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1. **General:** Contractor is an expert in the planning and providing of security service. Except as outlined herein and in contractor's proposal all work and costs to achieve the desired results will be the responsibility of the contractor.
2. **Goal:** The goal of the security plan is to protect the Exchange's Dallas area physical and human resources by utilizing Guard Level I (Unarmed) and Guard Level II (Armed). All Guard Level II guards must be trained, licensed and available to use deadly weapons upon direction from the Exchange. Carrying and use of non-deadly weapons such as stun guns or pepper spray, is only authorized to the extent permitted under state law. Contractor is responsible for determining the requirements of state law and training its employees properly.
3. **Force Protection (FPCON):** The appropriate force protection level and concurrent actions taken to assume the designated force protection posture will be decided upon by the Exchange Chief of Staff or other designee in writing by the contracting officer. The force protection levels are as follows:
 - A. **Force Protection NORMAL:** Applies when a global threat of possible terrorist activity exists and warrants a routine security posture. At a minimum, access control will be conducted at all DoD installations and facilities.
 - B. **Force Protection Condition ALPHA:** This condition applies when there is a general threat of possible terrorist activity against personnel and facilities, the nature and extent of which are unpredictable, and circumstances do not justify full implementation of Force Protection Conditions BRAVO measures. The measures in this Force Protection Conditions must be capable of being maintained indefinitely.
 - C. **Force Protection Condition BRAVO:** This condition applies when an increased and more predictable threat of terrorist activity exists. The measures in this Force Protection Conditions must be capable of being maintained for weeks without causing undue hardship, affecting operational capability, and aggravating relations with local authorities.
 - D. **Force Protection Condition CHARLIE:** This condition applies when an incident occurs or intelligence is received indicating some form of terrorist action against personnel and facilities is imminent. Implementation of measures in this Force Protection Conditions for more than a short period probably will create hardship and affect the peacetime activities of the unit and its personnel.
 - E. **Force Protection Condition DELTA:** This condition applies in the immediate area where a terrorist attack has occurred or when intelligence has been received that terrorist action against a specific location or person is likely. Normally, this Force Protection Conditions is declared as a localized condition.

Actions to enforce the above force protections levels may include but are not limited to the following:

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a) Force Protection Normal:

- Mandatory valid building pass card swipe to enter building.
- Continual monitoring of facility security systems.
- Limit access to the building – both vehicular and personnel.
- Secure (access points closed and locked) identified unoccupied rooms & storage areas.
- Random checks of vendors and guest baggage and carried items.
- Only DoD registered vehicles admitted in parking lots adjacent to the Exchange HQ.
- Maintain the Exchange parking rules by issuing tickets (the Exchange provides ticket books).
- Coordinate for towing of vehicles with the Exchange management (must approve) and commercial activity.
- Frequently inspect the exterior of buildings for suspicious packages or unauthorized personnel.
- Operate random patrols to check vehicles, people, and buildings.

b) Force Protection Alpha:

- Maintain Force Protection Normal standards.
- Mandatory valid building pass card swipe to enter building.
- Continual monitoring of facility security systems.
- Assure all vehicles, crates and trash containers remain at least 25 meters from buildings.
- Limit access to the building – both vehicular and personnel.
- Secure (access points closed and locked) identified unoccupied rooms & storage areas.
- Random checks of vendors and guest baggage and carried items.
- Assure the Exchange associate escorts all vendors and guests.
- Only DoD registered vehicles admitted in parking lots adjacent to the Exchange HQ.
- Maintain the Exchange parking rules by issuing tickets (the Exchange provides ticket books).
- Coordinate for towing of vehicles with the Exchange management (must approve) and commercial activity.
- Frequently inspect the exterior of buildings for suspicious packages or unauthorized personnel.
- Operate random patrols to check vehicles, people, and buildings.

c) Force Protection Bravo:

- Maintain Force Protection Alpha standards.
- Limit access points to the absolute minimum.

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- 100% DoD ID Check (associates, DoD personnel, retirees).
- Random checks of the Exchange Associates baggage and carried items.
- Allow only pre-identified (Written authorization) vendor access.
- 100% check of vendor and guest (with building pass) baggage and carried items.
- Assure the Exchange associates inspect pre-approved deliveries before allowing access inside 75' perimeter.
- Erect barriers and other obstacles to control traffic flow if needed.

d) Force Protection Charlie:

- Maintain Force Protection Bravo standards.
- Building closed for normal business & deliveries.
- **No parking of vehicles and equipment except in remote parking areas.**
- Allow only essential commercial deliveries identified in writing.

e) Force Protection Delta:

- Maintain Force Protection Alpha, Bravo and Charlie standards.
- Identify all vehicles in installation outer perimeter operational or mission support areas.
- Search all vehicles from the remote delivery area and their contents before allowing entry
- **Control access/implement positive ID of all personnel – No Exceptions!!!**
- Search all suitcases, briefcases, packages, etc., brought into the Exchange HQ
- Increase interior building inspections of critical infrastructure and parking areas
- Coordinate the possible closure of public roads and facilities with local authorities.

4. Physical Resources: The site to be protected is the Exchange Headquarters. Within this site are general office, retail, and corporate resources necessary to operate a global military retail operation.

- a. Exchange Headquarters (HQ)
3911 South Walton Walker Blvd.
Dallas, TX 75236-1598

5. Human Resources: The Exchange associates as well as contractor personnel work at these sites. The sites are open 24 hours a day, 365 days a year. The numbers of associates per site is shown below. Also reflected is an estimated volume of arriving individuals (the Exchange associates, contractors, visitors) for peak arrival times and days of the week.

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a. HQ Exchange: 2,600 total personnel assigned, peak arrival times and numbers:

	Force Protection Level				
	Normal	Alpha	Bravo	Charlie	Delta
Monday – Friday:					
Arrive: 0700 – 0800	90-95%	90-95%	90-95%	30-40%	30-40%
Depart: 1530 – 1700	90-95%	90-95%	90-95%	30-40%	30-40%
Night Shift	40-50 Associates				
Saturday:	40-50 Associates during the day, 30 at night				
Sunday	40-50 Associates during the day, 30 at night				

6. Special Performance Requirements Duties

In addition to other duties in this contract, contractor must also perform those listed below:

- Be a First Responder to emergency situations (first aid, CPR, AED) during all FPCON levels.
- Conduct Security Hourly New Hire Orientation every Monday
- Assist physically challenged Exchange personnel during fire drills and emergency situations.
- Must raise and lower flags as directed (weather permitting).
- Assist employees, contractors and visitors when the need arises: Jump start vehicles and assist in changing tires.
- Report infrastructure problems to maintenance Supervisor via Shift Summary Reports.
- Monitor building using Control Room using the Lenel System and Cameras
- Report emergencies, and dispatch as needed to 911 calls.
- 24 hour monitoring of the fire panel at the south entrance.
- 24 hour monitoring the elevator panel at the south entrance.
- Generate photographs in Microsoft to be compatible with electronic media format to be utilized in conjunction with incident reports.
- In charge of all badge related duties which include: badge design, printing of badge to issue throughout the building to associates using the Lenel System, ordering badge supplies, and perform maintenance on badge equipment.
- Assist with safety issues pertaining to inclement weather (weather monitoring, delegate clearing of walkways using snow shovels or brooms as needed, distributing ice melt)
- Conduct Random Antiterrorism Measures (RAMS) as directed by HQ security personnel.
- Conduct Fire Warden Training Classes and coordinated fire extinguisher training every six months.
- Conduct Town Hall Emergency Response Presentation as requested

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- Update written Security Procedures as needed
- Report camera outages and place camera repair work orders using the MSR (maintenance service request) system.
- Assist with the evacuation of the building during emergencies at HQ.

7. Existing Exchange Policies and Equipment:

- The Exchange has Lenel card swipe system. Contractor will have to perform associated duties with badge system.
- The Exchange has a closed circuit TV (CCTV) system. The Controller will monitor and conduct periodic checks and report deficiencies to FMO (Facilities Management Office).
- The Exchange has an existing parking ticket system.
- The Exchange has existing policies on associate behavior.
- The Exchange provides Radio Communications Systems at HQ.

8. Detailed Contractor's Security Plan: The contractor will develop and submit a security plan on how they will protect the Exchange. This will be evaluated as part of the "Best Value" process as a technical requirement. The plan of the selected contractor will be made a part of the contract (**attachment to this Exhibit**). Contractor's plan must follow the structure shown in Proposal Submission Instructions and Technical Evaluation Criteria Exhibits.

9. Transition and Succession: The contractor shall have a transition and succession plan that demonstrates the capability to ensure a smooth transition with current contracts and/or successor contracts with a minimum of disruption to customer services. The transitions and succession period will be for 30 days. At the end of this contract, the Contractor may be required to continue performance to complete tasks issued prior to the effective date of any successor contract, unless terminated by the Contracting Officer. The contractor shall also be expected to provide on the job training with follow-on contractor(s) to ensure a smooth transition.

10. Contractor Personnel Requirements:

- a. A weekly written schedule must be provided to the Contracting Officer Representative at least seven (7) calendar days before the beginning of each workweek. Any changes must be coordinated with the Contracting Officer Representative.
- b. Contract Security personnel shall not perform any duty in excess of 12 hours to include Post-Associated Time (PAT) and must have at least 8 hours rest between shifts. PAT is defined as time required for weapons/equipment issue and turn in, pre- and post-shift briefings. The consumption of alcoholic beverages or other substances that would impair/alter judgment or performance during the 8-hour

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period prior to a scheduled shift is prohibited.

- c. The Contractor must provide required shift relief for employees during meals and scheduled breaks as required by state and local law.

d. Contractor Furnished Items

- (1) Provide and maintain **1** (one) motorized vehicle and **2** (two) electronic golf carts (HQ Only)
- (2) Uniforms - The Contractor shall provide standard security guard uniforms as appropriate for use by the security guards in accordance with commercial standards. The uniform shall be identical at all locations distinct from and must not mirror any United States military uniforms. Uniform and patch must meet government approval prior to purchase. Provide uniform clothing and footwear for use during inclement weather. All seasonal uniforms will be identical, except for items that identify rank or position. All security guards on duty will wear uniform seasonal clothing, shoes, and equipment. Vehicle inspection posts may require specialized uniforms (i.e. overalls).
- (3) Badges - The Contractor shall provide Contract personnel identification badges to wear while on duty. The badges must be able to withstand inclement weather. Badges shall contain a personnel picture, name of employee and Contractor's company name. Contractor badges that are provided by the local installation and contain the above information will fulfill this requirement. Badges shall be worn in a uniform manner on the outermost garment in full view above the waist.
- (4) Miscellaneous Equipment. Unless specifically stated otherwise, each item of guard uniforms, equipment, weapons, and associated items are to be provided on a 1:1 basis: if there are 100 guards at HQ, then contractor will provide 100 uniforms, weapons, vests, etc.
- (5) Duty Belt - Appropriate holster, flashlight holder, ammunition pouch, secondary use of force holder and hand cuff case w/cuffs. All duty belt equipment must be constructed of the same base material (i.e. web belt with web gear, leather belt with leather gear).
- (6) Flashlight – For each security guard working during the hours of darkness or reduced visibility.
- (7) Reflective Vest– For each security guard working during the hours of darkness or reduced visibility.
- (8) Nightstick, police baton or other secondary use of force equipment, as used and mandated by local city and county policy.

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(9) Weapons – The contractor shall provide:

(a) **Each*** Level II Security Guard will be assigned his/her own weapon. The assigned weapon is defined as one that is authorized to be used by a police force in a large metropolitan area of Texas. Weapons will be commercial variant without attachments such as laser sights. (**Each” is defined as 1:1 ratio, i.e. If 100 guards at HQ, you will provide 100 weapons at HQ.)

(b) A minimum of four (4) 12-gauge shot guns, to be stored on site and available to security guards at any time as needed.

(10) Use of any privately owned personal weapon or ammunition is prohibited.

(11) Contract security personnel shall not carry a concealed weapon on his/her person, even if they are licensed to do so off the installation.

(12) Ammunition – The contractor shall provide hollow-point ammunition. Contractor must provide same ammunition as used by the government at base of service for each level II armed security guard. The contractor must provide on-hand armory and duty ammunition load to equip 100 percent of contract level II armed guards.

(13) Each contract security employee will be issued sufficient ammunition for a full magazine in the weapon and a second full magazine to be carried on his/her person while on duty.

e. Security:

(1) Pass and Identification Items - The Contractor shall ensure the appropriate pass and identification items required for contract performance are obtained for employees and non-government owned vehicles as applicable:

(2) Retrieving Identification Media - The Contractor shall retrieve and return to host unit, all identification media, including vehicle decals, building access badges, etc., from their contract employees that depart for any reason before the contract expires and upon termination of the contract.

(3) Listing of Employees - The Contractor shall maintain a current listing of employees. The list shall include employee's name, social security number (last 5 digits), and date of birth and level of security clearance (if applicable). The list shall be validated and signed by a company management official and provided to the Facility Manager or Contracting Officer Representative prior to the contract start date. Updated listings shall be provided when any employee's status or information changes.

(4) Reporting Requirements - The Contractor shall report to the Facility Manager or Contracting Officer Representative any information or circumstances of which they

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are aware may pose a threat to the security and/or safety of DoD personnel, contractor personnel, resources, and classified or unclassified defense information.

- (5) **Testifying Responsibility** – Contractor is required to fully cooperate if called upon to testify or submit a statement in a court-martial or any related court or legal proceeding. Contractor employees called upon to testify will do so in duty status.
- (6) **Physical Security** - Areas controlled by contract employees shall comply with installation Operations Plans/instructions for Force Protection Condition procedures, Random Antiterrorism Measures (RAMS) and local search/identification requirements. The Contractor shall safeguard all government property.
- (7) The Contractor shall adhere to local procedures for entry to areas where contractor personnel will work.
- f. **Standards of Appearance** – Employees' appearance shall be neat, fit, well groomed, and present a professional image as reasonably expected by the public served and in good taste. Contract guard will wear uniform work clothing with Contractor insignia clearly displayed on outer uniform garment, above the waist. Unauthorized insignia or accoutrements will not be worn with or on uniform work clothing. Uniform work clothing will be clean and in well-pressed condition at all times. The Contractor may coordinate with the Facility Manager to determine what presents a professional image as reasonably expected by the public served or what constitutes good taste.
- g. **Arming Requirements of Contract Personnel** – The Contracting Officer Representative or their designated representative are allowed verify with the contractor that employees have accomplished successful completion of weapons training and qualification. The Contractor may be required to remove from duty any individual for unsafe weapons handling or other range safety violations.
- h. **Weapons Maintenance** - Contractor shall ensure weapons are properly cleaned, maintained and repaired. The Contractor shall provide all cleaning materials for Contractor duty weapons.
- i. **Pre-performance Training and Job Knowledge** – Contractor provides all pre-performance training and associated expenses. A reasonable degree of proficiency and knowledge of the associated security guard skills in support of this contact is required. Contractor employees shall meet training requirements for armed security guards in the state where they are working. State required training must be performed by a state certified trainer. Contractor shall provide the Government a copy of all contract guard training records/certifications.

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- j. **Contract Guard Qualifications** – Contractor will ensure that as a minimum all guards meet the following Qualifications:
- a. Civilian or military law enforcement/security experience preferred.
 - b. Have at least one year of experience.
 - c. Be a citizen of the United States.
 - d. Be at least 21 years of age.
 - e. Speak, read, write and understand English.
 - f. Must be drug free and remain drug free for the duration of the contract.
 - g. Have knowledge of procedures on use of wire and radio communications and report writing.
 - h. Persons who are prohibited by 18 U.S.C. 922(g) from possessing firearms will not be considered for employment under this contract, including those who have a felony conviction, any evidence of sex offense conviction as described in state and federal criminal codes, probation or parole for serious offenses or other credible evidence of current or past criminal misconduct including misdemeanor or felony conviction of domestic violence. Personnel currently employed who are formally charged with a criminal act (to include domestic abuse) shall be suspended from work pending the outcome of such charges. Contractor will also not use any individual for performance of an Exchange contract who:
 - Has been convicted in a military court martial proceeding.
 - Is under charges involving dishonesty or fraud.
 - Was previously separated from the Exchange for cause, unsatisfactory performance, and abandonment of position or disqualification.
 - Has been discharged from the military service under other than honorable conditions (DD 214).
 - i. Contract personnel must be a high school graduate or possess a Graduate Equivalency Degree (GED) equivalent.
 - j. Mental demands - Contract security personnel must be mentally alert at all times and capable of taking prompt efficient action to mitigate emergency situations such as fire, attempted theft, espionage, sabotage and other acts detrimental to safeguarding Government personnel and property. Individual will come into daily contact with military and civilian personnel of various ranks/positions and must use tact and good judgment in their actions.

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- k. Physical Demands – Contract employees are expected to be physically able to perform the following functions in the performance of their assigned duties: frequent and prolonged walking, standing, sitting, and stooping; occasional running or sprinting; and subduing and detaining violent or potentially violent individuals. They must be able to lift up to 50 pounds and administer self aid and buddy care as defined by AFI 36-2238 and AFH 36-2218 Volumes 1 and 2 (These documents can be found online). The Contractor employees shall be capable of performing all duties without regard to any physical limitations that would preclude full performance of duty. Physical stamina in all of its forms (endurance, temperature/climate, etc.) is a basic requirement of this position. Individuals not meeting the physical requirements of their assigned position will be removed from the task order upon the Contracting Officer request.

- l. Drug Screening – Initial drug test is required, with drug test results verified prior to employment. Once employed, contract personnel are subject to random drug screening at all times. The Contractor is responsible for all associated costs of drug screening for contract employees. The Contractor shall submit quarterly drug screening procedures and results to the Facility Manager.

- m. State Licensing - Contract personnel whom are level II armed guards must have the state weapons permits and state armed guard certification required for any security guard position in the respective state of employment.

11. Special Provisions:

- (1) Temporary Removal of Guard Personnel posing an imminent threat: The Contracting Officer or Contracting Officer Representative may immediately direct the contractor to temporarily remove any individual from duty who poses an imminent threat to safety of personnel or Government resources. Temporary removal of guard personnel does not relieve the contractor of any performance requirements or create an entitlement to an equitable adjustment.

- (2) Permanent Removal of Guard Personnel: The Government reserves the right to permanently exclude any individual from performance under this contract whose performance does not meet standards or fails to pass a security check. Such failure includes, but is not limited to, falsifying reports or statements; mishandling weapons; loss, destruction, or irresponsible use of government equipment; or other criteria identified in this Statement of work (SOW). When so instructed, the Contractor shall remove such individual in accordance with the Contracting Officer's instructions. Permanent removal of guard personnel does not relieve the Contractor of any performance requirements or create an entitlement to an equitable adjustment. The Contractor shall not, without the Contracting Officer's consent, reinstate on this contract any employee who has been permanently removed.

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- (3) Program Management - The Contractor shall provide a description of the program management process for central management, liaison and communication between the Contractor and the Government.
- (4) Employment Security screening – Prior to employment the following background checks will be conducted for all contractor personnel performing services under this contract. Further, all Contractor personnel are subject to periodic background checks throughout the duration of the contract, at the discretion of the Government.
- The Contractor shall perform and provide a pre-employment investigation on each individual to the extent required in the state of performance. Investigations shall include, at a minimum, employment history, verification checks of conviction records, credit check, driving record, and possession of a valid driver's license. The contractor is responsible for pre-employment background investigation costs. The contractor will provide their report to the Contracting Officer Representative.
- (5) After a preliminary review/evaluation/candidate endorsement, the Contractor shall provide the Contracting Officer Representative the name of each recommended prospective guard candidate. The Government reserves the right to perform a National Crime Information Center (NCIC) check on any prospective Contractor on-site employee. If NCIC results indicate an individual does not meet National Agency Check (NAC) requirements, the Government reserves the right to require removal under Specifications paragraph 11 (<http://www.fas.org/sgp/spb/bginvest.html>). Nevertheless, the Contractor may temporarily assign a potential employee pending a favorable NAC report if the Contractor has submitted all required information to the Government and there is no known disqualifying information.

////////////////////////////////////LAST ITEM////////////////////////////////////