

**QUALITY ASSURANCE PLAN
Guard Services**

I. Objective:

The purpose of this plan is to provide a quality surveillance plan for security services performed at the IRS Andover/Methuen Campus, 24 hours a day, 7 days a week, 365 days a year (24x7x365). This plan provides a basis for the Contracting Officer's Technical Representative (COTR) to evaluate the quality of the Contractor's performance. The oversight provided for in the contract and in this plan shall ensure service levels reach and maintain the required levels throughout the contract term. This plan shall provide the COTR with a proactive way to avoid unacceptable or deficient performance, and provide verifiable input for the required annual past performance evaluations.

II. Performance Standards:

A. Frequency: The COTR shall evaluate the current levels of performance according to the standards set forth in this contract (**EXHIBIT 1**). During performance of this contract, the COTR shall take periodic measurements as specified and shall analyze whether negotiated frequency of measurement is appropriate for the work being performed.

B.. Management Responsiveness: The COTR shall determine whether the Contractor has managed the contract effectively and efficiently with successful and timely response in screening and escorting visitors, monitoring surveillance equipment, etc

III. Evaluation Methods:

The COTR shall conduct performance evaluations based on the required performance levels as set forth in the contract.

A. Service Level Monitoring: The Contractor shall provide sufficient qualified personnel to provide security services for the Andover/Methuen IRS Campus, 24x7x365. Customer/visitor feedback shall be sought to ensure complaints, investigative reports, and responses to alarmed sites are resolved as quickly and efficiently as possible.

B. Certification: Prior to contract award, the Contractor shall provide the COTR all certificates, medical evaluations, and other required permits for all individuals.

C. Visual Inspections: The COTR shall conduct routine visual inspections (**EXHIBIT 1**) to ensure uniforms are worn properly, and routine checks to make sure firearms are returned to and inspected by the supervisor at the end of the day.

D. Safety Precautions: The Contractor shall provide the COTR, safety procedures to ensure operations are performed in a safe manner. This includes methods that ensure continuous strict adherence to proper safety procedures, particularly firearms safety.

IV. Measures:

1. ENTRANCE CONTROL

Performance Objective: The Contractor shall respond in a courteous and professional manner to information requests by anyone at all times. The Contractor shall verify identification of all persons entering the Andover and Methuen IRS Campus parking lots and buildings. Through technical direction, the COTR or the Alternate COTR, may require the Contractor to inspect packages, handbags, vehicles, etc., to detect weapons, contraband and the like by use of Magnetometers, X-Ray and/or hand wands.

Performance measures:

- a. Respond to information requests immediately.
- b. Review of identification is timely accurate and complete.
- c. The officer shall submit a daily report to the supervisor, reporting any entrance violations.

2. FIXED POSTS

Performance Objective: The Contractor shall cover fixed posts, stationary positions at the entrances to a building or at other designated areas as directed by the COTR to ensure only authorized access. The Contractor shall monitor closed-circuit televisions and alarm monitoring equipment or other such equipment in order to dispatch guards promptly to respond to emergency situations.

Performance measures:

- a. Fixed posts shall be manned at all times.
- b. Notice is given immediately to the Supervisor of all incidents.
- c. The officer shall submit a written incident report to the Supervisor within a two-hour timeframe.
- d. All written incident reports must be clear, accurate and complete.

3. ROVING PATROL

Performance Objective: The Contractor shall assign Roving Patrol Guards in accordance with routes and schedules established in the Post Orders. Procedures for Roving Patrol Guards shall include, but are not limited to the following:

- a. Hazardous Conditions: Report, in written format, daily, in accordance with procedures in the Officer Duty Book any hazardous or potentially hazardous conditions and items in need of repair, including but not limited to; inoperative lights, emergency equipment (strobes/horns) not operating properly, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.
- b. Additional Duties may include: Turning off unnecessary lights, securing empty offices, opening and closing (secure) doors, windows and gates, etc.

Performance measure:

The guard shall immediately report to the Supervisor any deficient areas throughout the building. A report shall be submitted daily to the Supervisor, by the end of the guard shift, report is accurate, complete and is timely.

4. INJURIES AND ILLNESSES

Performance Objective: The Contractor shall obtain medical assistance when necessary in the event of injury or illness to anyone in IRS protected space or on government delegated grounds, in accordance with the Officers' Duty Book. The Contractor shall escort medical personnel to the scene and control the scene so medical personnel can perform duties unhindered.

Performance measures:

- a. The guard shall report immediately to the Supervisor all incidents.
- b. The guard shall prepare a report 2-hours after reporting the incident.
- c. A report shall be submitted to the Supervisor by the end of the guard shift, report is accurate and complete.

5. PERSONAL ESCORT DUTIES:

Performance Objective: The Contractor shall provide a personal escort for designated personnel, when the COTR or duly authorized representative gives direction, to deter threats to the personal safety of these individuals.

Performance measures:

- a. The Contractor shall log in all escorted personnel and their destination, prior to beginning the escort and log out the escorted personnel upon exiting the property.
- b. A daily report is submitted to the Supervisor, by the end of the guard shift of all escorted parties, report is complete and accurate.

6. BUILDING RULES AND REGULATIONS:

Performance Objective: The Contractor shall monitor building occupants and visitors' behavior to ensure compliance with posted building rules and regulations.

Performance measures:

- a. Notifications of building rule violations are made immediately to the Supervisor.
- b. Verbal notification is made immediately to the COTR.
- c. A written report is submitted to the COTR, through the Supervisor, by close of business the next business day, report is complete and accurate.

7. LAW AND ORDER

Performance Objective: The Contractor shall enforce law and order in accordance with the contract and building regulations. In performance of the prescribed physical security duties, the Contractor shall be responsible for the detection and reporting of any person or persons attempting to gain unauthorized access to the IRS facilities.

Performance measures:

- a. Notification is made immediately to the Supervisor when and unauthorized attempt to access IRS space occurs.
- b. Incident reports are submitted to the Supervisor within 2 hours of the incident, report is complete and accurate.

8. EMERGENCY/SPECIAL KEYS:

Performance Objective: The Contractor shall have control and storage of Emergency/Special Keys issued by the COTR. The Contractor shall receive, issue, and account for all emergency/special keys to various offices, gates, perimeter doors to IRS protected space.

Performance measures:

- a. A daily report is submitted to the Supervisor, specifying all keys issued and to whom and forwarded by close of business to the COTR.
- b. Contractor shall complete Key Usage Accountability Form accurately.

9. SECURITY AND FIRE SYSTEMS:

Performance Objective: The Contractor shall monitor the fire alarm enunciator panels and intrusion detection systems and other protection devices or building equipment, responding to all emergency alarms.

Performance measures:

- a. Report immediately to the Supervisor all security and fire systems incidents.
- b. Reports are submitted at the end of shift to the Supervisor of security and fire incidents and forwarded to the COTR by close of business, reports are complete and accurate.

10. LOST AND FOUND:

Performance Objective: When the Contractor receives notification of a found item, the Contractor shall make a receipt for the item, store and notify the COTR of the found item(s).

Performance measures:

- a. The officer shall immediately log in the item upon possession.
- b. A report is submitted to the Supervisor, by the end of the guard shift, outlining the description of the item, post location, report is complete, accurate and timely.

11. FLYING FLAGS:

Performance Objective: The Contractor shall fly the United States flag in locations directed by the COTR (which includes taking the flags down at sunset and putting them up at sunrise). Frayed and worn flags shall be reported to the COTR, for replacement by the Agency.

Performance measures:

- a. Flags shall be raised and lowered, in accordance with the terms of the contract.
- b. The guard shall immediately report frayed and worn flags to the Supervisor.
- c. A report of frayed and worn flags is submitted to the Supervisor by the end of the guard shift, report is complete, accurate and timely.

12. CIVIL DISTURBANCES/CRIMINAL ACTS:

Performance Objective: The Contractor shall perform other security 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 Government-delegated buildings.

Performance measures:

- a. Immediately report all disturbances to the Supervisor.
- b. A report shall be submitted to the Supervisor two hours after the disturbance, report shall include events, locations and any other pertinent information. Report is complete, accurate and timely.

13. EMERGENCIES

Performance Objective: In case of an emergency situation, the Supervisor has the right to direct the activities of the guard force in order to coordinate the timely response to the emergency. All such direction shall be issued through the COTR. Examples of emergencies include; such things as bomb threats, hazmat situations, fire, imminent or the potential for imminent personal danger to Government/IRS employees, visitors, etc.

- a. Preferred Response - The Supervisor and officers on roving patrol shall be used to respond to emergencies before using officers at fixed posts. Emergency response shall not extend beyond four (4) hours without oral or written authorization from the Contracting Officer.
- b. Notifications - The Supervisor shall immediately notify the COTR or Alternate COTR of action(s) taken during normal business hours, i.e., emergency situations such as hazmat reports, fire, injuries, thefts, etc.
- c. No additional costs shall be charged to the Government for the diversion of manpower and the Contractor shall not be penalized for the normal daily work not performed, which was otherwise scheduled, during the authorized diversion. A record of the diversion, with explanation, shall be prepared and forwarded to the COTR the next duty day.

Performance measures:

- a. Immediately report emergency situations to the Supervisor.

- b. Immediately notify the COTR of the situation and action taken.
- c. Emergency procedures are followed in accordance with the terms of the contract.
- d. Within 2 hours of the emergency, a report is submitted to the Supervisor, who includes a report of diversions with an explanation, report is complete, accurate and timely.

14. INCIDENT REPORTS

Performance Objective: The Contractor shall prepare all necessary reports concerning accidents, hazmat situations, fires, bomb threats, unusual incidents, or unlawful acts for submission to the COTR, or Alternate COTR. Such incidents shall be entered in the Officer's duty log and an Incident Report prepared. All such reports shall be recorded on forms furnished by the Government, and shall be completed prior to the officer leaving the building. All officers who respond shall prepare separate reports giving their knowledge of the incident. For most instances, two or more officers shall prepare reports on the same incident. The Supervisor shall review all reports and prepare a summary of the total response to an incident within twenty-four hours.

Performance measures:

- a. Incident reports are submitted to the Supervisor within 2 hours of incident, report is complete, accurate, and timely.

15. PROPERTY MOVEMENT CONTROL

Performance Objectives: The Contractor shall receive and account for property passes from persons removing property from the IRS Buildings. Verify information on the property pass in accordance with Government/IRS rules and regulations.

Performance measures:

- a. The Contractor shall record all property passes received.
- b. A report is submitted weekly to the Supervisor of property passes received, report is accurate, complete and timely.

16. TRAINING

Performance Objective: The Contractor is responsible for ensuring all contract employees receive and successfully complete all required training prior to starting work on the contract. The training requirements are specified under **EXHIBITS 2, 3, 4, 5, 6 & 7**.

Performance measures:

- a. Training is conducted timely.
 - b. Training Schedule is in accordance with contract requirements;
1. The Training Schedule, **EXHIBIT 5**, shall be prepared by the Contractor and submitted to the Contracting Officer's Technical Representative, within ten (10) days after receipt of the contract award notice, for approval and coordination. The Government reserves the right to modify, and/or revise the Training Schedule, as deemed necessary for the integration and scheduling of Government provided training (the Contractor should not submit any additional costs for revisions or amendments, unless such revisions or amendments result in an increase to required training hours or otherwise affect the cost of

providing the required training). The Contractor shall follow the format of **EXHIBIT 5; Training Schedule**, in preparing and reporting scheduled training.

c. Instructor Qualifications

The Contractor shall provide the instructor for all formal (off-site) training. The instructor is to be certified to instruct or teach the specific subject or topic required. Documentation of 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 government (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) shall be current (by date) and shall meet the approval of the Contracting Officer's Technical Representative. Copies of the instructor's certifications and documentation shall be submitted to the Contracting Officer's Technical Representative prior to instruction/training class. A qualified shift supervisor shall provide all on-the-job training and documentation of such training shall be provided to the Contracting Officer's Technical Representative.

d. Lesson Plan and other Training Materials

Unless otherwise authorized, in writing, by the Contracting Officer, only Government-developed lesson plans and materials shall be used to conduct the requested training.

The Contracting Officer's Technical Representative shall provide one (1) copy of lesson plans to the Contractor within 3 days after the award and prior to performance of the contract. The lesson plans detail the presentation of all of the subjects listed in **EXHIBITS 3 and 4** except for the 8 hours of Emergency Medical Assistance and the 8 hours of cardiopulmonary resuscitation. The Contractor shall be responsible for duplicating student handouts and other training materials as necessary to conduct training. References and other instructional materials provided by the Contracting Officer's Technical Representative shall remain the property of the Government.

e. Training Requirements

The Internal Revenue Service requires armed security guard services at the Andover IRS Campus, located at 310 Lowell Street, Massachusetts and its offsite facility located at 96 Milk Street, Methuen, Massachusetts.

The Andover IRS Campus serves as a submission processing and customer service site for Federal tax returns. Located onsite at the Andover IRS Campus is a ChildCare Center and Federal Credit Union.

The Andover IRS Campus location is a 400,207 square foot, one story facility, located on approximately 24.44 acres. The perimeter is fenced with access onto the property presently controlled by two entrance gates. Access to the building is controlled by card access, or contract armed security officers. Card access activates revolving security doors. There are approximately 5,000 employees working at the Andover IRS Campus location at peak filing season. It is a 24-hour, seven day a week operation. Because of the large number of employees assigned to this facility and the functions' it performs,

General Services Administration (GSA) has rated this facility a Level IV facility in accordance with the Department of Justice Vulnerability Assessment of Federal Facilities, dated June 28, 1995.

The offsite location in Methuen, Massachusetts, is a 135,000 square foot, one story facility with a mezzanine, located on approximately 6.39 acres. The perimeter is fenced with access onto the property via two gated entrances. Card access, or armed contract security officers control access to the building. There are approximately 650-700 employees working at this offsite facility. General Services Administration (GSA) has rated this facility a Level IV facility in accordance with the Department of Justice Vulnerability Assessment of Federal facilities, dated June 28, 1995.

f. Facilities

The Contractor shall insure that Contractor-presented training is conducted in an environment conducive to the presentation, application, and reception of the lesson objective(s). The Contractor shall identify the training facility to be used on EXHIBIT 5, Training Schedule and Plan. The Contracting Officer's Technical Representative reserves the right to approve or disapprove the scheduled site. In the event of a dispute the matter shall be referred to the Contracting Officer.

Training presented by the Government shall be conducted at a site selected by the Contracting Officer's Technical Representative.

g. Firearm Instruction and Qualification

The Contractor shall provide instruction in the nomenclature, functions, and proper and safe use of the firearm, and shall qualify each prospective guard by the anniversary of their original enter on duty date for this contract with the issued firearm. The criteria and standards set forth in EXHIBIT 3, Description of Training to be provided by the Contractor, and EXHIBIT 4, Requirement of Federal Law Enforcement Training Center Practical Pistol Course, shall be used. All instructors and qualifying officials are subject to the approval of the Contracting Officer's Technical Representative. Written certification of each prospective employee's firearm qualification as described in the Pistol Qualification Record, GSA Form 2790, provided by the COTR, shall be submitted to the COTR prior to the employee's entry to duty. Unless qualified with the issued .38 caliber firearm, with a minimum score of 210, a prospective employee cannot perform duties under the terms of this contract.

h. Tenured Officer Proficiency Examination

Subsequent to the pre-assignment basic firearms training and qualification, but prior to scheduled classroom training, a comprehensive examination consisting of one-hundred (100) questions shall be administered to all officers with tenure as a member of a contract security force providing protection for an IRS Facility. Predicated upon the successful passing of the preassignment proficiency examination, tenure officers may or may not receive appropriate total or partial waivers from training. Excluded from any preassignment proficiency examination based waiver provisions, are instructions involving firearms used and qualification, Emergency Medical Assistance and Disclosure Laws. The preassignment proficiency examination shall be prepared and administered by the Government. The examination shall consist of questions involving:

- (1) Authority and Responsibility of guards,
- (2) Elements and Functions of Security Systems,
- (3) Response to Emergencies,
- (4) Post Orders and Procedures,
- (5) Access Control
- (6) Patrols and Reports
- (7) Public Relations,
- (8) Traffic Control, and
- (9) Communications

To be eligible for partial topical, waiver(s) of training in a particular subject, a guard shall be required to score a minimum of 75% in the subject area. A tenured guard may be considered as being eligible for a waiver of all training covered in the preassignment proficiency examination if a minimum score of 75% is achieved in all topical subject areas.

The Contracting Officer shall have the final authority in granting or denying waiver(s).

i. Final Examination

Upon completion of training, and before assignment to duty, all guards required to undergo training shall be given a written examination administered by the Contracting Officer's Technical Representative. The examination shall consist of fifty (50) questions pertaining to the subject material identified in **Exhibits 4 and 5, Training Requirements**. To be eligible for this contract a guard must achieve a score of 75% correct answers or better. The Contracting Officer's Technical Representative shall certify scores. A written certification of test scores shall be directed to the Contractor for subsequent reporting to the individual(s) concerned.

j. Follow-up Orientation

The Contractor shall provide follow-up orientation for each employee within fourteen calendar (14) days of his or her initial assignment to duty. This orientation may be accomplished while the guards are on duty. The Contractor shall certify, in writing, to the Contracting Officer's Technical Representative as to the completion of follow-up orientation for each guard. The follow-up orientation shall include the following exposure(s) and augmenting instruction:

- (1) Facility organization and operations, (one (1) hour)
- (2) Policy and specific procedures for responding to emergencies, bomb threats, incendiary devices, disasters, etc., (one (1) hour)

- (3) Locations, procedures for and operation of fire alarms, sprinkler valves, and fire fighting equipment (one (1) hour)
- (4) Procedures for the operation of security systems (one (1) hour)
- (5) Access, Controls, including one-on-one, On-The-Job Training (OJT) assignment(s) to gate(s) and doors (four (4) hours)
- (6) Post Orders and operations, (four (4) hours).

k. Evaluation of Training

The Contracting Officer's Technical Representative shall evaluate the quality and completeness of training provided all contract personnel. Evaluations shall include reviews of techniques and methods of instruction, motivation, adequacy of classroom and supportive adjunct training materials and individual guards retentiveness.

When deemed appropriate, the Contracting Officer or the COTR may request that alterations, changes, or modifications are made in the Contractor's training plans, program, schedule, and/or instructor cadre.

l. Waivers

The COTR may waive a portion of or all of the training requirements for the following circumstances:

- (1) When an unusual, immediate, or coupling situation exists.
- (2) When the contract is amended to increase, within fourteen (14) days of notification, the amount of required man-hours.
- (3) When a prospective employee can provide documentation of prior training and proficiency in the specific areas contained in **EXHIBITS 3 and 4, Training Requirements**, and submits evidence demonstrating that he/she has been utilizing the training received within the past eighteen months of the waiver request, all or part of the training may be waived provided he/she meets and passes the Tenured Officer Proficiency Examination.

In addition to the pre-performance and on-the-job training established herein, the following Supplemental Training shall be provided and scheduled:

- (1) Security supervisory personnel shall be required to attend monthly security seminars, of no more than two hours in duration. Topics to be discussed shall include, the assessment of current security methods, systems and personnel deficiencies and corrective actions, new programs impacting upon security, etc.
- (2) Where applicable, all security shift supervisors and those guards to be assigned as primary and alternate security proprietary console operators for each shift shall undertake and successfully complete four (4) hours of basic training, and four (4) hours of one-on-one, on-the-job orientation in the features and operation of the console prior to assignment to duty.

m. Make-up Training

When necessary, the Contractor shall schedule guards, unable to attend regularly scheduled training, to make-up training sessions. The Contractor shall submit a monthly report to the Supervisor on all training conducted, report is accurate, complete and timely.

EXHIBIT 1											
CONTRACT GUARD INSPECTION REPORT											
DATE:				INSPECTION TIMES							
				BEGIN:				END:			
CONTRACTOR:				CONTRACT #:				INSPECTION REPORT #			
INSTRUCTIONS: Check the appropriate block. Make comments only on the items checked "N".											
<i>P O S T I N S P E C T E D</i>											
POST #	SHIFT SUPERVISOR POST 440	CONSOLE CONTROL POST 400	EAST ENTRANCE MAIN GATE POST 401	MAIN GATE ASST. POST 401 ALPHA	REAR LOBBY POST 402	INTERIOR PATROL POST 403	EXTERIOR PATROL POST 404	WEST GATE ENTRANCE POST 408	FRONT LOBBY POST 415	OFF-SITE PATROL EXTERIOR/INTERIOR POST 418	OFF-SITE EMPLOYEE FRONT LOBBY POST 420
1. Was post staffed as required?											
2. Was Security Guard alert?											
3. Was Security guard in full uniform and did he/she present a neat appearance?											
4. Was Security Guard observed, adequately performing post duties?											
5. Were all required Incident Reports prepared and forwarded timely/accurate?											
6. Did Security Guard have a valid Gun Permit?											
7. Are weapons properly stored/or worn?											
8. Did supervisory contract personnel properly inspect all guards/posts?											
MISCELLANEOUS CONTRACT REQUIREMENTS/INSPECTION											
									YES	NO	
1. Are all keys accounted for and use documented?											
2. Are procedures for documentation of events (hazardous conditions due to weather or faulty equipment) being followed?											
3. Are Lost & Found procedures followed?											
4. Property pass procedures followed?											
5. Is the Flag properly displayed?											
<u>COMMENTS:</u>											
<u>COTR's Signature & Date:</u>						<u>Contractor's Representative Signature & Date:</u>					
LEGEND: Y = YES N = NO N/I = NOT INSPECTED N/A = NOT APPLICABLE											

EXHIBIT 2

<u>DESCRIPTION OF TRAINING TO BE PROVIDED BY THE GOVERNMENT</u>		
SUBJECT	HOURS	DESCRIPTION
Organization and Mission Introduction to the floor plan and organization of the facility	1	Key functions and personnel of the facility
Authority, Duties and Function of a Security Officer Authority and jurisdiction including search and seizure, and citizen's arrest	2	The role of the Security Officer in protection of the facility
Access Control/ID Media to Public Buildings and Grounds	2	Various ID media used and the methods of control. Access control procedures and forms processing.
Disclosure Laws	1	Disclosure "need to know" laws and sanctions
Employee and Public Relations	1	The importance of good relationships with employees and public
Response to Emergencies	2	The Occupant Emergency Plan and supplemental directives dealing with evaluation of the building.

EXHIBIT 3

DESCRIPTION OF TRAINING TO BE PROVIDED BY THE CONTRACTOR		
SUBJECT	HOURS	DESCRIPTION
Emergency Medical Assistance	8 Annually	(To be presented by an American Red Cross Certified instructor). Immediate actions to control external bleeding; recognition of (an first aid procedures for) convulsions, epilepsy, stroke, heart attack, heat prostration and other disorders; identify and take action to prevent shock.
		Victim comfort while awaiting professional assistance.
Cardiopulmonary Resuscitation	8 Annually	(To be presented by an American Red Cross certified instructor.) ABC's of life support
		Practical application CPR and the HEIMLICH method.
Firearm Instruction	3 Annually	Nomenclature and operation of issued weapon. (Exclude Pistol) Qualification which discuss safety and control, and policy restraints. Shall review marksmanship grip, stance and position (strong and weak hand).
		Sight alignment and control.
Elements of Security Systems	2 (Additional as needed)	Basic elements of a security system.
		Purpose and characteristics of barrier, intrusion detection, fire, life, safety and industrial supervision devices.
		CCTV as an integral part Of security system.
Patrol Method	2 (Additional as needed)	Patrol theories and applications.
		Recognition of patrol hazards.
Response to Crimes in Progress	2 (Additional as needed)	Caution to be exercised when coming upon a crime in process of being committed.
		The element of surprise and the possibilities of encountering a crime in progress.
		Types of crime.
Report Writing	2 (Additional as needed)	Various Contractor and Government agency forms, reports and logs used by the Security force and procedures for there completion.
		Form and content of a security report ("Who-What-When-Why-Where?")
Communications	1 (Additional as needed)	Phonetic alphabet, include time reporting and "10" code.
Traffic Control (Contingent on need) (May be substituted for)	2 (Additional as needed)	Objectives and methods of vehicular and pedestrian traffic control. The basic arm and hand signals.
TOTAL <u>30</u>		

EXHIBIT 4

FEDERAL LAW ENFORCEMENT TRAINING CENTER **PRACTICAL PISTOL COURSE (PPC)**

I. General Information:

Firearm: .38 caliber revolver with a 4-inch barrel of the type normally used in line of duty by the guard.

Equipment: Belt, holster and cartridge pouch

Ammunition: 60 Rounds, .38 - 110 grain, jacketed, hollow point bullet

Firing Distance: 3 yards, 7 yards, 15 yards, 25 yards,

Target: NRA B-27 silhouette

Commands: Range commands shall be determined by the range officer and/or the firearm instructor.

Consideration shall be given to the available physical facilities; i.e., facing targets, light signals, audible by either voice or whistle, etc.

II. Marksmanship Ratings:

Below 210	-	Unqualified
210-254	-	Marksman
255-284	-	Sharpshooter
285-299	-	Expert
300	-	Distinguished Expert

NOTE: When scoring the NRA B-27 Silhouette Target, all scores shall be based on the following conversion table:

x, 10, 9, 8 rings	5
7 ring	4
All other hits on silhouette	3

Hits in white spaces inside arms are scored same as black areas.

EXHIBIT 4 (continued)

FEDERAL LAW ENFORCEMENT TRAINING CENTER PRACTICAL PISTOL COURSE COURSE OF FIRE						
TOTAL ROUNDS = 60						
POSSIBLE SCORE = 300						
MINIMUM SCORE = 210						
DISTANCE	STAGE	POSITION	ROUNDS	SHOTS	TIME	DESCRIPTION
3 Yards	1	Standing	6	2	3 seconds	point shoulder, two-handed with sights.
7 Yards	1	Standing	12	1	3 Seconds	One shot is three seconds for the first five shots. Fire sixth, unload, reload with six and fire seventh, weak hand only (20 seconds allotted for reload drill).
						Then, one shot in three seconds, weak hand only, from the "aimed in" position for the remainder of Stage A.
	2	Standing	12	2	4 Seconds	
						Two shots in five seconds for the first four shots.
						Fire fifth and sixth, unload with six and fire seventh and eight (25 seconds allotted for reload drill). Then, two shots in five seconds for the remainder of the 15-yard stage.
15 Yards	1	Standing	12	2	5 Seconds	Two shots in five seconds for the first four shots.
						Fire fifth and sixth, unload, reload with six and fire seventh and eight (25 seconds allotted for reload drill). Then, two shots in five seconds for the remainder of the 15-yard stage.
25 Yards	1	Barricade	6	2	7 Seconds	Two shots in seven seconds from the right side barricade position, double action, strong hand supported by the weak.
	2	Barricade	6	2	7 Seconds	Two shots in seven from the left side barricade position, double action, strong hand supported by the weak. (NOTE: lower barricade)
	3	Kneeling	6	2	8 Seconds	Two shots in eight seconds for the kneeling position. (NOTE: Kneel for each target facing).

EXHIBIT 5

TRAINING SCHEDULE AND PLAN	
In addition to listing specific and other related information as shown below, attach a resume of each instructor. This format shall be used for all training: initial and on-the-job.	
DATE:	
TIME:	
SUBJECT:	
NAME OF TRAINING FACILITY:	
ADDRESS:	
DAY:	
MONTH:	
FROM:	TO:
DESCRIBE SUBJECT-USE SHORT PARAGRAPH:	
INSTRUCTORS:	
FACILITY:	
ADDRESS:	
REMARKS:	

EXHIBIT 6

REPORT OF TRAINING COMPLETION		
NAME OF EMPLOYEE:		
DATE:		
The above named employee has completed training in the following subjects:		
SUBJECT	COMPLETION DATE	COURSE HOURS
CONTRACTOR'S PRINTED NAME:		
CONTRACTOR'S SIGNATURE:		

EXHIBIT 7

REQUEST FOR WAIVER OF TRAINING
NAME OF EMPLOYEE:
DATE OF REQUEST:
SUBJECT TO BE WAIVED:
(List subjects for whom a waiver is requested)
DESCRIBE SUPPORTING DOCUMENTS:
(Make reference to supporting document by subject. The Contracting Officer must attach supporting documents for review.)
CONTRACTOR'S PRINTED NAME:
CONTRACTOR'S SIGNATURE:

HELPFUL HINTS FROM THE SEVEN STEPS TEAM:

- a. Note this plan was written by the Government to state how the Government will monitor contractor performance; none of the areas to be rated included a minimum acceptance level, percentages indicating performance levels, nor were they weighted in order of importance.
- b. Training section should be clarified as to who the “students” are and who the trainer is for each type of training. Further, the contractor should be responsible for training his staff, and for certifying that all employees are properly trained and certified.