

**METROPOLITAN WASHINGTON AIRPORTS AUTHORITY**  
**UNARMED SECURITY GUARD SERVICES**  
**WASHINGTON DULLES INTERNATIONAL AIRPORT (IAD)**  
**STATEMENT OF WORK – REVISED – AMENDMENT TWO**

**AUGUST 9, 2010**

**01 DESCRIPTION OF SERVICES**

The Contractor shall provide management, supervision and leadership of unarmed security guard services at various locations (posts) at Washington Dulles International Airport (Dulles). Security services shall be performed in a manner that will ensure the safety and well being of the public and airport personnel, and in a manner consistent with Transportation Security Administration regulations and directives.

**02 SCOPE OF SERVICES**

The Contractor shall develop Post Orders that clearly define Standard Operating Procedures and specific duties for each post. Post Orders shall be maintained and updated regularly, with the approval of the COTR. Additional posts may be established as required.

1. Exterior Vehicle Gate Posts.
2. Roving Inspections Posts.
3. Interior Fixed Posts.
4. Interior Patrols.
5. Aerodrome Vehicle Inspections.

**03 CATEGORIES OF SERVICES**

**A. Base Services**

1. Initial Assessment and Report

Upon contract award, Contractor shall survey and assess the existing posts and Post Orders and provide a written report with assessment and recommendations to the Airport. The Contractor shall provide the report and new Post Orders within 30 days of contract award, and shall include description of deficiencies and recommend actions. The Contractor shall use the initial assessment as a starting point for proving ongoing quality control inspections, Post Order revisions, and recommendations.

2. Staffing

Provide the services described herein with a sufficient number of qualified personnel to cover the required work shifts and locations. Such coverage shall include relief to permit personnel breaks by guards for meal times, restroom use, etc. so that no post is unattended during the hours required under Contract as described elsewhere herein. (See Appendix A).

**B. Supplemental Services****1. Temporary Duty Assignments**

The Contractor shall be flexible for minor post changes inline with duties and responsibilities of a guard, such as, manning broken doors, vehicle gates, etc. with little or no notice. Such Assignments are expected to be less than eight (8) hours.

**2. Special/emergency services**

The Contractor shall be available 24 hours a day, 365 days a year to respond to special/emergency guard service requested by the Airport. The Contractor shall respond within four (4) hours of receiving verbal or written request from the COTR for the Contractor to provide special/emergency guard service.

**3. Access Control Management System Failure**

In the event of a failure or system maintenance of the Access Control Management System, guard services will be needed to support protection of various unmanned entry/exit points around the airport. Work will be expected with little or no notice and be performed under supplemental services.

**4. Construction Support**

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

**5. Extended Service Support**

The Contractor shall be available to support guard services required upon the Airport to meet Governmental Regulations and/or Directives. The Contractor shall respond within four (4) hours of receiving verbal or written requests. Support requirements over 60 days will be incorporated into an official Contract Modification as Base Services.

**04 MATERIAL AND PERFORMANCE REQUIREMENTS****A. General**

1. Guard services shall conform to the material and performance requirements specified herein. Unless otherwise specified, all requirements shall be performed under Base Services.
2. The Contractor shall provide guards at various locations (posts). Appendix A provides details regarding the number of posts and hours of coverage. Additional posts may be established as required.

**B. Qualification of Employees**

All on-site employees shall:

1. Be carefully 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 police and credit files in areas of residence, and inquiries of former employers, references and schools attended. The investigation shall cover the ten (10) year period prior, unless the information collected warrants further investigation. All investigation records shall be available for review by the Contracting Officer, or designated representative. Copies or a certified summary of the results of the investigation shall be furnished to the COTR.

On-site employees will be required to obtain an Airport Identification Badge, which requires the badge holder to pass an FBI fingerprint based Criminal Record History Check and a Transportation Security Administration-Security Threat Assessment.

2. Possess good judgment, courage, alertness, tact, self-reliance, even temperament, and an ability to maintain good performance.
3. Be able to learn and understand the position requirements, be proficient in reading, and be capable of composing reports, which clearly convey factual information. GUARDS MUST BE FLUENT IN THE ENGLISH LANGUAGE, BOTH ORAL AND WRITTEN. Guards must possess a high school diploma or equivalent and produce proof of such, upon request.
4. Convey 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.
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. The Authority reserves the option to:

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 Project Manager, Site Supervisor or a Shift Leader position(s) become vacant, the Contractor shall follow this approval procedure in filling the vacancy.

C. Standard of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee conduct, integrity, and competence.

D. Airport Authority Furnished Supplies, Material, and Equipment

1. All property furnished by the Authority under this contract shall remain the property of the Authority. Upon termination of the contract, the Contractor shall render an accounting of all such property that has come into its possession under this contract. Authority furnished property shall be used only for the performance of this contract. The Authority shall furnish, at no cost to the Contractor, the following items that shall be returned in a like condition, normal wear and tear accepted:
  - a. Airport forms, paper, security regulations, and other publication necessary for performance under this contract.

- b. Local Telephone service at each fixed post.
- c. Guard booths with heat, light, stool, worktable, restroom (or portable chemical toilet) with necessary supplies.
- d. Inspection mirrors for the vehicle gates
- e. Two-way radio.
- f. Desk top computer with email access and email accounts under mwa.com.

E. Contractor Requirements

1. Uniforms. The following described items and colors are guides for the uniforms used by the Contractor's personnel, and 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, except as required by the following guidelines:
  - a. Overcoat: wool, weight, and length suitable for climate.
  - b. Coat: blouse type, 14 oz. gabardine or equivalent with prior approval of the COTR.
  - c. Trousers: winter, uncuffed, 14 oz. gabardine or equivalent with prior approval of the COTR.
  - d. Trousers: summer, uncuffed, 8 ½ oz. gabardine or equivalent with prior approval of the COTR.
  - e. Cap: regulation police.
  - f. Raincoat: nylon twill, plastic coated, orange or yellow in color.
  - g. Gloves: leather, black in color.
  - h. Belt: regulation police, black in color.
  - i. Cap Cover: with detachable cape, made of same material as raincoat, with plastic insert, black in color.
  - j. Shirt: poplin, long or short sleeves, no pleats in pocket, with stitched down mitered flat, semi-spread collar.
  - k. Necktie: washable, polyester, slim-line type.
  - l. Black shoes and socks.

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

2. At each guard booth, a flashlight, batteries, replacement parts, and other supplemental equipment, as necessary to perform required duties during various lighting and climatic conditions.
3. Training and Licenses:
  - a. All necessary governing licenses and permits for the performance of work under this contract. The Contractor shall provide the COTR a copy of all licenses and permits to include the Commonwealth of Virginia Initial Unarmed Security Officer Training Certification requirements in accordance with 6 VAC 20-170-360.
  - b. Initial and recurrent training on detection and reporting of Vehicle Borne Improvised Explosive Devices (VBIED's).
  - c. Initial and recurrent training and drills on Airport Security Breach procedures
    - i. Vehicle
    - ii. Sterile Area
4. All necessary arrangements to ensure continuous coverage of the gates during any times that the guard would be required to be away from the gates for any reason.
5. Business Continuity Plan for supporting the contract in the event of:
  - a. Severe Weather
    - i. Winter Storms
    - ii. Hurricanes
  - b. Pandemic Illness
6. A vehicle for use by each Roving Site Supervisor, Roving Ramp Inspector, and the On Site Manager. Each vehicle shall be capable of operating on the Aerodrome, in accordance to existing airport regulations; and legally operating on adjacent roadways. Vehicles must be capable of
  - a. Four-wheel or All-Wheel Drive
  - b. Four (4) passenger capacity
  - c. Heat and Air Conditioning
  - d. Less than five (5) years old
7. Ensure that its employees are neat, clean, appropriately attired, courteous, and able to act in an authoritative manner.
8. Ensure that its employees maintain cleanliness of the guardhouse and maintain all equipment in good working order. Report all equipment or maintenance discrepancies in writing to the COTR.

9. Provide the services described herein with a sufficient number of qualified personnel to cover the required work shifts and locations. Such coverage shall include relief to permit personnel breaks by the guards for lunch, dinner, restroom use, etc. so that no post is unattended during the hours required under Contract as described elsewhere herein.
10. Ensure guards 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.
11. Have guards check in and out via an established procedure prior to the start and end of each shift. Guards must be at their respective post at the start of the shift. Guards must remain at their respective post until the end of their shift, and properly relieved.
12. Have a Project Manager readily available to respond to telephone or in-person inquiries by the COTR.

F. Deliverables

1. Within 30 days after contract award, the Contractor will submit for approval, a comprehensive set of post orders. These orders will be developed using existing Airport Orders and Instructions (O&I), federal and state regulations, and other information as determined by the COTR. These orders will be customized to take into account the unique features and requirements of each post. All post orders will be consolidated into one central document. A copy will be provided to the COTR, Airport Police Department, Airport Operations Safety and Security, and the roving or site supervisor. The Contractor will update the post orders as the situation dictates.
2. Within two weeks after contract award, provide a complete, detailed listing of the Contractor's key personnel to include all guards. The Contractor will be required to maintain the accuracy of the listing. Include name, telephone number, pager, cellular phone, and business email and mail delivery addresses for key Contractor personnel.
3. As required, provide a clear and concise "Incident Report" for all incident concerning safety, security or violations of Standard Operating Procedures or their respective Post Orders.

G. Quality Inspection Report

Within three weeks after contract award, the Contractor will provide a Quality Inspection Report for format, content and scoring descriptions for approval by the COTR. The elements will be defined and scored within a range of 1 to 10 (5 representing full performance); scores above and below 5 will require explanations. This report will be prepared monthly for review with the COTR. Quarterly reviews will include Executive Staff. An Annual review will include the Owner and/or Chief Operating Officer.

H. Contractor Parking

Upon contract commencement, the Contractor's on-airport staff may park, at no cost, their personal and company vehicles in a designated space(s) determined by the COTR, while on duty. Guards will be required comply with current Airport Employee Parking regulations.

**Unarmed Guard Service Staffing  
Washington Dulles International Airport  
Appendix A**

<b>Work Site</b>	<b>Function</b>	<b>Hours</b>
<b>MANAGEMENT</b>		
Site Management	Supervise all posts; and provide onsite administrative function.	40 hours per week. 1 FTE
<b>SUPERVISION</b>		
Roving Shift Supervisor (Exterior Posts)	Roving Vehicle Patrol for Guard Post Inspections serves as Point of Contact when management is unavailable.	24 hours per day/7 days per week. 4.2 FTE
Roving Shift Supervisor (Interior Posts)	Roving Interior Patrol for Guard Post Inspections serves as Point of Contact when management is unavailable.	24 hours per day/7 days per week. 4.2 FTE
<b>EXTERIOR VEHICLE GATES</b>		
Gate 118	Verify entering vehicle occupant credentials; verify presence of vehicle AOA inspection decal; conduct random airfield vehicle inspections; conduct escort vehicle inspections; traffic control and vicinity surveillance; maintain log	24 hours per day/7 days per week. 8.4 FTE
Gate 127	Verify entering vehicle occupant credentials; verify presence of vehicle AOA inspection decal; conduct random airfield vehicle inspections; conduct escort vehicle inspections; traffic control and vicinity surveillance; maintain log	24 hours per day/7 days per week. 4.2 FTE
Gate 141	Verify entering vehicle occupant credentials; verify presence of vehicle AOA inspection decal; conduct random airfield vehicle inspections; conduct escort vehicle inspections; traffic control and vicinity surveillance; maintain log	24 hours per day/7 days per week. 8.4 FTE
Gate 313	Verify entering vehicle occupant credentials; verify presence of vehicle AOA inspection decal; conduct random airfield vehicle inspections; conduct escort vehicle inspections; traffic control and vicinity surveillance; maintain log	24 hours per day/7 days per week. 9.4 FTE
Gate 317	Verify entering vehicle occupant credentials; verify presence of vehicle AOA inspection decal; conduct random airfield vehicle inspections; conduct escort vehicle inspections; traffic control and vicinity surveillance; maintain log	24 hours per day/7 days per week. 4.2 FTE
<b>EXTERIOR ROVING POSTS</b>		
Ramp Vehicles	Inspect vendor deliveries at the point of entrance in the Sterile Area; maintain log.	24 hours per day/7 days per week. 5.6 FTE
<b>INTERIOR FIXED POSTS</b>		
East Passenger Exits	Stay vigilant to prevent unauthorized entry into the Sterile Area; report and follow individuals that breach security.	24 hours per day/7 days per week. 8.4 FTE
Center Passenger Exits	Stay vigilant to prevent unauthorized entry into the Sterile Area; report and follow individuals that breach security.	24 hours per day/7 days per week. 8.4 FTE

West Passenger Exits	Stay vigilant to prevent unauthorized entry into the Sterile Area; report and follow individuals that breach security.	24 hours per day/7 days per week. 8.4 FTE
<b>INTERIOR ROVING POSTS</b>		
Z-Gates	Roving patrol: observe and challenge personnel; verify ID; check and secure security portals; report violations.	24 hours per day/7 days per week. 2.8 FTE
Concourse A	Roving patrol: observe and challenge personnel; verify ID; check and secure security portals; report violations.	24 hours per day/7 days per week. 2.8 FTE
Concourse B	Roving patrol: observe and challenge personnel; verify ID; check and secure security portals; report violations	24 hours per day/7 days per week. 2.8 FTE
Concourse C	Roving patrol: observe and challenge personnel; verify ID; check and secure security portals; report violations.	24 hours per day/7 days per week. 2.8 FTE
Concourse D	Roving patrol: observe and challenge personnel; verify ID; check and secure security portals; report violations.	24 hours per day/7 days per week. 1.4 FTE
CONSTRUCTION	Undefined	Provide sufficient personnel to support construction projects over 30 days in length.
AOA VEHICLE INSPECTION STATION	Conduct Safety & Security inspections, registration, and administration of all vehicle fleets, in support of the Airport Operations personnel responsible for the program	24 hours per day/7 days per week. 2.0 FTE



**Unarmed Guard Service Contract Services Call Order Form  
Washington Dulles International Airport  
Appendix B**



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

## WASHINGTON DULLES INTERNATIONAL AIRPORT

### UNARMED GUARD SERVICE CONTRACT SERVICES CALL ORDER

Service Request Description:

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Location: \_\_\_\_\_

# of Personnel per Shift: \_\_\_\_\_

Time: \_\_\_\_\_

Date: \_\_\_\_\_

Cost Estimate:

MWAA Account Code (if available)

REQUESTED BY: \_\_\_\_\_

COTR APPROVAL:  YES  NO \_\_\_\_\_

CONTRACTOR SITE MANAGER: \_\_\_\_\_