional services, the Contractor shall be responsible for providing any supervision or direction of his/her employees in the normal course of their security function. Any variation in duties will be coordinated between the COTR, Project Manager and/or Supervisor.

C.2.5.1 Authorization. The Contractor shall, at **unilateral Government direction of the Contracting Officer**, who has specific authority to issue Additional Services Orders for this contract, be required to perform all additional services ordered. The Contractor shall not proceed with any additional services without such Government authorization. Government authorization to proceed may be accomplished by a written Order or verbally. All verbally authorized work will be supported by a follow-on written Order (multiple verbal orders issued during each month may be consolidated on a single monthly follow-on written order). All delivery orders will be issued in accordance with the terms and conditions of this contract, including this SOW.

C.2.5.2 Advance Notification. The Government will attempt to schedule requests for additional services at least 24 hours in advance but reserves the right to request additional security services for emergency purposes with no advance notice to the Contractor. The Contractor's Project Manager shall be responsible for providing additional services when notified by the CO or the COTR at least one (1) hour prior to the scheduled completion of the regular tour of duty (e.g., 1500 hours when the tour of duty ends at 1600 hours).

C.2.5.3 Additional Services include, but are not limited to:

- a. **Emergency or Urgent Situation.** Additional Security Officers may be required for bomb threats, fires, natural catastrophes, civil disturbances, or other large gathering of people where, in the opinion of the COTR, a threat to life and property exists.
- b. **Special Events.** Additional Security Officers may be required for planned special events that require additional security (e.g., VIPs) or where large crowd or traffic conditions are anticipated.
- c. **Unscheduled Events.** Additional Security Officers may be required for unscheduled events that require additional security due to unanticipated conditions.

C.2.6 SECURITY POST ORDERS. The Government will provide the Contractor with Post Orders. The Contractor shall provide the required number of personnel to perform the specific duties outlined in the Post Orders for each post for all applicable shifts. The post orders define the basic work to be performed at each post, including the exact hours of duty. All security posts are subject to rotation. The frequency of rotation will depend on the post location. Temporary post orders or post orders pertaining to specific posts shall be termed SPECIAL ORDERS and shall have the same status as any other post order.

C.2.6.1 Changes to Post Orders. The COTR may modify, amend, and/or revise Post Orders to change shift start and stop times and post locations. Such changes shall not require modification of the basic contract unless they result in an increase or decrease in contract price. Changes which increase or decrease requirements, such as the total number of basic hours specified, the amount of equipment, supplies, etc., or otherwise affect the Contractor's cost, must be made by the CO through a written bilateral modification to the contract.

C.2.6.2 Post Order Deviations. In the case of emergency conditions requiring immediate attention, the COTR may direct the Contractor's on site Supervisor to temporarily divert personnel from their normal duties to respond to the emergency conditions, at no additional cost to the Government. Such employees shall return to their normally assigned duties when released from the emergency situation. Except for the emergency conditions, the Contractor shall not divert personnel from their prescribed post duties without the prior approval of the COTR. In instances where verbal deviation approval is given by the COTR, all pertinent facts concerning the deviation shall be recorded in an incident report and forwarded to the COTR within three hours of the approval. Diversions resulting from emergency situations shall be reported to the COTR in an incident report within three hours of the diversion.

C.2.6.3 Break Periods. SPO's shall be provided restroom, meal, and other breaks as appropriate. No SPO shall be authorized to leave their post during their tour of duty except when

proper relieved. It is the responsibility of the Contractor to provide a break relief SO(s) and to coordinate a schedule for SPO's so that the necessary building security and posts are manned as required at all times during a break period. **Roving patrol SPO's may not provide relief breaks.**

C.2.6.4 Tour of Duty. All SPO's shall begin work promptly (see attachment) at the start of their tour of duty and shall remain on the job until the end of their full tour of duty except for authorized breaks. SPO's shall not leave their posts during the post operating hours unless properly relieved. **No Contractor SPO shall assume contract duties unless s/he has been in a non-working status for a minimum of eight (8) hours prior to reporting for duty under this contract.** No employee of the Contractor shall provide more than twelve (12) consecutive hours of duty under this contract. These limitations may be waived by the COTR in emergency situations which are beyond the control of the Contractor, i.e. weather conditions which prevent the next shift from getting to the building, civil disturbances, or bombings. A written confirmation of waiver shall be obtained for each occurrence from the COTR.

C.2.7 SECURITY OFFICER DUTIES. The Security Officer's duties required to meet the security requirements include, but are not limited to the following:

C.2.7.1 General Duties.

- a. Protect all persons and property.
- b. Report all violations of published and/or verbal orders.
- c. Remain on post until properly relieved.
- d. Pass all information relative to post to the relieving Security Officer.
- e. Keep Supervisor advised of changes and conditions around post.
- f. Obey all proper orders emanating from Supervisor.
- g. Review new orders or assignments upon assuming post.

C.2.7.2 Public Relations. Security Officers shall conduct themselves in a manner reflecting the highest credit to DoC. Security Officers shall treat all persons with courtesy and respect, constantly striving to win the good will of the public 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.

C.2.7.3 Entrance and Exit Control (Employees and Visitors). The Security Officer shall operate and enforce a system of personnel identification. This may include the operation of Magnetometers, hand-held metal detectors, or x-ray equipment; and the checking of handbags, packages, vehicles, etc., to detect weapon, contraband and the like.

a. The Security Officer shall deter unauthorized personnel or property from entering the HCHB. When directed by the COTR the Security Officers shall take action to deter unauthorized individuals or vehicles from entering the HCHB. Personnel authorized access to DoC controlled areas must present/display a valid DoC identification badge (permanent or temporary).

b. The Security Officer shall courteously and promptly issue temporary badges to Government employees, visitors, Contractors, vendors, and others, and record the required information.

c. The Security Officer shall comply with all Post Orders regarding entrance/exit control.

C.2.7.4 Reserved.

C.2.7.5 Roving patrol. The Security Officers shall patrol areas inside and outside the HCHB in accordance with routes and schedules provided by the COTR. During this patrol, these procedures include, but are not limited to, the following:

a. Reporting immediately, in accordance with procedures in the Officer's Duty Book, any problems, incidents, violations, etc., immediately taking corrective action, secure the area (if necessary), and documenting the incident.

b. Reporting daily, in accordance with procedures in the Officer's Duty Book, potentially hazardous conditions and items in need of repair, including inoperative lights, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.

c. Turning off unnecessary lights, checking safes, lock-type repositories, cabinets; closing windows; and opening and closing (secure) doors and gates, etc.

d. Not disturbing papers on desks, opening desk drawers or cabinets, erasing blackboards, or using Government equipment except as authorized.

C.2.7.6 Fixed Post. The Security Officers shall maintain fixed, stationary positions at the entrances to the HCHB and individual offices and other designated areas in order to prevent unauthorized entrance. Security Officers may also monitor closed-circuit television or other such equipment in order to promptly respond to security situations.

C.2.7.7 Personal Escort Duties. The Security Officers shall provide a personal escort for designated personnel, visitors, etc., when directed to do so by the COTR to meet particular threats to the personal safety of these individuals or as a courtesy. Generally this will include, but not be limited to, such things as escorting from one room to another, one floor to another, parking areas etc.

C.2.7.8 Traffic and Parking Enforcement. The Security Officer shall assist in directing traffic on Government property (vehicle and pedestrian), controlling parking, monitoring parking and controlling vehicle entrances/exits.

C.2.7.9 DoC Rules and Regulations. The Security Officers shall observe building occupants and visitors for compliance with posted and published rules, regulations, and policies. Take immediate corrective action for violations, detain suspects for violations until Federal or local police assistance arrives, and initiate or assist in preliminary investigations and reporting procedures.

C.2.7.10 Law and Order. This shall also include taking whatever action is necessary to detect, stop, and detain any individual(s) attempting to commit criminal acts against the safety and security of the Government, its employees or property, and the general public.

a. After apprehension of a person suspected of committing a criminal offense, the suspect shall be turned over to the proper law enforcement agency for transporting and processing. The SPO shall prepare an incident report and may possibly be called as a witness in legal proceedings.

b. In the event of a break in, attempted break in, or any law and order violation, the SPO shall immediately notify the following authorities in the order indicated:

- (1) Federal Protective Service Records and Communication Center (RCC)
- (2) The COTR

c. The SPO's shall receive and process complaints, take initial investigation reports, and protect crime scenes. The SPO's shall conduct interviews, prepare incident reports, and prepare/take statements and other informational documents necessary to record data derived from investigate activities or complaint reports.

C.2.7.11 Control Issuance and Storage of Emergency Special Keys. The SOs shall receive and issue, and account for all emergency special keys to the HCHB offices, entry doors, gates, etc., as directed by the COTR.

C.2.7.12 Security.

a. Monitor and respond to HCHB intrusion detection systems. Security Officers shall be dispatched and arrive at alarm sites within five (5) minutes of the alarm sounding. The Security Officers shall secure the area and be responsible for detaining any person or persons attempting to gain unauthorized access to the property. Security Officers shall be capable of communicating with the control center so that appropriate authorities (police department, etc.) may be contacted immediately if required. The Government reserves the right to test the Contractor's response to intrusion alarms not more than three (3) times a month during the term of the contract without prior notice.

b. Monitor and respond to fire and other building equipment alarm systems. SPO's shall be dispatched and arrive at alarm sites within five (5) minutes of the alarm sounding. Security Officers shall be capable of communicating with the control center so that appropriate authorities (fire department, etc.) may be contacted immediately if required. SOs shall take what action is warranted in the event of fire or other emergency. They shall assist in evacuating personnel, extinguishing fire, moving valuable materials, etc. The Government reserves the right to test the Contractor's response to intrusion alarms not more than three (3) times a month during the term of the contract without prior notice.

C.2.7.13 Building Systems. When required by written instructions, or verbal instructions in emergency conditions from the COTR, the Contractor shall perform minor operations and/or record data in connection with the operation of the building systems.

C.2.7.14 Lost and Found. Security Officers shall make every effort to identify the owner and return the lost property to its rightful owner in a timely manner. Any money or high value items shall be turned in immediately to the COTR. When this is not possible receive, provide receipt for, and store found articles for up to 30 calendar days pending proper disposition from the COTR.

C.2.7.15 Injuries and Illnesses. All SPO's shall be trained in Cardiopulmonary Resuscitation (CPR) and shall provide CPR when necessary. The SPO's also shall be trained in a certified Red Cross basic first aid course and shall render minor medical assistance when necessary and as required obtain medical assistance in the event of injury or illness to Government employees or others while in the HCHB or on the grounds. The Contractor shall ensure that all required CPR and first aid certifications for the SPO's are kept current to the District of Columbia and/or Red Cross standards.

C.2.7.16 Civil Disturbances. The Contractor shall perform such other functions as may be necessary in the event of situations or occurrences such as civil disturbances or attempts to commit other criminal acts adversely affecting the security and/or safety of the Government, its employees, property, and the general public lawfully in the building or on the grounds under control of DoC. SPO's shall assist and/or supplement law enforcement personnel during such situations.

C.2.7.17 Emergencies. In case of an emergency situation, the COTR shall have the right to direct the activities of the SPO in order to respond to the emergency. When the time and circumstances permit, such direction will be requested through the Project Manager. Emergencies will include, but are not limited to, such things as a bomb threat, fire, imminent or the potential for imminent personal danger to DoC employees, visitors, etc. The diversion may be for the duration of the emergency or longer. Under no circumstances may the SPO refuse to cooperate with such directives when DoC determines that an emergency situation exists. The Project Manager or Supervisors shall be notified of an emergency situation and the SPO shall make a record of it in his/her log as soon as practicable after resolution of the situation. No additional cost shall be charged to the Government for the diversion, and the Contractor will not be held accountable for the normal daily work that was not done and which was otherwise scheduled for the diverted Security Officer(s). When the Contractor has reason to believe that the COTR is abusing the authority of this emergency provision, he shall bring it to the immediate attention of the Contracting Officer, citing specific examples of such alleged abuse and the Contracting Office shall promptly notify the Assistant Director for Security Operations who will investigate the situation. The Contracting Officer as to the outcome of the investigation will notify the Contractor in writing. All SPO's shall review and know the floor plan and Occupant Emergency Plan of the HCHB.

C.2.7.18 Property Movement Control. The Contractor shall receive and account for property passes from person(s) removing property from the HCHB. The Contractor shall verify information on the property pass in accordance with DoC rules and regulations.

C.2.7.19 Animal Control. The Contractor shall be responsible for the general control of "natural inhabitants" or other unleashed animals when they become injured, entrapped, or

become a nuisance or hazard to DoC employees and guests. The Contractor shall coordinate with the local animal control authorities in the capture and removal of live animals and shall notify Building Management when a dead carcass needs to be removed.

C.2.7.20 Other Incidents. If multiple incidents occur, the Security Officer (s) may be required to act independently as a primary security source until law enforcement assistance arrives.

C.2.7.21 Reports and Records. The Contractor shall prepare required reports on accidents, fire, bomb threats, unlawful acts, etc., and provide these reports to those officials specified by this contract, in post orders, or by the COTR. The Contractor shall initiate independently, preliminary investigation of reports, and testify in various judicial proceedings on behalf of the Government. Reports will be typed within 24 hours of occurrence.

C.2.7.22 Complaints. The Contractor shall respond to complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. Such complaints shall be reported to the control center and the COTR for resolution and disposition. The Control shall endeavor to deter crimes against persons without waiting for a specific complaint, while immediately notifying the local law enforcement agency.

C.2.8 SECURITY EVALUATION DRILLS. Depending upon such things as the frequency and the nature of the security problem, it is possible that a series of evaluation drills will be conducted periodically by the Government to assure the emergency response capability of security personnel. It is anticipated that these drills would be conducted during normal working hours at no additional expense to the Contractor.

C.3 MANAGEMENT AND ADMINISTRATION.

a. *CONTRACT MANAGEMENT AND SUPERVISION IS CONSIDERED CRITICAL TO THE PERFORMANCE OF THIS CONTRACT.* Failure on the part of the contractor to furnish, at all times, a competent and knowledgeable Project Manager, and such supervision as required herein, may render the Contractor subject to default.

b. When the Project Manager or Supervisors will be unavailable due to illness, vacation, or for any other reason, the Contractor shall assign another individual of equal or greater qualifications to perform all requirements set forth in the contract. The Contractor shall provide the COTR the name(s), telephone numbers(s), and address(es) of the Project Manager, alternate Project Manager and Supervisors.

c. The Project Manager, alternate Project Manager, or Supervisors shall not alter the assigned duties of the SPO, particularly when the SPO is on duty, without first notifying the COTR. The purpose of this restriction is to prevent breaches of security from occurring when a Project Manager or Supervisor changes the assignment or duties of a SPO without knowledge of the current security situation at the facility.

C.3.1 REPORTS, RECORDS, PLANS AND OTHER DATA. The Contractor shall prepare reports, records, plans, and other data as specified. The reports and records shall be clear, concise, accurate and timely. The Contractor shall prepare the following reports:

- a. Disposition of Lost and Found Property
- b. Monthly Status Report
- c. Quality Control Plan/Quality Inspection Report
- d. Contingency Plan
- e. Training Plan
- f. Pre-employment Screening Documentation
- g. Government Property Inventory Report
- h. Security Operations Plan
- i. Mandatory Security Reports

C.3.2 PROJECT MANAGER. The term “Project Manager” means the person, designated in writing by the Contractor, who has complete authority to act for the Contractor during the term of the contract.

a. It is the responsibility of the Contractor to appoint a full-time on-site Project Manager who is qualified and competent. The Project Manager shall be available to act for the Contractor to oversee and coordinate the services described in this contract. As such, the Project Manager shall provide the single point of contact through which all Contractor/Government communications, work, and technical direction shall flow except in cases of an emergency. The Government will not accept any individual as Project Manager (or Supervisor) who cannot act and make sound decisions entirely on their own or who is not available to the COTR 24 hours through a telephone, pager system, or radio communication. The Project Manager shall respond to emergencies or critical situations; call back the COTR within 10 minutes to confirm the beeper page/call; and be on the site within one hour (60 minutes) of the pager/beeper page/call being placed by the Government. The pager/beeper shall be of the type that can be contacted via a telephone. Uniformed employees performing as a Supervisor shall not perform the duties of the Project Manager or SPO under the terms of this contract or any other security service contract except during an emergency situation and with authorization of the COTR for each exemption requested. The Project Manager is not allowed to act in the complicity as a Supervisor or SPO.

b. The Project Manager shall receive and execute, on behalf of the Contractor, such technical direction as the COTR may issue within the terms and conditions of the contract. The Project Manager shall have the authority to accept notices of deductions, Guard Post Spot Surveys, and all other correspondence on behalf of the Contractor.

c. **Duties.**

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

- (2) The Project Manager is responsible for providing professional and qualified manpower as necessary to perform the Security Services outlined in this contract. S/he shall provide the HCHB with a full-time Security Supervisor for each shift and provide necessary leadership and support to ensure security services are provided as documented and requested in this contract.
- (3) The Project Manager shall perform Quality Control Inspections on all shifts and maintain frequent liaison with the COTR on this contract. S/he shall attend security performance meetings with the COTR and company inspectors.

d. Project Manager Schedules and Reports.

- (1) **Work Control Schedule.** The Project Manager shall prepare separate work control schedules for contract Supervisors and productive SPO's and post them in work areas and locker rooms at 2-week intervals. The schedules shall be prepared on forms furnished by the COTR or an equivalent substitute form approved by the COTR. Changes to schedules shall be posted in work areas and locker rooms in sufficient time to assure that employees affected by a change in duty hours are properly notified. A copy of the schedule and all changes shall be furnished to the COTR prior to posting. The work schedules shall include scheduled relief periods and starting and stopping times.
- (2) **Monthly Status Report.** The Project Manager shall prepare a monthly status report for the COTR. The report shall identify significant issues, problems, or concerns related to the performance or administration of the contract. The report shall include statistics on the suitability and stability of the work force (i.e., absenteeism, turnover rates, and behavior infractions, training accomplished during the month, summary of incidents, injuries reported, etc.)

C.3.3 SUPERVISORS. The term "Supervisor" means a person designated in writing by the Contractor and approved by COTR, who has authority to act for the Contractor on a day-to-day basis at the work site. The Supervisors shall not simultaneously perform the duties of Supervisor and Security Officer under the terms of this contract. Contractor provided supervision should be commensurate with the workforce size. Each supervisor shall have a security clearance at the Secret level.

C.3.3.1 The Supervisor shall ensure that employees:

- a. Are available to man all posts as required by the contract.
- b. Are properly trained to perform all duties as specified in accordance with this contract and the Post Order Record for the security post assigned.
- c. Are properly uniformed and present a neat appearance.
- d. Maintain a continued state of proper training.
- e. Possess the necessary permits, authority, etc.

C.3.3.2 Availability of Supervision. Supervisory personnel in charge of work under this contract shall be available 24 hours a day, 7 days a week. The Contractor's supervisor shall respond to pager/beeper calls within five (5) minutes. Contractor representatives contacted by the beeper pager/call number shall be empowered by the Contractor to make decisions and take corrective action when necessary to fulfill the terms and conditions of the contract. The pager/beeper shall be of the type that can be contacted via a telephone.

C.3.4 ADMINISTRATIVE SUPPORT. The Contractor shall provide all administrative support necessary to accomplish the contract requirements. The administrative support shall provide the typing, filing, data entry, and other services required for the proper administration of the contract. Administrative support staff functions include, but are not limited to, personnel file maintenance, preparing reports and records, ordering any necessary materials and tracking inventory, maintenance of Government property records, and obtaining all necessary permits and licenses to comply with all applicable Federal, state, and local laws.

C.3.5 QUALITY CONTROL. The Contractor shall establish and maintain a Quality Control (QC) Program to provide independent corporate and on-site management surveillance and inspection of Contractor security operations to assure that the requirements of the contract are satisfactorily performed. The QC program shall be documented in a comprehensive *Quality Control Plan/Quality Control Inspection Report*.

C.3.6 SAFETY. The Contractor shall establish procedures to ensure all operations are performed in a safe manner. The Contractor's safety procedures shall include methods that ensure continuous strict adherence to proper safety procedures, particularly firearms safety.

C.3.7 CONTINUITY OF OPERATIONS. Continuity of Security operations for the HCHB is critical. The Contractor shall ensure qualified, trained additional personnel are available, when requested, in the event of disasters or emergencies such as fires, acts of nature, accidents, and civil disturbances. Additionally, the Contractor shall ensure qualified personnel are always available to prevent any interruption of security services in the event of server weather conditions, (snow, ice, etc.) or labor problems (labor slow downs, sickouts, or strikes). Accordingly, the Contractor shall:

a. Develop and implement emergency callback procedures, which enables the Contractor to promptly respond (within 1 hour) to requirements for emergency services at any time other than during the normal operating time. The plan shall provide for the availability of additional security personnel to reform those services necessary to meet the required security operational standards. The plan shall also include provisions for recall of key technical, supervisory, and management personnel as required. The Contractor's on duty personnel shall in addition to any immediate response provide these services.

b. Perform tasks as assigned in the HCHB "Occupant Emergency Plan." Participation in this emergency plan shall be mandatory during the event of a building related emergency or natural disaster regardless of the time of occurrence.

c. Ensure all Contractor employees receive Emergency Response Training. This training shall include, but is not limited to, procedures to be followed.

- d. If requested, provide operational support until relieved of such responsibilities by the COTR.
- e. Be prepared to resume normal operations immediately upon cessation of emergencies.
- f. In the event of labor problems the ***Contingency Plan*** shall detail how the Contractor will provide qualified personnel to ensure that no interruption of services occurs as a result of a labor strike.

C.4 TRAINING AND CERTIFICATION. To be eligible to perform under this contract, all employees, including replacement employees shall meet the training requirements set forth herein prior to performing any on-site security services under this contract. All aspects of the training requirements under this contract are subject to evaluation and approval or rejection by the COTR or his/her designate. Unless otherwise specified, all personnel shall successfully complete all required training prior to performing services under this contract.

a. **Training Completion Report.** The Contractor shall submit a report of the completion of all required training for each employee. If required blank forms will be provided by the Government. No other form will be accepted for satisfying this requirement. This does not include firearms training.

b. **Waivers.** There shall be no waivers granted for any training requirements specified in this contract.

C.4.1 TRAINING PLAN. The Contractor shall submit a ***Training Plan*** within ten (10) days after receipt of the award notice. The ***Training Plan*** shall include a ***Training Schedule*** of all training. The Government reserves the right to reject the training plan if it determines that training facilities are inadequate and/or instructors are not qualified to provide such training. If the training plan is rejected, the Contractor shall submit a new training plan within ten (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 COTR for review/approval within five (5) 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 the Contractor provided training courses.

C.4.2 TRAINING REQUIREMENTS.

C.4.2.1 Government Provided Training/Orientation. Each Contractor employee, including the PM and Supervisors, shall attend the mandatory Government Training/Orientation and refresher training sessions prior to performing any security duties under this contract. In cases of an emergency, the COTR may waive the requirement for the completion of refresher training prior to performing duties. In these instances, refresher training shall be accomplished at a later time specified by the COTR.

a. Following the Government provided training, personnel shall be required to pass a written test on all training subjects prior to performing any security duties under this contract. A student must attain a minimum score of 80% before a certificate will be issued. The written test results shall be submitted to the COTR for review. After the COTRs review the test results shall be kept on file and be accessible at the request of the COTR.

b. Training will usually be presented during normal Government business hours. The Contractor shall request this training in writing to the COTR at least five (5) working days before the training will be required, indicating the names of persons to attend. The COTR will confirm this request and establish the time and place for the presentation.

c. The Government will provide the initial contract start-up orientation training session. The Government may choose, to videotape the orientation training session and provide the Contractor with a copy of the videotape. This videotape would be utilized by the Contractor to administer subsequent orientation training due to replacement, attrition, etc. Following the videotaped session, a Government representative will be available to answer questions and to proctor the government test. The Government may exercise the right to hold additional training session as it deems necessary.

d. **Security Officers, Supervisor and PM On-site Orientation Training.** All Security Officers, Supervisors and the PM shall complete a six (6) hour Government provided on-site training session. The Government classroom training session will be based on the subjects listed on the **Government Training Syllabus**. The Government will schedule the Security Officer orientation after notice of contract award.

e. **Additional PM and Supervisor Orientation Training.** In addition to the Government provided six (6) hour on-site classroom training, COTR or designated representatives shall annually present a four (4) hour additional PM and Supervisor orientation training to all Contractor on-site Supervisors and the PM. One Supervisor, in turn, shall ensure all replacement Security Officers assigned under the contract receive proper orientation and training. The PM and Supervisor orientation will be scheduled by the Government after notice of contract award. PM and Supervisor on-site orientation training includes subjects such as:

- Essential requirements for the HCHB
- General information and special orders for the HCHB
- Building walk-through and familiarization'
- Communication systems, including proper radio techniques and communication procedures;
- Security post duty procedural training;
- Operational procedures for security systems on protected premises;
- Emergency operational procedures for security systems in the Occupant Emergency Plan;
- Employee motivation; and
- Post inspection procedures.

f. **Security Operations Center Orientation Training.** The Government will provide training for an initial fifteen (15) contract employees, including Supervisors, who perform duties as Security Operation Center (SOC) operators. Thereafter, the Contractor shall provide training required for new personnel due to replacement, attrition, etc. SOC training includes subjects such as:

- Introduction to Security Management Systems;
- Introduction to Access Control, Intrusion Detection and other associated Electronic Security Systems;
- Operation of the HCHB Video Monitoring Systems:
- Key Control;
- Equipment Control;
- Emergency Responses and Notification; and
- Communications Procedures.

g. **Security Officer, Supervisory and PM Refresher Training.** During the base year of the contract, three two(2) hour sessions of refresher training will be provided to the PM, SO and supervisory contract personnel currently assigned to duty within the HCHB. During subsequent years of the contract, two (2) hours of quarterly refresher training will be provided to the PM, SO, and supervisory contract personnel currently assigned to duty within the HCHB. The training will focus on subjects such as:

- Updates or new policies and procedures;
- Security Procedures and Equipment;
- Emergency Operations
- Safety; and
- Communications.

h. **Additional Supervisory and PM Refresher Training.** Two (2) hours of quarterly refresher training will be provided to the PM and supervisory contract personnel currently assigned to duty within the HCHB. The training will focus on subjects such as:

- Updates or new policies;
- Role of the Supervisor
- Dealing With the Public;
- Additional Security Services
- Security Procedures and Equipment;
- Administrative Requirements; and
- Enforcement of Rule and the Law.

C.4.2.2 Contractor Provided Training. The Contractor shall provide a qualified competent instructor(s) and facility (ies) for all Contractors training. An instructor(s) certified by the General Services Administration (GSA) shall provide all training. All SOs and Supervisory personnel shall complete all Contractors training and be required to pass a written test (administered by the certified instructor) on all training subjects prior to performing any security duties under this contract. A student must attain a minimum score of 80% before a certificate will be issued. The certified instructor cannot be an employee of the Contractor's organization or be affiliated with the Contractor. The written test results shall be submitted to the COTR for review. After the COTR's review, the test results shall be kept on file and be accessible at the request of the COTR.

a. **Basic Training.** In addition to the basic training and firearm qualifications set forth elsewhere in this contract, the Contractor shall provide at least 40 hours of basic training to all employees working under this contract on the subjects listed on the training syllabus. The training shall meet the GSA, District of Columbia and basic industry-wide law enforcement training quality and standards.

b. **Supervisory Training.** In addition to the basic training, all Supervisors working under this contract shall successfully complete Contractor provided supervisory training. Supervisory training shall be specialized and include, but not be limited to, the following management areas:

- Management principles;
- Control center operations and procedures;
- Dealing with security problems and issues;
- Techniques for issuing written and verbal orders;
- Uniform clothing and grooming standards;
- Code of Conduct;
- Emergency response;
- Scheduling;
- Reports, Plans, Forms and Documentation; and
- Quality Control Techniques.

c. **Refresher Training.** The Contractor shall plan and conduct refresher training as needed, but no less than two hours each quarter. Subjects shall include but are not limited to:

- Safety procedures;
- New techniques in security operations;
- Public relations and interaction with general public;
- CPR (as required);
- Firearms handling procedures; and
- Emergency Response procedures.

d. **Security Officer Orientation Training.** The Contractor shall provide orientation training for all replacement personnel.

C.4.2.3 Evaluation of Contractor Training. The Contractor shall submit an outline of all training, to the COTR, for approval prior to starting work on this contract. Additionally, the Contractor shall provide the training location to the Government five (5) working days prior to scheduled training. The Contracting Officer, COTR or their designated representative reserves the right to monitor and evaluate the conduct of all Contractor provided or acquired training.

C.4.2.4 Instructor Qualifications. All required formal Contractor training shall be administered (i.e., taught, presented) by persons who are certified by either or both the GSA and the District of Columbia as qualified to instruct or teach the specific subjects or topics required. Certification to instruct the specific subject shall be in the form of a certificate issued by an accredited institution of learning (school, college, university etc.), a governmental (Federal, state,

county, etc.) educational certification body (agency, board, commission, etc.), or by documentation that the person instructing has sufficient experience in/with the subject to be able to instruct the subject in an authoritative, practical, and current manner. Such certification (documentation) offered shall be current (by date), and shall meet the approval of the COTR. Copies of the instructor's certification and documentation shall be submitted to the COTR for approval.

C.4.3 FIREARMS: TRAINING/QUALIFICATION AND CERTIFICATION.

C.4.3.1 Firearms Training. The Contractor shall be responsible for firearms training required for all employees, including Supervisors, who are working under this contract. The Contractor shall submit the Certificate of Firearms Training to the COTR certifying that the contract employee has been trained in the correct handling and safe use of firearms and ammunition. Also, that s/he has demonstrated proficiency in firearms qualifications prior to the scheduling of any contract employee for certification in firearms qualification by both the GSA and the District of Columbia. The Government will provide blank forms. No other form will be accepted for satisfying this requirement.

C.4.3.2 Qualification and Certification. All employees performing under this contract shall be qualified and certified in firearm proficiency by a firearm instructor certified by both the GSA and District of Columbia. No employee shall be assigned to perform under this contract prior to the receipt of written notice to the Contractor from the COTR approving the firearm qualifications. Firearm qualifications under this contract shall be valid for one year from the date of qualification and certification. Training, recertification, and qualification shall be conducted no less than annually for all personnel.

C.4.3.3 Qualification Firearms. Firearm qualification and training shall be with weapons and ammunition as specified in **Section J, Firearms Qualification and Training**. The Contractor shall provide the necessary weapons for qualification. All Contractors provided weapons used for the qualification of contract employees shall be inspected and approved by an authorized range officer prior to the scheduled use of any District of Columbia, State of Maryland or Virginia certified firing range. The Contractor shall provide ammunition used for firearm qualification. The Contractor shall be responsible for licenses and permits required for weapons during transit between the employees' dispatch points and firing range.

C.4.3.4 Firearms Safety Testing. The Contractor using a firearm instructor certified by the GSA and/or District of Columbia, States of Virginia or Maryland shall accomplish firearm safety training and testing. Each Supervisor and SO shall demonstrate knowledge of firearms safety by properly loading and unloading a weapon. Other demonstrations, such as lowering the hammer on a round and firing single or double action may be required.

C.5 PERSONNEL. The Contractor shall only furnish Project Managers, Supervisors and Security Officers who meet or exceed the qualifications set forth herein from the commencement of performance under this contract and throughout the term of the contract, including options and extensions. All Contractor personnel shall also be properly trained, including weapons training, and receive HCHB orientation prior to their assignment under this

contract. Should the Government elect to require an increase in the number of base positions, such individuals assigned shall meet or exceed qualifications, specified herein. The Contractor shall submit ***Pre-Employment Screening Documentation*** for all employees, including replacement employees, prior to their assignment in this contract.

a. No Contractor person shall assume duties for this contract until approved in writing by the COTR.

b. The Contractor is required to implement personnel policies (including wage and benefit policies) designed to effectively limit turnover at both the supervisory and productive officer levels.

c. Proposed substitute personnel shall be equal to or better qualified than the personnel being replaced.

d. The Contractor shall not employ any civilian employed by the Government at the HCHB or any of its tenant activities. Military personnel may be employed provided that prior written consent is obtained from their commanding officer.

C.5.1 KEY PERSONNEL. The Project Manager and Supervisors are considered key personnel. The Contractor shall notify the Contracting Officer and the COTR, in writing, prior to making any changes in key personnel positions.

C.5.2 PERSONNEL QUALIFICATIONS. All Contractor employees performing security services under this contract are subject to the DoC Regulations for Security Officers qualification set forth in the Special Contractors Requirements Clause. **STANDARDS OF CONDUCT.** All Security Officers must pass a favorable National Agency Check. All Supervisors performing duty at the HCHB shall possess a District of Columbia Special Police Officer (SPO) commission with sufficient authority to detain or make arrest for violations of law occurring at the HCHB while on duty.

C.5.2.1 Level of Qualifications. DoC has determined that the level of security services required under this contract definitely exceeds the traditional “Guard II” level and is equal to Special Police Officer qualifications as determined by the Department of Labor’s Wage Determination. The normal level of building guard services generally required for GSA contracts is not acceptable. The ideal Security Officer (SO) under this contract is an individual who shall possess the capacity to acquire a good working knowledge of HCHB requirements, be proficient in reading and understanding printed regulations and detailed written orders, and be able to compile reports which convey factual information. SPO’s shall also possess honesty, integrity, good judgement, courage, alertness, self-reliance, and the ability to deal with the public in a tactful and courteous manner in dispensing information relating to the HCHB its organization and functions, and the layout of the facility.

C.5.2.2 Qualification Standards. The Contractor shall be responsible for assuring that the Project Manager, Supervisors, and all SPO’s utilized under the contract meet the following general standards. SOs shall conduct themselves in a manner reflecting highest credit to DoC. SOs shall treat all persons with courtesy and response, constantly striving to win the good will of the public by demonstrating impartial enforcement of regulations. Personnel shall provide the following:

- a. Ability and skill to interact and tactfully communicate with DoC employees, other Government personnel, and the general public.
- b. Ability to be courteous, tactful, diplomatic, and maintain self-control even when firmness is necessary in the performance of duties.
- c. Ability to understand, clearly explain, interpret, and apply rules, regulations, directives, and procedures.
- d. Ability to demonstrate poise, self-confidence, and an ability to make sound decisions and react quickly under stressful conditions.
- e. Ability to prepare clear and concise written reports.
- f. Ability to learn and adapt to changing situations.
- g. Ability to accept and respond to verbal and written instructions and directions.

C.5.2.3 Experience/Education Qualifications.

- a. **Project Manager.** As a minimum, the Project Manager shall possess at least seven (7) years of specialized security experience and five (5) years (within last seven years) of management experience at a government facility with a security force of at least fifty (50) officers. Two-year college degree in law enforcement or security management is desired.
- b. **Captain (Supervisor).** As minimum, the Captain shall possess at least a minimum of five (5) years of successful security experience in field supervision (civilian community law enforcement, military service law enforcement, commercial or industrial guard service) and three (3) years (within last five year) of management experience.
- c. **Shift Supervisors.** Shift Supervisors shall be individuals of unquestionable integrity and display a mature attitude with good judgement. As a minimum, the Shift Supervisors shall possess at least a minimum of three (3) years of successful security experience in field supervision (civilian community law enforcement, military service law enforcement, commercial or industrial guard service).
- d. **Armed Security Officer.** As a minimum, each SO shall be GSA certified as an armed Security Officer, possess a high school diploma or GED, be a United States citizen, possess at least three (3) year of armed security experience within the last five (5) years, be at least 21 years of age, and able to fluently speak, read, and write the English language. Qualifying security experience consists of law enforcement, contract security, or military police. Document Security Officer and incidental guard duty is non-qualifying.

C.5.2.4 Minimum Medical Qualifications. Before entrance on duty, all SAs and Supervisors shall undergo a pre-employment medical examination at the Contractor's expense. The Contractor shall submit to the COTR a GSA Form SF-78, Medical Certificate or equivalent for all SAs performing services under this contract. No SA shall be allowed to assume a post under this contract until the COTR has approved the Medical Certificate. SAs will be required to obtain a medical examination once every two (2) years or once a year if 40 years or older after the initial exam. Supervisors will be required to meet the same minimum standards or be relieved of their duties until the condition is satisfactorily corrected or eliminated.

Failure to meet any of the following required medical qualifications would be disqualifying for appointment. These medical qualification standards are considered minimum

standards and will not be waived in any case. Any individual who has been incapacitated due to serious illness, injury, disease, or operation which could interfere with the effective performance of assigned Security Officer service duties, shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform such duties. The minimum requirements are as follows:

a. **General Health.** All Security Officer service personnel working under this contract shall be in good physical condition and health and is able to protect themselves and others, and withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. While no specific limits are given for weight versus height, they should be roughly proportionate based on commonly used life insurance tables (e.g., Metropolitan Life Insurance Company Table of Heights and Weights), see attachment __. Responding to an emergency situation will be on foot, requiring running, jogging, jumping, climbing, and/or crawling, and followed by physical efforts as necessary to resolve the emergency situations such as assisting in suppressing fires, evaluating personnel, and overpowering an intruder or violator as necessary.

b. **Vision.** Binocular vision is required and shall test 20/20 (Snellen) with or without corrective lenses. Uncorrected vision shall not test less than 20/40 in one eye and 20/50 (Snellen) in the other eye. Near vision, corrected or uncorrected, shall be sufficient to read Yeager Type 2 at 14 inches. The ability to distinguish basic as well as shades of color is required, as is normal peripheral vision.

- (1) Loss of vision in one eye is disqualifying.
- (2) 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 individual's ability to perform assigned security job duties, and provided the visual requirement stated in b(1) above is met.
- (3) Where corrective eyeglasses are required, they shall be of the safety glass type.
- (4) The use of corrective eyeglasses or contact lenses shall not interfere with individual's ability to effectively perform assigned security job duties during normal or emergency operations.

c. **Hearing.** Using an audiometer for measurement, there should be no loss of 30 or more decibels in each ear at the 500 Hz, 1,000 Hz and 2,000 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").

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 have a seizure, or lapse into a coma or unconscious state while performing assigned Security Officer duties. Any other disease or condition, which interferes with the full performance of position duties, is also grounds for medical rejection.

e. **Addition.** Individuals shall have no established medical history or medical diagnosis of habitual alcoholism or drug addiction, or where such a condition has existed, the

individual shall provide certified documentation of having completed a rehabilitation program which would give a reasonable degree of confidence that the individual would be capable of performing assigned Security Officer services duties.

f. **Mental Health.** Individuals shall be emotionally and mentally stable with no history of any basic personality disorders.

C.5.3 PHYSICAL FITNESS. The physical stamina of Security Officers in responding to handling emergency situations is crucial in the performance of this contract. The Contractor shall develop and maintain a physical fitness program for all Security Officers assigned to perform duties under this contract. The program shall be sufficiently comprehensive to ensure employees maintain physical fitness allowing them to continuously meet the physical requirements of the duties. Any individual who cannot meet the physical requirements, including inability discovered through on-the- job performance shall be disqualified to work under this contract. See attachment on Height and Weight standards for Male/Female Officer.

C.5.4 SUITABILITY CHECKS.

C.5.4.1 The Contractor shall provide, for each prospective SO, all data at the time of hire and in the form and format as may be necessary (see Subsection C.5.4.2 below) to assure the completion of the Government investigations. The Contractor shall assure that all Contractor employees working under this contract have successfully passed the Contractor's screening process as required I Subsection C.5.4.3 below. Information developed during the Contractor's screening is to be furnished to the COTR prior to the employee beginning work on this contract.

C.5.4.2 The Contractor shall take necessary steps to assure that employees who are selected for assignment to this contract are professionally and personally reliable, of reputable background and sound character, and meet the training and experience requirements stipulated herein. The fact that the Government performs suitability determinations shall not in any manner relieve the Contractor of his/her responsibility to assure that all employees furnished are reliable and of reputable background and sound character. Should suitability checks conducted by the Government render ineligible a Contractor-furnished SO, the Contracting Officer, in conjunction with the COTR, will investigate the cause and determine whether the Contractor has abdicated his/her responsibilities in this respect. Should there be a need to replace a SO due to nonperformance, the Contracting Officer, in conjunction with the COTR, will determine whether the Contractor has abdicated his/her responsibilities to select trained and experienced employees of sound character.

C.5.5 PERSONAL APPEARANCE. The guidelines prescribed in this section apply to all Contractors SO employees providing security services under this contract. SOs are representatives of the Government and shall meet the highest standard of personal appearance. These standards are not intended to demoralize or depersonalize individuals, but to prevent individuality from interfering with or detracting from the proper wearing of the uniform.

C.5.5.1 Grooming Standards. The Contractor is responsible for assuring that Supervisors, SOs maintain a neat appearance in accordance with generally accepted standards of the community, and the specific requirement of this contract.

a. **General.** SOs shall be clean and properly groomed when reporting for duty and while on duty. Their fingernails shall be free of dirt and shall be trimmed so that they do not extend beyond the fingertips.

b. **Hair Mass and Styles.**

- (1) The hair should not interfere with the proper wearing of any official headgear. The height of the hairstyle measured from the scalp to the highest point of the coiffure should not exceed 2 ½ inches.
- (2) Hair at the front of the head should not descend below either eyebrow when the head is uncovered or protrude below the sweatband of the headgear.
- (3) Special requirements – female SOs. When in uniform, female SOs should keep their hair neat and clean at all times. Hair styles that fall below the ears shall be tied back and hair shall be arranged in styles that do not extend below the blouse collar or below the front sweatband of the uniform cap. Upswept hairstyles that prevent the proper wearing of the uniform cap will not be allowed.
- (4) Special requirements – male SOs. Male SOs should keep their hair clean, neat, and combed at all times. Hair should not cover the top of the ears or the shirt collar when the SO is standing. The face shall be clean-shaven except for moustaches and sideburns, which are acceptable if they conform to the standards below. Sideburns are permitted provided they are neatly trimmed, do not extend below the lowest part of the ear, are of constant width (not flared), and end with a clean-shaven, horizontal line. Moustaches are permitted provided they are neatly trimmed and do not extend sideways beyond a vertical line drawn upward one-half inch from each corner of the lips and not below a horizontal line drawn one-fourth inch below the corner of the lips, nor above a horizontal line drawn from the bottom of the nose.

c. **Hair Ornaments.** Ornaments (flowers, combs, etc.) shall not be worn in the hair. Items used to hold the hair in place (bobby pins, hairpins), should be concealed as much as possible, and should be of color that blends with the hair. Hatpins of plain design having black or dark blue pinheads are authorized when needed to secure the cap to the hair.

d. **Makeup.** Makeup may be worn by female SOs provided it is subdued and natural looking.

C.5.6 STANDARDS OF CONDUCT. The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his/her employees as may be necessary. The Contractor is also responsible for ensuring that his/her employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. The following (in addition to Title 36, Code of Federal Regulations, Part 1280) minimum standards shall apply to Contractor employees performing service under this contract. All SOs shall:

- a. Be courteous and demonstrate good manners toward DoC employees, Federal Officials, and the general public. SOs shall maintain a respectful and helpful attitude in all endeavors.
- b. Maintain a neat, clean and businesslike appearance and, comply with dress standards while on duty.
- c. Reports to work physically fit and mentally alert. SOs feeling otherwise shall make appropriate notification to their Supervisor and request necessary relief or instructions.
- d. Report any circumstances that may adversely affect their performance on a particular assignment to their immediate Supervisor prior to the assignment.
- e. Except in an official capacity, not possess narcotics, dangerous drugs, controlled substances, or marijuana either on or off duty. SOs shall abstain from the consumption and possession of alcoholic beverages while on duty, and shall not report to work under the influence of intoxicants or drugs.
- f. Not inspect, clean, exchange or handle weapons in public areas or in the presence of DoC employees, family members, or members of the general public.
- g. Store weapons in space designated by the COTR at the end of duty.
- h. Not engage in any discussions concerning DoC internal matters, policies, grievances, or personalities; or financial, personal, or family matters with DoC employees, family members, the public, or any known associates of the above.
- i. Not entertain, socialize, or enter into business arrangements with, give legal advice or grant special favors to, DoC employees, family members, and friends of the above.
- j. Not gamble or unlawfully bet or promote gambling on Government owned or leased premises.
- k. Remain on duty until properly relieved. Never desert a duty post and remain alert at all times while on duty.
- l. Not disclose any official information, except to DoC or other officials having a need to know, or make any news or press releases without the express permission of the Contracting Officer or COTR.
- m. Refrain from discussions concerning duty assignments(s), particularly manpower, weapons, security precautions, or procedures, except with those person having a need-to-know.
- n. Not accept or solicit gifts, favors, or bribes in connection with official duties.
- o. Not use official identification for other than official purposes.
- p. Not knowingly give false or misleading statements or conceal material facts in connection with employment, promotion, travel voucher, any record, investigation, or other proper proceeding.
- q. Neither discriminates against, nor sexually harasses, employees or members of the general public.
- r. Refrain from any activity that would adversely affect the reputation of the DoC.
- s. Avoid personal and business associations with person's known to be convicted felons or persons known to be connected with criminal activities. This does not apply to immediate family members.
- t. Avoid any criminal, infamous, dishonest, immoral, or notoriously disgraceful conduct, habitual use of intoxicants or excess, or drug addiction.
- u. Demonstrate the highest standards of personal and moral conduct expected of law enforcement officers.

- v. Always perform assignments in accordance with prescribed regulations to the best of their ability and in accordance with safe and security working procedures and practices.
- w. Not make statement(s) about fellow employees or officials with knowledge of the falseness of the statement or with reckless disregard of the truth.
- x. Report serious violations of prescribed rules and regulations. Report violations of statutes to appropriate management officials.
- y. Not fail, unnecessarily delay, or refuse to carry out a proper order of a Supervisor or other official having responsibility for the work of the employee.
- z. Not possess, use, lose, damage, or otherwise take Government property or the property of others without authorization.
- aa. Not eat, drink, or take breaks except in designated areas.

C.5.7 RECORDING PRESENCE. Each contract employee shall sign in when reporting for duty and sign out when leaving at the end of the work shift. The Record of Time of Arrival and Departure provided by the COTR, or other Contractor's form approved in advance by the COTR, shall be used for this purpose and is considered Government property. The sign in and sign out location will be designated by the COTR. The SO shall be responsible for personally notifying the Supervisor, Project Manager, or COTR upon daily entrance on duty for purposes of verification. The COTR reserves the right to review and/or maintain the logs.

C.5.8 REMOVAL FROM DUTY/REPLACEMENT. The CO/COTR may request the Contractor to immediately remove any employee(s) from the worksite for nonperformance, misconduct, or failure to abide by all laws and regulations; or, if determined by the Government the individual should be disqualified for either suitability or security reasons, or if unfit to perform their security duties. The CO will advise the Contractor verbally, followed by a written confirmation, of the removal when it has been determined that the SO must be removed. The CO must confirm requests for permanent removal of a SO in writing and the determination of permanent removal shall be final. Specific reasons for removal will be provided in the written CO's determination. The Contractor shall comply with these requests.

The frequency and severity of these violations will determine any action to be taken by the Contracting Officer. Actions that may be taken include contract monetary deductions by the Government to obtain the required services from another source or to offset the services not performed by the Contractor, and/or termination for default.

C.5.8.1 Unfitness. For clarification, a determination of unfitness may be made from, but not limited to, incidents involving the most immediately identifiable types of misconduct or delinquency as set forth below:

- a. Violation of the Rules and Regulations Governing Public Use of Facilities, 36 CFR 1280.
- b. Neglect of duty, including sleeping while on duty, unreasonable delays or failure to carry out assigned tasks, conducting personal affairs during official time, and refusing to render assistance or cooperate in upholding the integrity of the security program at the worksite.

- c. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- d. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, fighting. Also participation in disruptive activities, which interfere with the normal and efficient operation of the Government.
- e. Theft, vandalism, immoral conduct, or any other criminal actions.
- f. Selling, consuming, or being under the influence of intoxicants, drugs, or substances, which produce similar effects.
- g. Improper use of official authority or credentials.
- h. Unauthorized use of communication equipment or Government property.
- i. Misuse of weapon(s).
- j. Violation of security procedures or regulations.
- k. Failure to be in proper uniform
- l. Violation of parking procedures or regulations.
- m. Violation of the smoking/eating regulations.

C.5.9 AUTHORITY AND JURISDICTION. All Contractor Supervisors performing duty at the HCHB shall obtain a District of Columbia Special Police (SPO) commission with sufficient authority to detain or make arrests for violations of law occurring at the HCHB, and the adjacent grounds that it sits upon, while on duty. The Contractor shall assume full authority for any act of his/her employee(s) in the exercise of any such police authority. Copies of the SPO commission described herein shall be provided to the COTR at least three working days prior to the anticipated assignment date of any individual. The Contractor shall pay for all fees associated with obtaining an SPO commission.

C.5.10 DRUG AND ALCOHOL TESTING.

C.5.10.1 Definition of Terms

- a. "Employee," "Conviction," and "Controlled Substance" are as defined in FAR 23.503. The use of controlled substance in accordance with the terms of a valid prescription, or other uses authorized by law shall not be considered as abusing a controlled substance and not subject to the requirements of paragraphs, **C.5.10.2 and C.5.10.3.**
- b. "Use, in violation of applicable law or Federal regulation, of alcohol": means having, while on duty or during a pre-employment interview, an alcohol concentration of 0.04 percent by weight or more in the blood, as measured by chemical test of the individual's breath or blood. An individual's refusal to submit to such test is presumptive evidence of use, in violation of applicable law or Federal regulation, of alcohol.
- c. Employees in a sensitive position for this contract are:
 - (1) All Contractor or subcontractor employees (Supervisors and Security Officers) performing duties on site at the HCHB or grounds; or
 - (2) A Contractor or subcontractor employee in other positions that the Government, Contractor, or subcontractor determines could reasonably be expected to affect safety or security.

C.5.10.2 The Contractor shall establish and maintain a drug and alcohol program that provides for preemployment, reasonable suspicion, random, post-accident, and periodic recurring (follow-up) testing of all employees (Contractor and subcontractor in sensitive positions) for use, in violation of applicable law or Federal regulation, of alcohol or a controlled substance. As a minimum, the Contractor's Drug and Alcohol program shall include the following requirements:

a. The Contractor's program shall test for the controlled substances use, including marijuana and cocaine. The Contractor may establish its testing or rehabilitation program in cooperation with other contractors and organizations.

b. The Contractor's program shall conform to the "Mandatory Guidelines for Federal Workplace Drug Testing Programs" published by the Department of Health and Human Services (59 FR 29908, June 9, 1994) and the split sample method of collection shall be used.

c. The Contractor's program shall provide, where appropriate, for the suspension, disqualification, or dismissal of any employee in a sensitive position in any instance where a test conducted and confirmed under the Contractor's program indicates that such individual has used, in violation of applicable law or Federal regulation, alcohol or a controlled substance.

d. The Contractor's program shall further prohibit any such individual from working in a sensitive position on a DoC contract, unless such individual has completed a program of rehabilitation described in **C.5.10.3** below.

e. The Contractor's program shall further prohibit any such individual from working in any sensitive position on a DoC contract if the individual is determined under the Contractor's program to have used, in violation of applicable law or Federal regulation, alcohol or a controlled substance and the individual meets any of the following criteria:

- (1) The individual had undertaken or completed a rehabilitation program described in **C.5.10.3** below prior to such use;
- (2) Following such determination, the individual refuses to undertake such a rehabilitation program;
- (3) Following such determination, the individual fails to complete such a rehabilitation program; or
- (4) The individual used a controlled substance or alcohol while on duty.

C.5.10.3 The Contractor shall institute and maintain an appropriate rehabilitation program which shall, as a minimum, provide for the identification and opportunity for treatment of employees in sensitive positions who are in need of assistance in resolving problems with the use of alcohol or controlled substances.

C.5.10.4 The Contracting Officer will provide direction, of which takes precedence, in the event of any disagreement or inconsistency of **C.5.10** and subparagraphs with any state or local Government laws, rules, regulations, ordinances, standards, or orders.

C.5.10.5 For any Collective Bargaining Agreement, the Contractor will negotiate the terms of its program with employee representatives, as appropriate, under labor relations laws or negotiated agreements. Such negotiation, however, cannot change the requirements of **C.5.10** and subparagraphs. Employees covered under collective bargaining agreements will not be

subject to the requirements of **C.5.10** and subparagraphs until those agreements have been modified, as necessary; provided, however, that if one year after commencement of negotiation the parties have failed to reach agreement, an impasse will be determined to have been reached and the Contractor will unilaterally implement the requirements of **C.5.10** and subparagraphs.

C.5.10.6 The Contractor shall ensure that the requirements of **C.5.10** and subparagraphs are included in all subcontracts in which work is performed by an employee in a sensitive position, except subcontracts for commercial items (see FAR parts 2 and 12).

C.6 CONTRACTOR TRANSITION. Contractor transition activities shall be accomplished in accordance with this contract and FAR 52.237-3, Continuity of Services and shall commence at contract award. All transition activities are considered to be included in the firm-fixed price of the contract.

C.6.1 SECURITY TURNOVER RESPONSIBILITY. The services provided by the incumbent Contractor are vital to the Government's overall effort, and continuity must be maintained at a consistently high acceptable level without interruptions. The Contractor (incoming Contractor) shall provide all necessary support to ensure a smooth operational transition and shall assume full responsibility of all security services when the security responsibility is turned over to the incoming Contractor.

C.6.2 CONTRACTOR START-UP ACTIONS. After award, but prior to performance, the Contractor shall coordinate through the Contracting Officer and the COTR a facility survey for the purpose of familiarizing each SO with the HCHB. (For SOs hired after implementation of the contract, the facility survey will be conducted on the first day of duty.) Included will be a distribution, by the COTR to the Project Manager, of the following:

- a. Post Orders
- b. HCHB access procedures (or security plans) which required the analysis and understanding of the Contractor, Project Manager, Supervisors, and the individual SOs.
- c. Policy and specific procedures for responding to emergency alarms, bomb threats, suspected incendiary devices, etc.
- d. Floor plans and area maps of the HCHB, which depict emergency evacuation routes, the location of each fire alarm (or environmental protection alarm), special instructions pertaining to security controls, and special instructions pertaining to the utility cut-off valves, switches and security controls.
- e. The Emergency Occupant Plan (EOP), including a detailed review of the exact responsibility of each post.
- f. Operating procedures and manufacturer manuals, or DoC prepared training materials that will be used to formally instruct security console operators in the technical operation of the integrated security and environmental safety systems, including the following: interior intrusion detection system; access control system; closed circuit television system; and fire alarm system.
- g. Conduct training.
- h. Complete medical and physical fitness evaluations.

C.6.3 PHASE-OUT. In the event the follow-on contract to this contract is awarded to another Contractor, you, as the incumbent Contractor, shall provide all reasonable support to the Government and the follow-on Contractor to ensure an orderly transition and minimize any impact on the operation. With regards to the follow-on Contractor's access to incumbent employees, a recruitment notice may be placed in the HCHB prior to follow-on Contractor assuming full security responsibilities.

C.7 REGULATIONS. In performance of their duties all SOs, the Project Manager, and Supervisors shall adhere to the standards of conduct and performance set forth in this contract and the following:

a. **Title 41 Code of Federal Regulations Part 101-20.3** (made part of this contract by reference).

b. **DoC Regulations.** DoC regulations, which contain the basic procedures for the operation, maintenance and protection of property. The primary regulations and related procedures to be followed by the Contractor are listed below. Supplementary regulations, which will be provided to the Contractor by the CO, will be incorporated by contract modification.

c. **Security Officer's Duty Books.** The SO Duty Books, to be furnished by the COTR, shall be maintained by the Contractor at the Security Operations Center and shall contain complete duty instructions for all posts involved, including instructions for emergency procedures. A separate loose-leaf binder shall be furnished by the COTR and maintained by the Contractor at each additional fixed post and will contain only those items of duty instructions pertinent to that specific post. SO's Duty Books shall not be removed from Government property, or reproduced or copied in any manner unless properly authorized, in writing, by the COTR.

d. **Public Use of Facilities (Title 36, Code of Federal Regulations, Part 1280) as amended by DoC.** Titles 36, as amended by DoC, are applicable to the HCHB under the charge and control of DoC and are applicable to all persons entering in or on such property.

C.8 GOVERNMENT FURNISHED PROPERTY. The Contractor shall be responsible and accountable for all Government property in accordance with the requirements of the contract. This includes Government property in the possession or control of a subcontractor. The Contractor shall establish and maintain a control system in accordance with FAR subpart 45.5 to control, preserve, and maintain all Government property in its possession. The Contractor shall submit a *Government Property Inventory Report*.

a. **Accountability for Government Property.** All property furnished by the Government under this contract shall remain the property of the Government. Upon termination of the contract, the Contractor shall render an accounting of all such property that has come into his/her possession under this contract. All equipment issued by the Government to the Contractor will be issued on a DoC Receipt of Property or other similar issue document. Any property furnished by the Government to fulfill contracted requirements which is lost or damaged, resulting from improper use or negligence by the Contractor's employees, will be repaired or replaced by the Government and the cost of repairs or replacement will be deducted from the Contractor's invoice.

b. **Use of Government Property.** Government property (to include telephone) shall be used for official Government business only in the performance of this contract. Government

property will not be used in any manner for any personal advantage, business gain, or other personal endeavor by the Contractor or the Contractor's employees.

c. **Safeguarding Government Property.** The Contractor shall take all reasonable precautions, as directed by the Government, or in the absence of such direction, in accordance with sound industrial practices, to safeguard and protect Government property.

d. **Malfunctioning of Government Property.** The Contractor shall be responsible for reporting to the COTR the malfunctioning of any Government equipment used by the Contractor or the Contractor's employees.

e. **Misuse or Abuse.** Any equipment, which is misused or abused by Contractor personnel, shall be repaired in accordance with FAR Part 45.5 and the cost thereof will be deducted from payments owed the Contractor for services rendered. The appropriate Government personnel (the COTR unless otherwise designated) shall be notified when such equipment is malfunctioning.

C.8.1 GOVERNMENT FURNISHED MANUALS, BOOKS, GUIDES, FORMS, ETC. The Government will furnish the following items:

a. Electrical and mechanical equipment, operating and maintenance manuals and training guides for the operational of the integrated security and environmental safety systems, as follows: interior intrusion detection system; access control system; closed circuit television system; and fire alarm system.

b. SO's Duty Book, including all inserted information required. The COTR will provide all initial information and changes. The Contractor shall post the changes in the SO's Duty Book.

c. All administrative forms prescribed for use by the Contractor's employees while on duty may be obtained from the COTR.

d. Security Post Orders.

C.8.2 GOVERNMENT FURNISHED SPACE.

a. Security Operations Center (SOC) and appropriate furnishing for the conduct of command, control, communication and coordination activities necessary for the performance of this contract; the monitoring of security, fire consoles, enunciators, printers, and video display units and the reception desk and associated standing area for visitors.

b. Project Manager's area and appropriate furnishings for performance of this contract is located with the SOC.

c. Use of classroom space for on-site training necessary to meet the training requirements of this Contract. Classroom use must be scheduled in advance.

d. Access to concession facilities (when open) and restrooms.

C.8.3 GOVERNMENT FURNISHED SERVICES. The Government will furnish the following services:

a. Repair and maintenance of Government provided equipment and space.

b. Building utilities and custodial services in accordance with established HCHB Operational Procedures.

- c. Use of medical facilities (when available) for emergency purposes.

C.8.4 GOVERNMENT FURNISHED EQUIPMENT. The Government will furnish the following equipment:

- a. Telephones in the SOC and Posts for use in the performance of this contract.
- b. It is possible that the Contractor may also be provided other Government equipment such as magnetometers, X-ray machines, and closed circuit television monitoring equipment. During orientation, the proper use of the equipment will be covered.
- c. Three (3) desktop PC's, two (2) laptop computers and one (1) printer.

C.9 CONTRACTOR FURNISHED PROPERTY. The Contractor shall furnish and maintain in acceptable condition, at no cost to the Contract Supervisor, or SOs, all items of uniform and equipment necessary to perform work required by this contract, as set forth below:

C.9.1 EQUIPMENT.

a. Radio Equipment.

- (1) The Contractor shall provide and maintain all radio equipment necessary to provide communications with all posts in support of the security operations at the HCHB. The Contractor's base stations shall be located in the SOC in the HCHB. Special consideration shall be given to the physical structure of the facilities' building to ensure a continuous communication capability. Contractor will provide enough radios, one for each post, five TAS posts and one for the COTR with charger.
- (2) The Contractor shall make application and initiate action otherwise required to receive a license and authorization to operate radios on frequencies specified by the appropriate agency of the Federal Government. When necessary, the CO or his/her authorized representative will issue a letter of authorization, identifying the Contractor has having a need to communicate over a frequency or frequencies in order to fulfill obligations under this contract.
- (3) DoC requests that the frequency range will be compatible with current DoC owned radios. All two-way radio units must have the capability of transmitting and receiving clear and concise vocal transmission between the Security Officer, Supervisory Personnel, COTR and the SOC during duty hours. The Contractor shall have a 24 hours continuous contact availability for response to inquiries, complaints, emergencies and other incidents that are reported by law enforcement personnel, or the COTR.

b. Firearms. Firearms, of a sufficient quantity, shall be furnished by the Contractor in order to equip each SO and Supervisor while on duty. (Note: approximately 35 firearms are required for normal operations per the Post Orders; however, the ability to simultaneously arm all on duty Supervisors and SOs is required. Also, from time-to-time additional personnel are required for special activities/functions and additional site requirements (see **C.1.3**) when more weapons are required).

- (1) Personal weapons shall not be used. Firearms shall be Sig Sauer P-228, 9-mm handgun, double-action only. The Government as meeting the requirement will not accept other weapons loaded with 9-mm ammunition.
- (2) The COTR is responsible for ensuring the firearms furnished comply with the requirements outlined herein. In the event of a dispute regarding whether firearms meet the requirements, the CO will make the final decision.
- (3) The Contractor shall provide appropriate and ample supplies of firearm upkeep and maintenance equipment (cleaning solvents, lubricating oil, rods, brushes and patches, and other normal maintenance tools).
- (4) The Contractor shall provide a list of serial numbers of firearms to be used or stored on the premises to the COTR prior to the contract performance date. The list shall be keep current at all times.

c. **Firearm Safe/Cabinet.** The Government will provide an approved safe/cabinet in the HCHB Security Operations Center, for the storage of Contractor firearms.

d. **Ammunition.** Each armed SO and Supervisor(s), entering on duty, including the uniformed on-site Supervisor(s), shall be issued twelve (12) rounds of 124 grains jacketed hollow-point ammunition and one additional magazine. Ammunition shall be inspected and cleaned daily to ensure its safe and effective use.

C.9.2 UNIFORMS. Uniform type, parts, equipment, magazine pouch and accessories, and the wearing of the same shall conform to approved standards and usage prescribed in this contract. Any uniform part or accessory not prescribed or provided for herein, or authorized in the contract shall not be worn. The color of uniform accessories and equipment shall be standards black. All SOs shall wear the same style or type of uniform accessories and equipment.

a. The COTR must approve uniforms within 10 days after contract award.

b. The Contractor shall, prior to the contract performance date, submit to the COTR documentation that the following items of uniform, and equipment have been issued to each employee. The COTR is responsible for ensuring that the uniforms furnished under this contract comply with this contract. Any disputes regarding application of the standards shall be referred to the Contracting Officer for resolution.

C.9.2.1 Hard Uniform Requirements. All Contractor employees performing security services under this contract shall be issued the following:

| ITEM | QUANTITY |
|--------------------------------------------------------------------------------------------------------|----------------------------|
| Shirt, long sleeve(*) with military creases & badge reinforcing | 5 full time 3 part time |
| Shirt, short sleeve (**) with military creases & badge reinforcing | 5 full time 3 part time |
| Trouser, all season weight | 3 |
| Black Belt 1 3/8" garrison plain finish | 1 |
| Necktie, break away style black in color | 2 |
| Black chin strap, gold for supervisors | 1 |
| Jacket, winter, patrol type (Reefer Style) with front double zipper & side vents and badge reinforcing | 1 |
| Jacket, light weight, Eisenhower type with badge reinforcing (not a wind breaker) | 1 |

ITEM

QUANTITY

| | |
|----------------------------------------------------------------------------------------------------------------------------------|--------|
| Rain Gear in bright yellow with Security on back, for all outdoor posts, rovers and Supervisors | 1 |
| Black Gloves (pair) leather and lined | 1 |
| Black Pistol Belt – Standard uniform garrison type (1 3/4" width) | 1 |
| Winter Hat, black in color | 1 |
| Holster, firearm (slide on belt type) with hammer safety strap, Left/right as required, leather, black in color | 1 |
| Black keepers belt | 4 |
| Black Magazine pouch | 1 |
| Handcuffs (pair) with key | 1 |
| Black Handcuff case | 1 |
| Black keystone w/flap | 1 |
| Flashlight, mini, black metal with batteries | 1 |
| Flashlight holder, (snap-away) | 1 |
| Radio case with strap | 1 |
| Insignia, "Contractor's name" shoulder patch (each shirt and Jacket) | 8-12 |
| Insignia, "United States Department of Commerce Security" Shoulder patch (each shirt and jacket) | 8-12 |
| Black Shoes, Leather | 1 pair |
| Whistle, thunder, w/chain attachment (metal) silver color | 1 |
| Whistle, thunder, w/chain attachment (metal gold color) (Supervisor's only) | 1 |
| Silver (non-supervisory), Gold (supervisory) metal cap Ornament & breast badge | 1 each |
| Nameplate, 3 1/2" by 3/4" black 1/2 lettering on brushed silver (non-supervisory), gold (supervisory) with initial and last name | 1 each |

Long sleeve shirts will be required beginning October 1 and short sleeves beginning May 1

**During the months of June and September either long or short sleeves may be worn provided all on duty SOs are identically uniformed.

C.9.2.2 Soft Uniform Requirements. All Contractor employees performing security services under this contract at the HCHB at Post 22 shall be issued the following:

| ITEM | QUANTITY |
|----------------------------------------------------------------------------------------------------|----------------------------|
| Dark Blue Blazer(*) | 2 |
| Gray Slacks (**) | 3 |
| White shirt or blouses, long sleeve | 5 full time 3 part time |
| White shirt or blouses, short sleeve | 5 full time 3 part time |
| Striped necktie (clip-on) | 2 |
| Appropriate style low-heeled black shoes | 1 pair |
| Black socks | 3 pairs |
| Pan Cake holster | 1 |
| Nameplate, 3/1/2" by 3/4" black 1/2 lettering on brushed Silver plastic with initial and last name | 1 each |
| Insignia, "Contractor's name" shoulder patch (each shirt and jacket) | 8-12 |
| Insignia, "United States Department of Commerce Security" shoulder patch (each shirt and jacket) | 8-12 |

* Blazer. Three-ply tropical blend full-cut traditional blazer.

**Three-ply tropical blend full-cut traditional gray trousers or slacks.

Colder weather and outdoor posts may necessitate a heavier fabric.

C.9.2.3 Supplementary Equipment. Each SO and Supervisor on duty shall be equipped with supplementary equipment to include, but not limited to: notebooks, pens, pencils, replacement flashlight batteries and bulbs, police baton, inclement weather clothing (raincoat, cap covers, overcoats, overshoes, mitten(gloves), etc.), as appropriate to operations. All inclement weather clothing shall be identical in style and color for each SO. SOs and Supervisors shall not be permitted to provide themselves with any unauthorized supplemental or personal equipment, such as chemical agent devices, concealed firearms, knives, “come-alongs,” or other such non-standard items.

a. The Contractor shall provide and maintain on-site, an adequate supply of batteries for all flashlights.

b. Police batons, extendable with holders, shall be made available to SOs on duty, as appropriate to operations when authorized by the COTR. The COTR shall approve the storage on-site of any police batons, as may be required.

C.9.2.4 Metal Cap Ornament and Breast Badge. The cap ornament and breast badge shall state “Security Officer” and be Blackington Company, stock number A6938A, or equivalent.

AFTER: Statement of Objectives

I. BACKGROUND

The (Agency) requires uniformed protective security services for its headquarters (HQ) building, 24x7x365. This building is located at (Address). The demand for highly qualified, highly skilled personnel working within the HQ Building is a daily requirement; these offices house the Secretary, Deputy, and Sub-cabinet members. The office hours are from 0600 to 2000 with peak hours from 0800 to 1700. The building has a high rate of public use and many (agency) and non (agency) functions use the mail lobby, auditorium, and conference rooms. These functions are open to anyone, including foreign nationals. At any given time, 16 fixed and roving posts must be manned, along with coverage of the command center (approximately 22 contractor employees at all times).

II. PROJECT SUMMARY

A. The (Agency) expects the Contractor to provide security services for the HQ Building, 24x7x365. This service will provide a daily deterrent against unauthorized, illegal, or potentially life-threatening activities directed toward (agency) employees, visitors, information, programs, property, and the like.

B. This effort requires the Contractor to provide:

- Fit, trained, and certified personnel for all positions
- Personnel to perform services listed in the Government's security plan
- Uniforms and accessories in accordance with regulations
- Firearms and ammunition
- Personnel management plan
- Recommendations regarding security weaknesses and vulnerabilities
- Additional trained personnel as needed for special events

C. Because of changing conditions within the (Agency) facilities, it may be necessary to occasionally alter scheduled start and stop times to meet security needs or to request additional special police officers (SPO). Any Contracting Officer's Technical Representative (COTR) change will be at no increase in contract price provided the resultant project manager working hours do not exceed 8 hours per day Monday through Friday.

III. CONSTRAINTS

A. The Contractor must comply with the following rules and regulations governing public building and grounds:

- Title 36, Code of Federal Regulations, Part 1280
- Title 41, Code of Federal Regulations, Part 101-20.3
- U.S. Code, Title 18, Possession of Firearms and Dangerous Weapons in Federal Facilities
- All current GSA, District of Columbia, and local firearms suitability, licensing, and permit requirements
- (Agency) Regulations for Security Officers
- FAR 52.237-3, Continuity of Services
- Security Duty Officer's Book

B. All Contractor personnel proposed to work on the premises of the (agency) under this contract must undergo security processing by the Department's Office of Security before he or she is eligible to work on the premises of the HQ or other buildings used for Departmental operations. Failure to comply with these requirements may result in termination of this contract or removal of some contractor employees from (Agency) facilities. Compliance with these requirements shall not be construed as providing a contract employee clearance to have access to classified information.