

SCOPE OF WORK
FOR
UNARMED SECURITY GUARD SERVICES
AT
WASHINGTON DULLES INTERNATIONAL AIRPORT



PREPARED BY: Metropolitan Washington Airports Authority

**Washington Dulles International Airport
Airport Security Coordinator (MA-210)**

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SECTION II - INTRODUCTION AND SUMMARY OF WORK**01 INTRODUCTION**

- A. The Metropolitan Washington Airports Authority (the Airports Authority) is responsible for the operation of Ronald Reagan Washington National Airport (National Airport), Washington Dulles International Airport (Dulles Airport), and the Dulles Toll Road.
- B. The Airports Authority's goal for Unarmed Guard Service at Washington Dulles International Airport is to meet the security requirements set by the Transportation Security Regulation 49 CFR Part 1542. The Airports Authority's objectives to accomplish this goal are as follows:
1. Provide qualified Unarmed Security Guard Service through a single service contractor who shall furnish all necessary labor, materials, tools, equipment, vehicles, supervision, and management.
 2. Provide Security Officers, on site management, and administrative support for the base services outlined in APPENDIX A and B.
 3. Provide Security Officers, on site management, and administrative support for Supplemental Service with short or no notice as defined in Section V SUPPLEMENTAL SERVICES.
 4. Implement a continuous training program to ensure proficiency of Security Officers at all Posts.
 5. Implement a reporting system to capture required data in support of the Airport's security goals.
- C. This Statement of Work sets forth the general requirements and qualifications for Unarmed Security Guard Services at Washington Dulles International Airport (IAD). Specific assignments for the Security Officers shall be provided by the Contracting Officer's Technical Representative (COTR) and will be incorporated by the Contractor into Standard Operating Procedures (SOP) and/or Special Orders.

02 SUMMARY OF WORK

- A. The Contractor shall provide unarmed security guard services to also include management, supervision, and leadership of Security Officers at the various locations (Posts) at IAD. Security services shall be performed in a manner that will ensure the safety and well-being of the public and airport personnel in accordance with Transportation Security Administration regulations and directives and support the Airport's Security Plan. The Contractor shall provide unarmed Security Officers at various interior and exterior posts and for the durations prescribed herein.
- B. Additional posts may be established and / or existing posts may be modified or eliminated at the sole discretion of the Airports Authority. Post hours may be increased or decreased as required to meet changing needs of the Airports Authority. The Airports Authority will strive, but shall not be obligated, to provide 30 calendar days advance notice of any new post establishment or elimination.
- C. Due to the sudden and dynamic nature of security at the Airport, the Contractor may be required to occasionally provide a number of qualified temporary Security Officers, with little or no advanced notice. These assignments are supplemental services and shall be made in accordance with the SECTION V – SUPPLEMENTAL SERVICES.
- D. With thirty (30) calendar day written notice, the Authority reserves the right to discontinue all or certain portions of this contract.

SECTION III - LIST OF DEFINITIONS/ACRONYMS

Airport – Washington Dulles International Airport

Airport Security Coordinator IAD's Airport Security Coordinator (ASC) provides interpretation and guidance to the COTR.

AOA - Aircraft Operation Area - The portion of the Airport used or intended to be used for landing, takeoff or surface maneuvering of aircraft. This is a security area requiring a security badge for access. Workers in this area are required to obtain and display an AOA photo ID credential. Drivers in this area are required to obtain an Aerodrome Vehicle Operator's Permit. Vehicles operated in this area are required to pass a safety inspection and meet the vehicle identification marking and equipment requirements for operating on the AOA.

AIRPORTS AUTHORITY – See Metropolitan Washington Airports Authority

AIRPORTS AUTHORITY WORK HOURS - The hours of 7:30 AM through 4:00 PM EST/DST, Monday through Friday, excluding weekends and holidays.

CALL ORDER – All Supplemental Services require a COTR signed Call Order. The Call Order contains a detailed description of the services to be provided for any work performed under Supplemental Services.

CLEAN – The absence of dirt, litter, debris, dust, surface marks, fingerprints, oils, grime, film, stains, streaks, spots, blemishes, chemical residue, and/or any other foreign matter or chemical residue that can be removed without permanently damaging the underlying surface.

CORRECTION – Elimination of a deficiency

CONTRACTING OFFICER (CO) - The Contracting Officer (CO) is the Airports Authority representative responsible for executing all contracting functions, such as the terms, scope, price, or conditions of this contract on behalf of the Airports Authority.

CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR) - The Contracting Officer's Technical Representative (COTR) is an Airports Authority employee, designated by the Contracting Officer to ensure the Contractor is meeting the terms of the contract. The COTR **CANNOT** change the terms, scope, price, or conditions of this contract.

CONTRACTOR - Pertaining to this document, the word "Contractor" refers to the company awarded this contract. It also defines all personnel and sub-contractors hired by the Contractor to perform any services specified within this contract.

DEFICIENCY– Any condition or operational flaw that is non-compliant with OEM maintenance or condition guidelines.

DTR – Abbreviation for the Dulles Toll Road.

DULLES – Washington Dulles International Airport (IAD)

DUTY HOURS - The Contractor shall provide the required personnel during the hours listed in the Statement of Work to fulfill the requirements of the contract.

EMERGENCY SERVICE RESPONSE – The Contractor shall provide the required personnel during the hours listed in the Statement of Work (SECTION V - SUPPLEMENTAL SERVICE) to fulfill the requirements of the contract.

ESS – An acronym for the term Electronic Security Systems.

JOB SITE - The area within the Airports Authority's property lines or portions of such area, which are defined within the contract.

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY (Airports Authority) - The public body responsible for the operation and management of both Ronald Reagan Washington National Airport and Washington Dulles International Airport.

NATIONAL – Ronald Reagan Washington National Airport (DCA)

ORDERS & INSTRUCTIONS (O&I'S) – Issued by the Airports Authority and set forth requirements, procedures, and processes outlining airport business practices, regulatory requirements, and enforcement practices.

OSHA - U. S. Occupational Safety and Health Administration. The Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the work place.

POST(S) – Also Security Posts. Locations, positions, or tasks assigned to Security Officers.

POST ORDERS – A set of operating instructions, procedures, and policies for a specific Post. Post Orders are written by the Airport. The COTR has responsibility to develop and update Post Orders to incorporate changes in the Airport's security posture or to provide clarification.

PROJECT MANAGER (PM) – Local Point of contact for the Contractor

PSCC – Public Safety Communication Center located in Hangar 6 at National Airport.

QUALITY CONTROL PROGRAM - A method used by the contractor to assure that quality services are provided that satisfy the contract requirements.

QUALITY ASSURANCE - A means by which the Airports Authority is able to confirm that the quantity and quality of services received conform to contract requirements. These methods/procedures are not intended to aid the contractor in the performance of the contract requirements and shall not be a substitute for Contractor quality control.

RECALL – During off duty hours the Contractor' personnel must be on-site within four (4) hours of receiving a recall page for on-site service.

RFID TAG – An electronic tag placed on the windshield of vehicles that activate card readers at AOA vehicle entrance gates.

SIDA – Security Identification Display Area

SPECIAL ASSIGNMENTS – Assignments, in addition to the base contract, made by the COTR to support security functions related to items that include power outages, construction projects, ESS maintenance, and special functions.

SERVICES - Includes services performed, workmanship, materials and parts furnished or utilized in the performance of services.

SERVICE CALL RESPONSE – Contractor’s acknowledgment during normal business hours of any request for service must be within fifteen (15) minutes of the notification (email or phone call).

SOW – Statement of Work

Standard Operating Procedures (SOPs) – Contractor’s general processes which include administrative functions, personnel policies, code of conduct, etc.

STATE - The Commonwealth of Virginia

TSA – Transportation Security Administration.

Vehicle Access Gates – Gates located around the perimeter of the airfield that provides access to the AOA.

Dulles – Washington Dulles International Airport (IAD)

SECTION IV - BASE SERVICES**01 DESCRIPTION OF BASE SERVICES**

- A. The Contractor shall provide all supervision, labor, administrative support, materials, tools, supplies, equipment, vehicles, and transportation necessary to perform all Unarmed Security Guard functions outlined here in. The Contractor shall use APPENDIX A and B to determine necessary hours needed. The Contractor shall provide continuous coverage of the services described in this contract with sufficient number of qualified personnel, project management staff, supervision, and relief personnel to cover the require work shifts and locations to include relief to permit personnel breaks for Security Officers such as lunch, dinner, restroom use, training, administrative issues, etc. Roving supervisory personnel will not be used to provide personnel breaks. The Contractor shall ensure sufficient staff to cover assigned areas twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.
- B. The Contractor shall survey and assess the existing posts and Post Orders and provide a written report with assessment and recommendations within thirty (30) days from the date of the award to the COTR. The Contractor will be provided a copy of existing Post Orders after the date of award. The Contractor shall develop clearly defined Standard Operating Procedures and specific duties for each post within thirty (30) days from date of award to the COTR for approval. The Contractor shall maintain and update Post Orders regularly and submit recommended changes to Post Orders to the COTR to meet the changing needs of the Airport Authority. The Contractor's report and recommendations shall, at a minimum be included in their monthly report and include description of deficiencies and recommended actions. The Contractor shall use the initial assessment as a starting point for providing ongoing quality control inspections, Post Order revisions, and recommendations.
- C. The Contractor shall ensure its employees are neat, clean and appropriately attired, courteous, and able to in an authoritative manner.
- D. The Contractor shall ensure its employees maintain cleanliness of the guardhouse and maintain all equipment in good working order. The Contractor shall report all equipment or maintenance discrepancies in writing to the COTR.
- E. The Contractor shall ensure Security Officers and other personnel are on duty for the hours and during the shifts stipulated elsewhere herein and for any additional hours that may be subsequently established by the Authority as provided elsewhere herein.
- F. The Contractor shall ensure Security Officers check in and out via an established procedure prior to the start and end of each shift. Security Officers must be at their respective post at the start and end of the shift. Security Officers must remain at their respective post until the end of their shift, and properly relieved.
- G. Project Manager and administrative staff shall primarily work onsite a minimum of 40 hours weekly during Airports Authority Business Hours, and be readily available by telephone, email, or in-person to respond to inquiries by the COTR. When on vacation, corporate travel, etc., Project Manager will notify the COTR in writing of a representative from local staff who will serve as the point of contact for all contractual issues as required in Contractor's Business Continuity Plan (Refer to Section VIII, item 04).

02 POSTS AND GENERAL POST DESCRIPTIONS

- A. Base Posts may consist of, but shall not be limited to:

1.2	Roving Site Supervisor
1.3	Exterior Vehicle Gate
1.3A	Gate 118
1.3B	Gate 127
1.3C	Gate 141
1.3D	Gate 313
1.3E	Gate 317 – Bid Option 1.
1.4	Exterior Rover
1.4A	Ramp Vehicle A
1.4B	Ramp Vehicle B
1.5	Sterile Passenger Exit Lane
1.5A	East 1
1.5B	East 2
1.5C	Center 1
1.5D	Center 2
1.5E	West 1
1.5F	West 2
1.6	Roving Concourse Inspector
1.6A	Concourse A
1.6B	Concourse B
1.6C	Concourse C
1.6D	Concourse D
1.6Z	Concourse Z

- B. **ROVING SITE SUPERVISOR** – The Contractor’s Roving Site Supervisor post shall consist of a roving Supervisory Security Officer operating by vehicle and/or on foot where the work is conducted outside and inside. Duties may include but are not limited to supervisory oversight and performance of vehicle and personnel inspections, facility inspections, documentation, and emergency response.
- C. **EXTERIOR VEHICLE GATE** – The Contractor’s Exterior Vehicle Gate post shall consist of an established location where the work is primarily conducted outside. Duties may include but are not limited to vehicle and personnel inspections, documentation, and emergency response. A guard booth is provided for use when not performing duties which require the Security Officer to be present outside.
- D. **EXTERIOR ROVER** - The Contractor’s Exterior Rover post shall consist of a roving Security Officer operating by vehicle and on foot where the work is primarily conducted outside. Duties may include but are not limited to vehicle and personnel inspections, facility inspections, documentation, and emergency response.
- E. **STERILE PASSENGER EXIT LANE** – The Contractor’s Sterile Passenger Exit Lane post shall consist of an established location where the work is primarily conducted inside. Duties may include but are not limited to personnel inspections, facility inspections, documentation, and emergency response.
- F. **ROVING CONCOURSE INSPECTOR** – The Contractor’s Roving Concourse Inspector post shall consist of a roving Security Officer operating on foot where the work is primarily conducted inside. Duties may include but are not limited to personnel inspections, facility inspections, documentation, and emergency response.

03 BID ALTERNATIVES TO BASE SERVICES

- A. The following Posts may or may not be implemented at the sole discretion of the Airports Authority during the term of the base contract and any extensions:

1. BID OPTION 1: Gate 317 was closed in 2020 in response to financial/operational impacts from the COVID-19 pandemic. It is anticipated that Gate 317 will be returned to service when determined feasible by the Airports Authority.

SECTION V - SUPPLEMENTAL SERVICES**01 DESCRIPTION OF SERVICES**

- A. The Airports Authority, during the term of this contract, may request that the Contractor perform supplemental services which are outside the requirements of the Base Contract in support of the efficient operation of the Unarmed Guard Service. Supplemental Services will be authorized by a Services Call Order (Appendix D). The Call Order will contain a detailed description of the services that are required from the Contractor. Due to the nature of security, Airports Authority may require Supplemental Services with little or no notice. Contract Services Call Orders will be executed on a cost reimbursable basis in accordance with the Price Schedule.
- B. The Contractor shall address all proposals to the Contracting Officer (CO) identifying a detailed cost and time estimate, an itemized breakdown for labor, parts and materials, as well as, if necessary, a schedule with critical milestones, if requested. All proposals shall utilize applicable line items from the Price Schedule, i.e. labor and material or a listed function. The Contracting Officer's Technical Representative has the authority to approve Service Call Orders up to the amount of \$10,000. Service Call Orders which exceed \$10,000 shall be signed by the Contracting Officer to be considered executed. The COTR will authorize the Contractor to proceed by release of a Services Call Order. The Services Call Order becomes binding when the Contractor signs the Call Order. The Airports Authority shall incur no obligation for out of scope work that is not authorized in advance and in writing.
- C. Supplemental Services could include duties such as manning broken doors, vehicle gates, fire watch, patrolling during power outages, security services for construction projects, etc. with little or no notice. Such assignments are expected to be less than eight (8) hours. However, emergency service and construction support may exceed 8 hour shifts.
- D. The Contractor shall not utilize on-site employees assigned to perform Base Services to accomplish Supplemental Services. Supplemental Services shall be carried out in addition to Base Service and there shall be no delay or impact to performance of Base Service tasks and responsibilities. The Authority reserves the right to inspect, review and make copies of time and attendance records related to the Base Service and Supplemental Service. The Contractor shall keep such records for a period no less than 12 calendar months after the end of the contract.

02 EMERGENCY SERVICES

The Contractor shall be available 24 hours a day, 365 days a year to respond to emergency guard service requested by the Airports Authority. The Contractor will immediately pull Security Officers from normal posts for reassignment. Within 15 minutes, the Contractor shall have an initial partial response of Security Officers at the Emergency Post(s) and the remaining Security Officers will be en route or awaiting pickup. Within 30 minutes all temporary reassignments for the emergency guard service will be in place. Long term staffing will be in place within four (4) hours of receiving verbal or written request from the COTR for the Contractor to provide special / emergency guard service. Refer to APPENDIX E – Emergency Response Staffing Procedures, for Security Officer reassignment instructions during emergency response. (APPENDIX E is considered SSI and will be provided after contract award)

03 ACCESS CONTROL MANAGEMENT SYSTEM MAINTENANCE / FAILURE

The Contractor shall provide Unarmed Guard Services, in the event of an Electronic Security Systems (ESS) system failure affecting the Access Control Management System, to support protection of various unmanned entry / exit points around the airport. The Contractor shall provide work that will be expected with little or no notice and be performed under supplemental services.

04 CONSTRUCTION SUPPORT

The Contractor shall be available to support guard service requests for temporary manning of one (1) to thirty (30) days in length, with seventy-two (72) hours written request through the Contract Service Call Order Form, APPENDIX D.

05 EXTENDED SERVICE SUPPORT

The Contractor shall be available to support adjustments in guard service requirements upon request of the Airports Authority to meet Governmental Regulations and / or Directives. The Contractor shall respond within four (4) hours of receiving verbal or written requests. Support requirements over sixty (60) days will be incorporated into the official Contract Modification.

06 CANCELLATION OF SUPPLEMENTAL SERVICE

- A. In the event Supplemental Service support is canceled before the scheduled start of service, the Airports Authority will provide a minimum of 8 hours' notice to the Contractor service is no longer needed. If notice is not provided at least 8 hours in advance, the Contractor will be authorized to bill up to four (4) hours for each Security Officer that reports to work before the scheduled start of the service.
- B. Supplemental service may terminate earlier than scheduled or extend beyond the scheduled end time. The Contractor will only be compensated for actual time worked and as stated in item 06, A. above.

07 SUPPLEMENTAL SERVICE REPORT

The Contractor shall submit a Supplemental Service report at the conclusion of each service. The report shall show number of personnel used to support the request for service, their start and end times, and the number of hours worked individually and in total. The report shall be submitted to the COTR no later than the close of business on the next business day.

SECTION VI - PERSONNEL**01 GENERAL REQUIREMENTS**

- A. The Contractor shall provide the services described herein with the minimum number of Key Personnel and a sufficient number of qualified personnel to cover the required work shifts and post assignments, as specified, twenty-four (24) hours a day, seven days a week, three hundred sixty-five (365) days a year and any short term special assignments needs. Coverage shall include sufficient personnel to provide relief to permit personnel breaks for Security Officers for meal-times, restroom use, training, etc.
- B. The Contractor shall obtain the Airports Authority's approval of the proposed candidates, prior to hiring and assigning Key Personnel (project management, supervision, or leadership positions) for the Airports Authority. The Contractor submits resumes and background checks of all proposed personnel to COTR prior to applying for each Security Identification Display Area (SIDA) badge. If the authority finds the candidate(s) unacceptable, the Contractor shall propose other candidates until a proposed acceptable candidate(s) is/are located. In the event any of these positions become vacant; the Contractor shall follow this approval procedure in back filling the position.
- C. The Contractor shall submit a staffing plan as part of the proposal. The Contractor's staff plan shall be based on the number of hours listed for each post and position as indicated in APPENDIX B. This staffing plan shall be reviewed and if acceptable, approved by the COTR. Any modification to the staffing plan must be submitted at least 15 business days prior to the proposed change, for approval by the COTR.
- D. The Contractor shall provide a complete, detailed listing of the Contractor's personnel to the COTR and include key personnel and all Security Officers no later than thirty (30) days before the start date of contract. The Contractor shall be required to maintain the accuracy of the listing and provide quarterly updates.
- E. The Contractor shall provide name, telephone number, cellular phone number, and business email and mail delivery addresses for the Key Personnel, within thirty (30) days from the contract award.
- F. The Contractor Key Personnel staff shall be on site and dedicated to IAD.
- G. The Contractor shall ensure at least one representative from Key Personnel staff is available by phone 24 hours a day, 7 days a week, 365 days a year.

02 KEY PERSONNEL

The Contractor's Key Personnel staff shall, at a minimum, include the following positions who shall be available on site Monday through Friday during Authority business hours (0800 till 1630) unless otherwise authorized by the COTR:

A. PROJECT MANAGER

1. Primary point of contact for the Contractor
2. Directs/coordinates day to day activities required under the Contract
3. Required to be on site during Airports Authority Business Hours
4. Readily available to respond to inquiries / direction by COTR either by phone or in person.

B. ASSISTANT PROJECT MANAGER

1. Secondary point of contact for the Contractor and may serve as the Project Manager in his or her absence.
2. Prepares schedule, Call Order documentation/billing, employee assistance, etc., as directed by the PM.
3. Required to work on site 40 hours per week

C. TRAINING COORDINATOR

1. Administrative position to develop implements, manages, and tracks all training programs and required training.
2. Assists with administrative work as needed.
3. Required to work on site 40 hours per week.

03 ONSITE PERSONNEL

The Contractor's onsite personnel shall include:

A. SUPERVISORY SECURITY OFFICER POSITIONS

1. Representatives of the Contractor qualified to supervise, oversee, provide guidance, training, corrective direction, and disciplinary action as necessary.
2. Will be proficient in and meet all requirements of Security Officers. Will be considered subject matter experts of Post requirements, Post Orders, and Company SOPs. In absence of Company Management, will have authorization to make shift adjustments, call in replacement and/or additional personnel as needed, and carry out the orders of the COTR and Airport Operations Office as directed.
3. Supervisory Security Officer positions will not be used to cover Security Officer breaks for meals, restroom use, training requirements, or any other break provided by the Contractor.

B. SECURITY OFFICERS

1. Be able learn and understand the position requirements, be proficient in speaking, reading and be capable of composing reports which clearly convey factual information. SECURITY OFFICERS MUST BE FLUENT IN THE ENGLISH LANGUAGE AND ABLE TO CLEARLY SPEAK, READ, AND WRITE IN THE ENGLISH LANGUAGE. (THIS IS ESPECIALLY CRITICAL DURING HIGH STRESS INCIDENTS.) The Contractor will implement comprehensive reading, writing, and verbal assessment tests and certify to the Airports Authority each Security Officer meets this requirement. The Contractor shall submit copies of test template with a detailed description of passing qualifications to COTR for review and approval prior to hiring employees. If existing Security Officers are hired under this contract they will be subject to this requirement. The Contractor will submit test results certifying all Security Officers meet this requirement.
2. Must possess a high school diploma or equivalent and produce proof of such upon request.

3. Have the appearance of good physical condition and be in good general health without physical or mental defects or abnormalities which would interfere with the performance of duties, be free from any communicable disease, possess binocular vision correctable to 20/20 (Snellen), and be capable of hearing ordinary conversation at 20 feet unless an exception is granted by the COTR.
4. Be at least 21 years of age, and legally eligible for work in the United States of America at the time of employment. The Authority reserves the right to require proof of eligibility on request.

04 LICENSE, PERMITS, QUALIFICATIONS, AND TRAINING

The Contractor shall provide copies of the following described documents to the COTR within thirty (30) days of the contract award and shall keep the same on file at IAD and make them available for inspection upon request.

A. LICENSES / PERMITS

1. Company License Requirements

Obtain and keep current, corporate licenses and permits in accordance with governing regulations that authorize the Contractor to perform the work under this contract. The Contractor shall provide the COTR a copy of all licenses and permits required to operate in the Commonwealth of Virginia. Corporate and individual licenses must be obtained prior to the start of service. No one shall perform Unarmed Security Guard services without being properly licensed.

2. Security Officer License Requirements

Obtain and keep current, licenses, permits, and qualifications in accordance with governing regulations, of individual Security Officers, including licenses to possess firearms (although not required for this contract) and other additional individual qualifications. This will include but not be limited to "In Service Unarmed Security Officer Training Certification" requirements in accordance with 6VAC 20-171-360.

B. AIRPORT IDENTIFICATION BADGES

1. Apply for and obtain an Airport Identification (ID) badge prior to working unescorted on the Airport, and within five (5) business days of starting to work on the Airport. All fees required for background checks and badge issuance is the responsibility of the Contractor. All vehicle operator(s) shall apply for and obtain an Airport Operations Area (AOA) driver's designation in accordance with the Airport's regulations. The Contractor will ensure that all badges be visibly worn at all times on the outermost garment between the neck and the waist. Should an employee lose a badge the current replacement cost shall be as prescribed in the Orders and Instructions.
2. All Airport ID badges remain the property of the Authority and must be immediately returned (within 24hours) to the Authority at the time of an employee's separation or termination from the Contractor. It shall be the responsibility of the Contractor to ensure badges are returned to the Authority within 72 hours. The Contractor shall report in writing all lost / stolen ID badges to IAD Police and Operations. The COTR shall be furnished a copy of the reports.

3. The Contractor shall designate a senior corporate manager as Certification Official for the Airport's Identification Badge program. The Certification Official must apply for and obtain an Airport Identification Badge and complete annual TSA-required training that is provided by the Airport. Failure to renew their Airport Identification Badge or attend annual training will preclude them from serving as Certification Official for the Contractor.
4. Certification Official shall read and become subject matter expert for Contractor on the Washington Dulles's Badging O&I 6-4-1, current series, and will follow all requirements therein.

C. TRAINING

1. Airport Training - The Contractor shall develop Airport training curricula specific to Post Order responsibilities, special equipment use, and conduct for each post. This training shall be conducted no less than semi-annually and will incorporate competency testing to ensure all Officers are properly trained to conduct their responsibilities. Certifications and Airport training records shall be kept current and on file locally with the Contractor and made available for inspection upon request.
2. All Security Officers must be certified by the Contractor as fully trained and competent to staff assigned Posts. Security Officers will not be assigned to Posts they have not been certified to COTR.
3. The Contractor will provide initial and annual recurrent training on detection and reporting of Vehicle Borne Improvised Explosive Devices (VBIED's)
4. The Contractor will provide initial and recurrent training and drills every 6 months on Airport Security Breach procedures at the following locations:
 - a) Vehicle gates
 - b) Sterile Areas exit lanes
 - c) Sterile Areas roving patrols
5. The Contractor shall provide initial and recurrent training annually on the Airport's provided Inspection and data collections system.
6. Accomplishments and monthly training status reports will be submitted to the COTR by the 5th day of each month.

D. BACKGROUND CHECKS

1. The Contractor Employee Background Checks. The Contractor employees shall be investigated by the Contractor before they enter on duty to determine good character, reputation, absence of criminal record, and suitability for employment. At a minimum, this investigation shall include a search of criminal and civil court records, police and credit files in areas of residence(s), inquiries of former employers, references, and schools attended. The investigation shall cover the ten (10) years prior to application with gaps accounted and further investigation(s) if discovered information warrants. All investigation records shall be available for review by the Contracting officer and COTR. A copy or certified summary of the results of each guard's investigation shall be delivered to the COTR prior to the applicant applying for an Airport Identification Badge.
2. The Contractor shall conduct annual driver license status verification for all employees that drive on the airport.

05 EMPLOYEE QUALIFICATIONS / ATTRIBUTES**A. CONTRATOR EMPLOYEES SHALL**

1. Possess good judgement, courage, alertness, tact, self-reliance, even temperament, and an ability to maintain good performance.
2. Dress and maintain a personal neatness, overall cleanliness, be appropriately attired, courteous and able to act in an authoritative manner.
3. Be able to learn and understand the position requirements, be proficient in speaking, reading, and be capable of composing reports, which clearly convey factual information. (Refer to Section IX,)
4. Have the appearance of good physical condition and be in good general health without physical or mental defects of abnormalities which would interfere with the performance of duties, be free from any communicable disease, possess binocular vision correctable to 20/20 (Snellen), and be capable of hearing ordinary conversation at 20 feet.
5. Be at least 21 years of age, and legally eligible for work in the United States of America at the time of employment. The Authority reserves the right to require proof of eligibility on request.
6. Prior to hiring and assigning personnel in project management, supervision, or leadership positions for the Airport, the Contractor shall obtain the Authority's approval of the proposed candidates. If the Authority finds the candidate(s) unacceptable, the Contractor shall propose other candidates until a proposed acceptable candidate(s) is located. In the event the Site Supervisor becomes vacant, the Contractor shall follow this approval procedure in filling the vacancy.

06 UNIFORMS

- A. The Contractor shall provide one (1) full uniform set to each individual working as a guard or supervisor. A Uniform set shall consist, at a minimum, of the following described items. The described items and color guidelines for the uniforms shall be followed to the maximum extent possible, considering geographical and climatic conditions. Except as otherwise provided in this paragraph, the colors of the uniform are optional. All uniforms furnished by the Contractor shall bear no resemblance to the official Airport Police uniforms. Any deviation to the below list must be approved in advance in writing by the COTR.
1. Overcoat: wool (or other fabric with similar or better performance characteristics for warmth, wind resistance, water repellency), weight, and length suitable for climate.
 2. Coat: blouse type, 14 oz. gabardine or equivalent with prior approval of the COTR.
 3. (5) Trousers: winter, un-cuffed, 14 oz. gabardine or equivalent with prior approval of the COTR.
 4. (5) Trousers: summer, un-cuffed, 8.5 oz. gabardine or equivalent with prior approval of the COTR.
 5. Cap: regulation police.

6. Raincoat: nylon twill, plastic coated, orange or yellow in color with high visibility reflective material.
7. Gloves: leather, black in color.
8. Belt: regulation police, black in color.
9. Cap Cover: with detachable cape, made of same material as raincoat, with plastic insert, black in color.
10. Shirt: poplin, (5) long and (5) short sleeves, semi-spread collar.
11. Necktie: washable, polyester, slim-line type.
12. Black shoes, (1) pair.
13. Black socks, (5) pairs.

Note: A multipurpose, year-round "Ike" jacket may be substituted for items (I) and (II) at the Contractor's discretion.

07 STANDARD CODE OF CONDUCT

The Contractor shall be responsible for developing and maintaining standards of employee conduct, integrity and competence. This code of conduct shall be developed for approval by the Contracting Officer (CO) and COTR. A complete copy of these standards shall be maintained by the Contractor and a current copy provided to the CO and COTR no later than 7 days before the start of the contract. Updates made throughout the term of the contract will be provided to the COTR as new standards are adopted and implemented. The COTR shall notify the Contractor to modify the Standards of Conduct as determined by circumstances or new assignments are added.

08 GENERAL CONDUCT AND APPEARANCE

- A. The Contractor shall include quality standards and assessments of on and off duty Security Officers while the guard is on the Airport.
 1. Security Officers on or off, arriving or departing for duty while on the Airport shall maintain the standard of dress and decorum.
 2. Due to the decentralized location of Posts, the Contractor shall devise a verifiable system of check in / check out procedures to be utilized at the start and end of each shift. Security Officers will use the system for both normal shift assignments as well as Supplemental Service requirements. Alternatively, the Contractor will establish a centralized site for check in and check out requiring a physical presence of the Security Officers to report and secure from Posts.
 3. Security Officers may not abandon their post. Security Officers must be at their respective post at the start of the shift. Security Officers must remain in their respective post until the end of their shift and until relieved by the next shift guard, or until relieved for scheduled or arranged breaks providing another Security Officer has reported to and properly assumed the Post.
 4. Security Officers must wear their proper uniforms while moving to or from a post and remain in proper attire for the time they are on the airport (on or off duty) unless they are traveling on a flight.

5. Security Officers will not use personal electronic devices such as cell phones, I-Pads, Lap Top Computers, etc. at a Post regardless if they are on or off duty.
6. Security Officers, Supervisors, and Management will not wear or use personal recording devices unless authorized in writing by the COTR.
7. Off-duty Security Officers in uniform shall not congregate at any Airport site other than the central administrative site.
8. Security Officers shall not participate in social demonstrations at the Airport on duty and / or in uniform.
9. All data and photographs recorded while on shift remains the property of the Airport Authority and will not be shared or posted on social media or with others without written permission from the Airport Authority.

SECTION VII - GENERAL REQUIREMENTS**01 POST STAFFING**

- A. IAD's Airport Security Coordinator (ASC) provides interpretation, guidance and notification to the COTR of added and / or eliminated security requirements. Security requirements are determined based upon federal and state security agencies, the Airports specific needs, and changes in the Airport's security posture. IAD's ASC shall confer with the COTR on matters of new or modified security requirements and performance of the contract. In the case of an Airport Emergency, the Contractor may receive and implement special instructions directly from the ASC or his or her designee.
- B. Staffing requirements for specific Posts differ by location. Specific requirements are identified in the Post Orders for each Post. The Contractor shall supply staffing at levels that will ensure all contractual requirements are met. Additionally, Supplemental Service Posts locations and times will be identified by written communication, generally Call Orders, between the COTR and the Contractor.

02 DUTY HOURS

On-site staffing required twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year, including holidays and significant events including but not limited to weather events, emergencies or other events as determined by the COTR

03 CHECK IN/OUT REQUIREMENTS – EMERGENCY EVENTS

- A. Staffing Emergency Events - During Contractor staff recalls or significant events as determined by the COTR, the Contractor Supervisory Staff shall report staff reassignments and supplemental employee check-in when on Post. Supervisory Staff will also inform the Airport Operations Duty Office as to the names of personnel on site, their locations and the purpose of the recall.
- B. Securing from Emergency Events - The Contractor will receive approval from the Airport Operations Duty Office prior to releasing any reassigned and supplemental personnel. The Contractor will notify the Airport Operations Duty Office once the personnel approved to be released have secured from their response Posts. Multiple Posts will require multiple notifications.

04 STATUS MEETINGS

The Contractor's representative(s), including the On-site Manager, Administrators, Trainers, and any other personnel deemed appropriate shall attend all meetings as required by the COTR to perform inspections, discuss, coordinate and evaluate the status and performance of services under this contract. These meetings will be held on a bi-weekly basis or as frequently as the COTR deems it necessary.

05 QUALITY CONTROL PROGRAM

The Contractor shall implement an effective quality control program. This program shall ensure the Contractor fulfills all the requirements of this SOW. This program shall include all elements of the quality control program described in the technical proposal that the Contractor submitted in response to the Airports Authority's solicitation for this contract, as well as any additional elements needed for an effective quality control program.

06 COMMUNICATION AND COORDINATION

The Contractor shall maintain an effective communication and coordination policy with the Airport utilizing email, telephones, scanners, faxes, text messaging devices, etc. to ensure the Airport is kept up to date of current operations for the term of the contract.

07 FIRE PREVENTION AND PROTECTION

Fire prevention and protection at Airports Authority facilities property is essential. The Airports Authority shall provide limited fire prevention equipment within the facilities. The availability of fire protection equipment provided by the Airports Authority shall not limit the Contractor's responsibility or liability for maintaining a reliable fire prevention and protection program for its assigned facilities. Additionally, all standard Posts and Supplemental Post assignments will include Fire Watch responsibilities.

08 FIXED IMPROVEMENTS

The Contractor shall not make, alter or remove, any Airport fixed improvements (i.e., improvements, fixtures, additions, annexations or alterations to the Airport premises, or a portion thereof, which cannot be removed or changed without material damage to, or destruction of, either itself or the premises or a portion thereof) without the prior written approval of the COTR. Title to any and all fixed improvements made by the Contractor shall vest to the Airports Authority immediately upon completion of the Contract.

09 LOST AND FOUND PROPERTY

The Contractor shall immediately turn in to the Airports Authority's Lost and Found Department all property found on the job site and obtain a receipt from the Lost and Found Department. Any violations or disregard of the rules, regulations and/or policies may be cause for immediate termination.

10 SAFETY

- A. The Contractor and each of its employees shall comply with all applicable OSHA and Airports Authority rules and practices, including directives issued by the Airport Manager, Airport Operations, MWAAP Public Safety, Federal Aviation Administration, TSA, and other Airports Authority Divisions while on the job site.
- B. The Contractor shall provide all safety equipment/devices, and personnel protective equipment and clothing required for its employees. The Contractor shall ensure all personnel at the work site wear and use personal protective equipment and apparel as required by OSHA or the Airports Authority.
- C. The Contractor shall not use liquid fuel or propane-fueled portable equipment in the performance of the work required by this contract.
- D. The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the contract. The Contractor shall take all necessary precautions for safety of, and shall provide reasonable protection to prevent injury, damage to properties, equipment and vehicles.
- E. The Contractor shall furnish documentation as directed by the COTR of the completion of the approved safety training of personnel as applicable. The safety training shall comply with all OSHA standards and a sample program shall be submitted to the COTR.
- F. The Airports Authority reserves the right to inspect all areas for safety violations at its discretion, direct the Contractor to make immediate improvement of necessary conditions and/or procedures, and/or stop the work if other hazards are deemed to exist.
- G. In the event that the Airports Authority should elect to stop work because of any type of existing safety hazards after the Contractor has been notified and provided ample time to correct, the Contractor shall

bear all costs for eliminating the hazard(s) and shall not be granted compensation for the work stoppage. The Contractor shall pay all additional expenses.

- H. The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the contract. The Contractor shall take all necessary precautions for safety of and shall provide reasonable protection to prevent injury or damage or loss to properties, equipment, and vehicles.
- I. Damage caused by the Contractor to any properties shall be reported immediately to the Airport Operations Center. The Contractor will also complete a MWAA damage report before the end of shift in which the damage occurred. Damage shall be repaired or replaced to the satisfaction of the Airports Authority at the expense of the Contractor. The Airports Authority, at its sole direction, may elect to repair or replace the damaged property, and deduct such costs from monies due the Contractor.

11 SECURITY AND IDENTIFICATION REQUIREMENTS

- A. The Contractor, its subcontractors, and all its employees shall be subject to and shall at all times conform with any and all rules, regulations, policies and procedures pertaining to security at Dulles International. Any violations or disregard of the rules, regulations, policies and procedures may be cause for immediate termination.
- B. The Contractor shall not permit any employee to have keys for access to locked rooms until it has been determined that permitting such person(s) to have such access shall not be contrary to the Airports Authority's interest, and that the individual(s) is/are authorized to be admitted in accordance with applicable security orders, rules, regulations and instructions as determined by Authority.
- C. The Contractor shall secure and safeguard all keys, key cards, and any other entry devices and codes provided by the Airports Authority. The Contractor shall maintain a record of the keys issued to its employees. These prohibitions and requirements shall also be applicable to all individuals with regard to access, removal, and/or possession of any information, confidential data, materials, supplies, or equipment. The Contractor shall not duplicate and shall not allow any such issued items to be duplicated or removed from the job site. All keys and other entry devices used by the Contractor's employees in the performance of the work shall be returned to the Airports Authority upon termination and/or when the contract expires.
- D. The Contractor shall ensure the safeguarding of all the identification cards issued to its employees and subcontractors by the Airports Authority to fulfill the requirements of this SOW. The Contractor shall ensure these cards are visibly displayed by the respective individual at all times while employed on site at the Airport to fulfill this requirement.
- E. The Contractor shall immediately report to the Airports Authority all keys issued to it by the Airports Authority that are lost or stolen. The Contractor shall be responsible for all loss, damages and expenses that the Airports Authority incurs as a result of the Contractor's loss of Airports Authority keys. These costs include the expense of changing all locks to which the lost keys provided access. The cost of changing locks or keys to the building rooms or areas accessible by the lost or stolen keys shall be deducted from the Contractor's invoice to the Airports Authority for the services performed under the contract.
- F. The Contractor shall ensure that, under no circumstances, any of its employees shall enter an area not authorized for access by the Contractor.
- G. The Contractor, its subcontractors, and all its employees shall be subject to, and shall at all times, conform with any and all rules, regulations, policies, and procedure pertaining to security at the Airport.

Any violations of the rules, regulations, policies, and procedures may be cause for immediate removal from the job site.

- H. The Contractor shall be responsible for, at its own expense, obtaining the proper security clearance, fingerprinting, training, badges required to access the restricted areas of the Airport including the Air Operations Area (AOA), Security Identification Display Area (SIDA), and U.S. Customs Seal to gain entrance in the U.S. Customs area at Dulles Airport. Identification badges issued by the Airports Authority must be visibly worn at all times while in the SIDA.
- I. The Contractor shall be responsible, at its own expense, for compliance with the requirements and procedures to obtain approval of any motor vehicle to operate in the Air Operations Area (AOA).
- J. The Contractor shall not leave any equipment, security sensitive documentation, or supplies unattended in the public or sterile areas at any time while performing work at the Airport.
- K. The Contractor and its personnel shall review and agree to comply with the Airports Authority's Information Security System (ISS), and network policy.
- L. All airport ID badges remain the property of the Airports Authority and must be returned to the Airports Authority at the time of an employee's separation or termination from the Contractor and/or at the completion of the contract. It shall be the responsibility of the Contractor to ensure badges are returned to the Airports Authority.
- M. Any and all personal packages brought onto and/or removed from Airports Authority property may be subject to inspection by a security officer, Airport Operations, TSA, or Airports Authority Police.
- N. **Firearms and/or explosives shall NOT** be brought onto the Airports Authority's property at any time. **VIOLATORS WILL BE PROSECUTED.**

SECTION VIII - TRANSITION PERIOD

The Airports Authority has specified a two (2) month transition period to allow the selected Contractor to collect information, implement the staffing plan, prepare the required reports (as described below), and develop recommendations for improving performance and reporting standards. This transition period will ensure a successful transition to the Base Services requirement section of the contract. The Transition Services period of performance will begin upon execution of the contract by the Airports Authority or 60 calendar days prior to the start date of the contract, whichever is later, and end on the start date of the contract.

01 DEVELOP AND SUBMIT TRANSITION PLAN

- A. The Contractor shall develop and submit to the COTR, within the timeframe specified in paragraph 03 below, a transition plan that will ensure a smooth transition with the existing Contractor. The plan will include but is not limited to the following components:
1. Hiring management personnel including the Project Manager, Trainer, Administrative Support.
 2. Hiring sufficient Security Officers to cover all posts for the hours identified in the Scope of Work.
 3. Training and testing all staff to ensure they are able to implement the requirements of their Post Orders, have a good understanding of the Companies SOPs, and are qualified to adequately fulfill their duties under this contract.
 4. Obtain uniforms and other equipment to ensure Security Officers look professional and are able to conduct their duties at the start of the contract.
 5. Evaluation process to certify any Security Officers hired from existing company meet all physical, mental, and professional requirements identified in the contract including proficiency in the English language with the ability to speak, read, and write the English language clearly during stressful circumstances.
 6. Conduct required background checks on all potential personnel.
 7. Obtain SIDA badges for all personnel
 8. Vehicle acquisition and Airport Inspection/Permitting
 9. Coordination plan with the existing Contractor to facilitate "change of command".
 - a) Transition of employees (if any)
 - b) Vehicle deployment
 - c) Supply inventory change out
 - d) Storage needs
 - e) Access to install internet office equipment (computer equipment, company internet, Wi-Fi, etc.)
 - f) Transition of office space and equipment

02 EVALUATE AND DOCUMENT EXISTING CONDITIONS OF FACILITIES AND POSTS

The Contractor shall tour the existing facilities and develop a facilities report for each post. The report shall detail the current condition, adequacy of assigned equipment, needed equipment, and overall ability of each location to support the security requirements of the Post Orders and Company SOPs and shall be delivered to the COTR within 30 days after the start of service.

03 TRANSITION PERIOD MILESTONE REPORTING

- A. The Contractor shall provide transition reports to the COTR on the following schedule:
1. 60 days prior to start of contract:
 - a) The Contractor will submit a complete Transition Plan (TP) to the CORT and start TP implementation.
 - b) The Contractor will submit copies of KEY PERSONNEL to COTR prior to assigning them to this account. See Section
 - c) Submit background reports to COTR before employees are sent to Pass & ID to apply for SIDA badges.
 2. 45 days prior to start of contract:
 - a) Initial report on the progress transition plan implementation
 - b) At a minimum, progress will include Management personnel identified and resume's submitted for review and approval by CO or designee.
 3. 30 days prior to start of contract:
 - a) Status update on progress of transition plan
 - b) Staffing plan progress update
 - c) Report on coordination efforts with the existing Contractor
 - d) Facilities and Post evaluation report draft
 - e) Uniform purchase progress
 - f) SIDA badge application progress (Expect up to 10 working days to process a badge application when no issues are encountered)
 - g) The Contractor shall submit its own detailed safety and protection plan/program that shall comply with all safety, environmental protection, property protection and health provisions of the contract to the COTR. This plan shall be updated on an annual basis by the Contractor or more often if determined necessary.
 4. 15 days prior to start of contract:
 - a) Status update on transition plan.
 - b) Significant completion of requirements of the Transition Plan
 - c) Project Coordinator, Trainer, and Administrative Personnel should be on site and immersed in the daily coordination, hiring, training, preparing required reports, SIDA badge processing, and all other contract requirements.
 - d) Significant completion of background checks for proposed staff.
 - e) Provide required background checks for all employees on board.
 5. 7 days prior to start of contract:
 - a) Final status update on transition plan.
 - 1) The Contractor shall be in final stages of hiring, training, certifying, and outfitting security Officers with uniforms and equipment as needed.
 - 2) Training requirements:
 - i. Post Orders
 - ii. SIDA badge requirements
 - iii. Customer service
 - iv. Prohibited items

- v. AOA driver's training (as needed)
 - vi. Code of Conduct
 - vii. Company Standard Operating Procedures
 - viii. Conflict resolution
- 3) Security Officers familiar with Post Locations and proper use of equipment.
 - 4) Security Officers will have parking placards and know their assigned parking locations for each Post
 - 5) Vehicles will be on site and in final stages of being outfitted for operations and pass AOA vehicle inspection.
 - 6) Office systems training completed for Project Manager and Office Staff.
 - 7) Obtaining SIDA badges for all employees.
 - i. The Contractor shall identify any last minute concerns and coordinate with COTR.
 - ii. The Contractor shall certify each Security Officers meets the physical, mental, and, English language requirements.
 - iii. The Contractor shall certify Security Officers have successfully passed the required training and are competent to work their assigned Posts.
 - iv. The Contractor shall make final preparations with the existing Contractor (if different company) to coordinate a transition of MWAA equipment and facilities.
 - v. Provide list of all staff members that will be in place on the first day of service. This report will list only members that have completed all requirements of training and have their SIDA badge.
6. 30 calendar days after start of contract
- a) The Contractor shall submit a review of all Post Orders including a description of deficiencies and recommended actions shall be submitted to the COTR.
 - b) The Contractor shall clearly define Standard Operating Procedures (SOPs) and specific duties for each post within thirty (30) days from date of award to the COTR for approval.

04 BUSINESS CONTINUITY PLAN

- A. The Contractor shall develop and submit to COTR within thirty (30) days from the contract award of a Business Continuity Plan to support the contract in the event of:
- 1. Severe Weather
 - a) Winter Storms
 - b) Tornados / Hurricanes
 - c) Earthquakes
 - d) Civil Unrest
 - e) Pandemic Illness
 - f) Change of Key Personnel
 - g) Corporate merger
 - 2. Key Personnel Absences
 - a) Vacation
 - b) Corporate travel
 - c) Illness
 - d) Separation from the Contractor

SECTION IX - DOCUMENTATION AND REPORTING**01 GENERAL REPORTS**

- A. Unless otherwise stated in this Statement or Work, reports shall be completed in an electronic format and signed by the Project Manager. They shall be delivered to the COTR no later than 5 working days after the end of the previous month in the format prescribed by the COTR. The Airports Authority may require the Contractor to utilize a reporting/documentation system implemented by the Airports Authority as further discussed in Section XII Paragraph 04.
1. The Contractor Employee Background Checks: A copy or certified summary of each guard's investigation. Delivered to the COTR **prior** to the guard working on the Airport. (Refer to Section IX, item 01).
 2. Unaccounted Airport ID Badges: Upon discovery a report shall be submitted in writing reporting all lost/stolen ID badges to IAD Police and Operations with a copy to the COTR.
 3. Property and Support Provided by the Contractor: Upon Discovery report all Contractor equipment or maintenance discrepancies in writing to the COTR.
 4. Special Incident Reports (SIR): Completed no later than the end of the shift the incident occurred. Delivered to COTR no later than the close of business on the next business day. Incident reports describe in detail the events and observations for each incident from each guard. Incidents that have public interest or involve issues that require urgent reporting to Airport management will require SIR's to be written and submitted immediately.

02 POST REPORTS:

- A. Completed daily by each Security Officer and shall be turned in at the end of each shift. Reports shall be submitted to COTR as requested, no later than the close of business of the next business day. Incidents that have public interest or are of interest of Airport Management shall be submitted immediately to the COTR. Daily reports shall be compiled for inclusion in the Monthly Quality Inspection Reports.
1. Vehicle/Personnel Inspection Log: Completed each shift. Applicable to all posts that require vehicle use. Forwarded to the COTR no later than 5 working days after the end of the previous month
 2. Merchandise Inspection Logs: A recording of the inspection of all delivery vehicles and items being delivered to various locations in the sterile areas. Applicable to merchandise inspection posts. Forwarded to the COTR no later than 5 working days after the end of the previous month
 3. Special Incident report: A detailed summary of unusual incidents or activities. Applicable to all posts and shifts. Forwarded to the COTR no later than 5 working days after the end of the previous month. See Section VIII, paragraph 01.D.
 4. Shift Log: A detailed summary timeline of the events occurring at the post. Applicable to all posts and shifts. Completed no later than the end of the shift. Forwarded to the COTR no later than 5 working days after the end of the previous month.
 5. Vehicle Gate Access Log: A recording of the vehicles and personnel entering Guarded AOA vehicle access points. Applicable to Gates 118, 127, 141, 313, 317 and 225/225A or as may be amended. Vehicles and personnel will be documented by scanning vehicle AOA permits,

license plates, swiping SIDA badges, recording headcounts, and recording other information identified in Post Orders. Forwarded to the COTR no later than 5 working days after the end of the previous month.

6. Gate Inspection Tracking Log: A recording of the vehicles inspected for prohibited items. Applicable to Gates 118, 127, 141, 313, 317, or as may be amended.

03 MONTHLY REPORTS:

A. Quality Inspection Report, Initial report and monthly report: A report describing:

1. Staffing (current levels, disciplinary issues, open/completed investigations, shift coverage issues, Officer inspections/testing/ training, qualification status for Posts)
2. Merchandise summary report.
3. Identify any staff not qualified to specific posts.
4. Uniform serviceability
5. Facility status for all posts
6. Assigned spaces (HVAC, floors, ceilings, tiles, walls, painting needs, windows, etc.)
7. Assigned equipment status, phones, computers, printers, fax machine(s), other equipment.
8. Vehicle serviceability, appearance, maintenance issues, out of service, etc.
9. Post Orders applicability to Post requirements and any modifications to duties.
10. Other items as identified by the COTR.

B. Report shall quantitatively score status of all areas on a scale of 1 to 10 with 5 representing full performance. Any scores above or below 5 shall require a written explanation. The report shall also contain a "Support Needs" section to assist the Contractor in providing better guard service.

C. Report shall be forwarded to COTR no later than 3 weeks from contract award, then monthly to the COTR no later than 5 working days after the end of previous month. A meeting shall be held no later than 10 calendar days after the end of the previous month to review the report and identify opportunities to make improvements.

04 QUARTERLY QUALITY INSPECTION REPORT WITH CORPORATE STAFF:

A. This report summarizes the previous three (3) months. The report shall include a listing of all resolved issues, training completed, etc. and a listing of all items identified in the monthly report describing any outstanding issues, progress made and an action plan to effect corrective action to resolve any outstanding issues. This report shall provide a quantitative score of the overall status for all contract requirements.

B. Meetings shall be held January, April, July, and October and shall be held no later than 15 calendar days after the end of the previous quarter.

C. The report is due no later than 10 calendar days after the end of the previous quarter.

- D. Monthly reports that fall on the last month of the quarter can be combined with the Quarterly reports at the discretion of the COTR.

05 ANNUAL QUALITY INSPECTION REPORT WITH EXECUTIVE STAFF:

- A. This report summarized the events of the previous year. The report shall include a listing of all resolved issues, employee status, a listing of all items identified in the monthly report describing any outstanding issues. It shall also contain a "Looking Forward" section that identifies long term planning items MWAA should consider to the guard service.
- B. The meeting shall be held in August of each year.
- C. The meeting shall be held no later than 20 calendar days after the end of the previous contract year.
- D. The report shall be forwarded to the COTR no later than fifteen (15) calendar days after the end of the previous year.
- E. The Monthly report for June, Quarterly report for the last quarter of the contract year, and the Annual report can be combined into a single report at the discretion of the COTR.

06 TRAINING:

This report provides current files on required training, written and practical testing and shall be included in monthly reports. Training report shall be in Excel format and include topic of training provided, person receiving training, date completed, whether it was classroom or OJT, Report shall list all names of Security Officers.

07 AUTHORITY PROPERTY / EQUIPMENT / FACILITY DISCREPANCY REPORT:

This report shall detail the status of all Authority facilities and equipment maintenance discrepancies discovered within the preceding month. The report is due no later than 5 days after the end of the previous month and shall be reviewed at the monthly meeting. (Additional reports are due upon discovery of noteworthy issues.)

SECTION X - DELIVERABLES

01 CONTRACTOR PROVIDED DELIVERABLES

A. The Contractor shall provide the following deliverables at the required dates / periods as stated in the respective reference. Please also refer to APPENDIX G, "Deliverables Time Table" for a chronological list of requirements.

1. Post Order review / Recommendations Section IV, item 01
2. Standard Operating Procedures Section IV, item 01
3. Business Continuity Plan Section VIII, item 04
4. Supplemental Service Report Section V, item 07
5. Transition Plan Section VIII, item 01
6. Transition Existing Facilities and Posts Evaluation Report Section VIII, item02
7. Transition Milestone Report - 60, 45, 30, 15, 7 Day Reports Section VIII, item 03
8. Safety and Protection Plan..... Section VIII, item 03
9. Required Reports Section IX, items 01 through 07
10. Employee Staff List Section VI, item 01
11. Resumes of All Key Personnel..... Section VI, item 01
12. Contact information Key Personnel Section VI, item 01
13. English Language Certifications..... Section VI, item 03
14. Company Licenses Permits, and Certifications..... Section VI, item 04
15. Individual Personnel Licenses, Permits, and Certifications..... Section VI, item 04
16. Background Checks Section VI, item 04
17. Employee Code of Conduct Section VI, Item 07
18. Inspection System Data Section XII, item 04

SECTION XI - CONTRACTOR FURNISHED RESOURCES**01 GENERAL**

The Contractor shall furnish all management, supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to fulfill all the requirements and satisfactorily perform of all services described in this SOW in a safe, orderly, timely, efficient and workmanlike manner. The Contractor shall provide any additional resources necessary to fulfill the contract requirements at no additional cost to the Airports Authority.

02 SAFETY EQUIPMENT

The Contractor shall provide all safety equipment/devices, personal protective equipment and clothing as required for its employees. (Refer to Section VII, item 09)

03 COMMUNICATION EQUIPMENT

All of the Contractor's employees assigned to the Airport shall have, at all times while on the jobsite, portable communication devices with full service to allow immediate two-way communication between the Contractor and/or the Airports Authority and the employee.

04 OFFICE EQUIPMENT

- A. The Contractor shall be responsible for providing at its sole expense all materials, fixed improvements, and equipment it may require in support of this contract above and beyond that provided by the Airport.
- B. The Contractor shall have capabilities to send and receive scanned/faxed documents at the Contractor's off-site office and shall provide a scanner/fax machine for on-site use for the term of the contract.
- C. The Contractor may install and maintain internet access in addition to that provide by the Airport. The Contractor shall establish e-mail capabilities for KEY PERSONNEL and shall provide e-mail addresses for all KEY PERSONNEL to the COTR and maintain them in a current status at all times for the term of the contract.
- D. The Contractor shall provide and utilize on the job site a digital camera with date and time functions. This can be provided by cell phone.
- E. The Contractor shall provide at each Post requiring ID checks, a portable UV light source to check security features of SIDA badges, and any other supplemental equipment, as necessary to preform required duties during various lighting and climatic conditions.

05 FIELD EQUIPMENT

- A. Posts shall be equipped with the following equipment as specified:
- B. Operable Flashlights including any consumable requirements such as batteries, light bulbs, chargers, etc. (All Posts)
- C. UV Flashlight including any consumable requirements such as batt4eries, light bulbs, etc. (All Posts)
- D. Cell Phones for Project Manager, Administrative Personnel, Trainer, Supervisory Security Officers, and Roving Merchandise Inspectors.

06 SERVICE VEHICLES

- A. The Contractor shall provide a minimum five (5) service vehicles on site at all times. The Contractor shall provide all necessary items for the operation of such including but not limited to licensing, insurance, maintenance, repair, marking lighting, AOA Vehicle Permitting, fuel, lubricants, etc. The service vehicles are required to transport the Contractor's employees to various Post locations, perform roving merchandise inspections, supervisory duties, and to respond to security issues as directed by the COTR or Airport Operations.
1. Vehicles shall be new at the start of the contract and maintained dent and rust free for the term of the contract.
 2. Vehicles shall not be older than 5 years old through the term of the contract including any extensions.
 3. Vehicles shall be 4-wheel or all-wheel drive.
 4. Vehicles shall have seating with seatbelts for four (4) occupants.
 5. Vehicles shall have heat and air conditioning
 6. Vehicles shall be equipped with top mounted steady illuminated amber beacon.
 7. Vehicles shall be marked with permanent or magnetic company designation as specified in the Airports Authority's Driving O&I 3-2-2C or current edition.
 8. Vehicles shall pass an annual safety inspection.
 9. Vehicles shall be maintained to a standard that shall ensure they can perform the requirements of the contract at all times.
- B. Vehicles shall be equipped, licensed, insured according to the requirements of the Airport's Driving O&I 3-2-2, and pass an annual AOA inspection. The service vehicles shall be on site anytime the Contractor's employees are working at the Airport.
- C. Service vehicles shall be free of rust, dents, cracked windows, and shall comply with all provisions of AOA Vehicle Control Program O&I 3-2-2 current revision.

SECTION XII - AIRPORTS AUTHORITY FURNISHED RESOURCES**01 PROPERTY (MATERIALS, EQUIPMENT, AND FACILITIES)**

- A. Property furnished by the Airport under this contract shall remain the property of the Airport. Annually and upon termination of the contract, the Contractor shall render an accounting of the Authority property that has come into its possession during this contract in good working order less any reasonable wear and tear. Airport furnished property shall be used only for the performance of this contract. The Airport shall furnish the following items at no cost to the Contractor and shall be returned in like-new condition, normal business-wear and tear accepted.
- B. The Contractor is responsible for maintaining general cleanliness and neat appearance of the facilities and equipment, and to handle and operate all equipment in the intended manner. Report all equipment or maintenance discrepancies in writing to the COTR.

02 ON-SITE OFFICE

- A. To facilitate fulfilling the requirements of this SOW, the Airports Authority will provide the Contractor office space at Washington International (approximately 100 square feet) for use of the Contractor's Project Manager, including a desk, chair, file cabinet, a telephone with one voice line with voice mail capabilities, plus one data / facsimile line.
- B. The Airport will provide office space (approximately square 200 feet) at Gate 313 for use of the Contractor's Trainer and Admin positions, including the following equipment for each of the 2 positions; desk and chair, 4 drawer filing cabinet, telephone with one voice line and voice mail capabilities, plus data/facsimile lines for each position, one facsimile machine (1 total).
- C. The Contractor shall use the spaces provided to locate its office for managing the day-to-day operations to fulfill the requirements of this contract.
- D. The Contractor shall keep the area clean and orderly at all times.
- E. The Contractor shall keep the on-site office door locked whenever unoccupied.
- F. The Contractor shall not allow persons who do not possess a current Airport security badge to remain in the on-site office unescorted.
- G. The Contractor shall not store any items not related to the contract in the on-site office.
- H. Airport Security regulations, forms, paper and other publications necessary for the performance under this contract.
- I. Facsimile machine at AOA vehicle gates.
- J. Restricted local landline telephones and voice line at each fixed post.
- K. Radio with charger capable of communicating with the Supervisor, the COTR, and Airport Operations. Emergency lighting and vehicle / goods inspection equipment, as necessary at each post.
- L. A guard booth for remote posts (AOA Vehicle Gate(s)) with restroom facilities, light, stool, worktables, and potable water.
- M. Inspection mirrors for the vehicle gates.

- N. Data collection and retention equipment to record Post Order requirements. (See Item 04 below)
- O. Internet connection at each fixed Post and office space work desk with computer workstation, printer, monitor, keyboard and mouse.
- P. Computer supplies including paper, printer ink cartridges, facsimile cartridges,

03 ON-SITE OFFICE COMPUTER

- A. The Airports Authority will provide the Contractor the use of a computer system and access to the Airports Authority's Local Area Network for the sole purpose of fulfilling the requirements of the contract.
- B. The computer systems and related equipment shall remain on the jobsite at all times and shall only be used for the purpose of fulfilling the requirements of this contract. The Airports Authority's IT department to verify compliance of this requirement may monitor the Contractors computer usage.
- C. The Contractor shall not allow unauthorized users to operate or use the Airports Authority provided computer.
- D. The computer, related equipment and data shall remain the property of the Airports Authority at the end of the contract. The Contractor shall be responsible for maintaining the equipment in good working order and the cost of any repair or replacement of any equipment that is damaged, lost or stolen.
- E. Airport's Authority computer security training is required annually.

04 ELECTRONIC DATA/INSPECTION COLLECTION SYSTEM (EDIC)

- A. The Airports Authority anticipates providing an electronic data/inspection capture system (EDIC) to be used by the Contractor and its personnel in the performance of this contract. This system shall consist of the hardware and software necessary for the system.
- B. The EDIC and related equipment shall remain on the jobsite at all times and shall only be used for the purpose of fulfilling the requirements of this contract. The Airports Authority may verify compliance of this requirement by monitoring the Contractors usage of the EDIC.
- C. The Contractor shall not allow unauthorized users to operate or use the Airports Authority provided EDIC.
- D. The EDIC, related equipment and data shall remain the property of the Airports Authority at the end of the contract. The Contractor shall be responsible for maintaining the equipment in good working order and the cost of any repair or replacement of any equipment that is damaged, lost or stolen.
- E. The Airports Authority will provide train-the-trainer level training to the Key Personnel. The Contractor shall be responsible for providing training on the system usage to its personnel who will be operating the system.

05 PARKING

- A. The Airports Authority will provide at no cost to the Contractor Landside and Airside parking space for company service vehicles.

- B. The Contractor company vehicles brought on the airport property shall display their corporate designation on the left and right front doors and pass an annual AOA permit safety inspection. The COTR will designate areas corporate vehicles may park.

- C. The Airports Authority will provide unreserved general parking spaces for the Contractors' on-site employees' private vehicles. The Contractor shall be required to purchase annual parking permits from the Authority for each of their on-airport staff that drive to work. The Airports Authority will charge the Contractor for these parking passes at the same rate as the Airports Authority charges its tenants and concessionaires for similar parking. The Contractor's on-airport staff may park their personal vehicles in designated areas / space(s) determined by the COTR. All staff shall be required to have an airport employee parking hang-tag or decal appropriately placed in the vehicle while parked. Staff may park only in designated areas and only while on duty. The Contractor's staff shall comply with current Airport employee parking regulations for purposes of work under this contract.

- D. Parking permit fees will not be a pass-through charge to the Contractor's employees.

SECTION XIII - CONTRACT CLOSE OUT**01 AIRPORTS AUTHORITY PROVIDED RESOURCES**

Upon expiration/termination of the contract, the Contractor shall return to the Airports Authority, in good working order less any reasonable wear and tear, all Airports Authority provided resources including office furniture, computers and bar code hardware, communication devices, documentation, drawings, etc.

02 SECURITY DEVICES

Upon expiration/termination of the contract or discontinuance of employment of any of the Contractor employee working at the Airport, all keys, security badges and all other Airports Authority identification shall be surrendered to the Pass & ID Office or the COTR.

03 RECORDS / DOCUMENTATION

- A. Beginning on or about sixty (60) business days prior to contract expiration/termination, the On-site Manager and the COTR will thoroughly inspect and review data documents retained throughout the term of the Contract to ensure said records are retained according to MWAA's retention policies.
- B. The Contractor shall provide all necessary labor, equipment, materials and technical expertise required to assist the Airports Authority to inspect the records to ensure MWAA policies are upheld.
- C. In the event deficiencies or unsatisfactory record retention procedures were not followed the Contractor shall exert all efforts necessary to reconstruct the records immediately and notify the COTR upon completion. Failure to notify the COTR may delay payment of the Contractors final invoice.

SECTION XIV - APPENDICES

APPENDIX A – KEY PERSONNEL HOURS

APPENDIX B – SECURITY OFFICER POSTS – ESTIMATED HOURS BY POSITION

APPENDIX C – VEHICLE GATE POST / MAIN OFFICE LOCATION MAP

APPENDIX D – CONTRACT SERVICES CALL ORDER FORM

APPENDIX E – EMERGENCY RESPONSE STAFFING PROCEDURES (SSI)
INCORPORATED BY REFERENCE

APPENDIX F – DELIVERABLE TIMETABLE

APPENDIX A

KEY PERSONNEL HOURS

POST	ESTIMATED HOURS PER YEAR	
MANAGEMENT ADMINISTRATION		
Project Manager	2,080	
Trainer / Records / HR	2,080	
Scheduler	2,080	
		6,240

APPENDIX B

SECURITY OFFICER POSTS – ESTIMATED HOURS BY POSITION

Post #	Post Name	Hours	per
1.2	Roving Site Supervisor	1456	Month
1.3	Exterior Vehicle Gate		
1.3A	Gate 118	1456	Month
1.3B	Gate 127	520	Month
1.3C	Gate 141	1456	Month
1.3D	Gate 313	1630	Month
1.3E	Gate 317	728	Month
1.4	Exterior Rover		
1.4A	Ramp Vehicle A	486	Month
1.4B	Ramp Vehicle B	486	Month
1.4C	Ramp Vehicle C	486	Month
1.5	Sterile Passenger Exit Lane		
1.5A	East 1	971	Month
1.5B	East 2	243	Month
1.5C	Center 1	971	Month
1.5D	Center 2	243	Month
1.5E	West 1	971	Month
1.5F	West 2	243	Month
1.6	Roving Concourse Inspector		
1.6A	Concourse A	485	Month
1.6B	Concourse B	485	Month
1.6C	Concourse C	485	Month
1.6D	Concourse D	243	Month
1.6Z	Concourse Z	485	Month

APPENDIX C

VEHICLE GATE POST / MAIN OFFICE LOCATION MAP

****Layout Map:**



Gate 118 (4 Spaces)

Gate 141 (20 spaces)

Gate 127 (4 spaces)

Gate 313 (10 spaces)

Gate 317 (4 spaces)

APPENDIX D

CONTRACT SERVICES CALL ORDER FORM

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY Unarmed Guard Services at IAD			
SERVICE CALL ORDER FORM			
Prepared:		Date Prepared:	
Type of Work:		Requested By:	
Contractor:		Contract #:	
Address:		Contractor POC:	
		Office Telephone :	
		Emergency Phone	
Schedule of Completion		Contractor Fax:	
Location (Various)			
NOTE: Services or Work shall be performed in accordance with the terms and conditions of the Contract documents.			
COST:		Notes:	Estimate based on contract rates for Supplemental Services.
APPROVALS / ACCEPTANCE OF SERVICE CALL ORDER			
NOTE: By signing this Service Call Order, the Contractor acknowledges that he/she will only preform the work described herein after this Service Call Order is approved in writing up to \$10,000 by the COTR. Service Call Orders exceeding \$10,000 require both the COTR and CO's signatures. Furthermore, the cost to the Authority for this work shall not exceed the Call Order amount.			
			Call Order #
COTR:		Date:	Date Completed:
	(Approval authority up to \$10,000)		
Contractor:		Date:	Invoice Amount:
CO:		Date:	
	(CO's approval required over \$10,000)		
Remarks:			

SAMPLE FORM – ACTUAL FORM MAY VARY

APPENDIX E

EMERGENCY RESPONSE STAFFING PROCEDURES

SENSITIVE SECURITY INFORMATION (SSI)

INCORPORATED BY REFERENCE AND WILL BE PROVIDED AFTER CONTRACT AWARD

APPENDIX F

DELIVERABLE TIMETABLE

Unarmed Security Guard Contract Report Matrix by Due Date (All days are calendar days unless otherwise specified)				
Due Prior to Start Date of Contract	Transition Mile Stone Report: Transition Plan	Section VIII, item 03	60 days prior to the start of the contract	
	Transition Mile Stone Report: Update and Key personnel	Section VIII, item 03	45 days prior to the start of the contract	
	Resumes of All Key Personnel	Section VI, item 01	Prior to hire date	
	Contact Information - Key Personnel	Section VI, item 01	When assigned to contract	
	Standard Operations Procedures (SOP)	Section VIII, item 06	30 days after contract award	
	Safety and Protection Plan	Section VIII, item 03	30 days prior to the start of contract, then annually	
	Post Order Review / Recommendations	Section IV, item 01	30 days after contract award	
	Transition Mile Stone Report: Evaluate / Document Existing Conditions	Section VIII, item 02	30 days prior to the start of the contract	
	Transition Mile Stone Report: Update Staffing Plan/Uniforms/SIDA badge	Section VIII, item 03	30 days prior to the start of the contract	
	General Reports - Initial Assessment of Post Orders	Section VIII, item 03	30 days prior to the start of the contract	
	Employee Staff List	Section VI, item 01	30 days prior to the start of the contract	
	Transition Mile Stone Report: Update Significant completion report	Section VIII, item 03	15 days prior to the start of the contract	
	Transition Mile Stone Report: Final Update/Training/Facilities Turnover	Section VIII, item 03	7 days prior to the start of the contract	
	Employee Code of Conduct	Section VI, item 07	7 days prior to the start of contract	
	Business Continuity Plan	Section VIII, item 04	Prior to start of contract	
	Company Licenses, Permits, and Certifications	Section VI, item 04	Prior to start of contract	
	General Reports - Contrator Employee Background Checks	Section VI, item 01	Prior to applying for SIDA badges	
	Background Checks	Section IX, item 01	Prior to applying for SIDA badges	
	Due After Start Date of Contract	English Language Certifications	Section VI, item 03	Prior to hire date
		Individual Personnel Licenses, Permits, and Certifications	Section VI, item 04	Prior to hire date
General Reports - Unaccounted Airport ID Badges		Section IX, item 01	Upon discovery	
General Reports - Property and Support Provided by Contractor		Section IX, item 01	Upon discovery	
Post Reports - Special Incident reports		Section IX, item 01	Immediately or by COB of next business day	
Insepection System Data		Section XII, item 04	Daily	
Post Reports - Vehicle/Personnel Inspection Log		Section IX, item 02	Daily and 5 days after end of each month	
Post Reports - Merchandise insepection logs		Section IX, item 02	Daily and 5 days after end of each month	
Post Reports - Shift log		Section IX, item 02	Daily and 5 days after end of each month	
Post Reports - Vehicle Gate Access Log		Section IX, item 02	Daily and 5 days after end of each month	
Post Reports - Gate Inspetion Tracking Log		Section IX, item 02	Daily and 5 days after end of each month	
Supplemental Service Report		Section V, item 07	24 Hours after end of Supplemental Service	
Transition Existing Facilities and Posts Evaluation Report		Section VIII, item 02	30 days after start of contract	
Quality Inspection Report - Initial and monthly		Section IX, item 03	Initial, within 21 days after start of contract; then monthly - no later than 5 days after end of previous calendar month	
Training		Section IX, item 06	5 days after end of each month	
Quarterly Quality Inspection Report		Section IX, item 04	10th day of Janury, April, July, and October of each year	
Authority Propety / Equipment / Facility Discrepancy Report		Section IX, item 03	5 days after end of each month	
Annual Quality Inspection Report		Section IX, item 05	August 15th each year	