GENERAL SERVICES ADMINISTRATION
Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services; Security and Protection
FSC Class: R799 and S206

Contract number: 47QREA20D0011

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: July 10, 2020 through July 9, 2025

OMNIPLEX World Services Corporation
13530 Dulles Technology Drive Ste 500
Herndon, VA 20171
Phone: 703-652-3100 / 800-356-3406 and Fax: 703-652-3105
Corporate Website: www.omniplex.com

Contract Administrator: Lisa McLeod (lmcleod@omniplex.com)
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Business Size = Other Than Small

Price list current as of Modification # PS-0005 effective July 8, 2021

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>Cooperative Purchasing</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>561611</td>
<td>561611 RC</td>
<td>N/A</td>
<td>HR Support: Pre Employment Background Investigations</td>
</tr>
<tr>
<td>561612</td>
<td>561612 RC</td>
<td>561612 STLOC</td>
<td>Protective Service Occupations</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM RC</td>
<td>OLM STLOC</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pages 28 - 30 for Rate table

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Pages 4 – 28 for Services and Labor Category Descriptions

2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>561611</td>
<td>$1,000,000.00</td>
</tr>
<tr>
<td>561612</td>
<td>$250,000.00</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000.00</td>
</tr>
</tbody>
</table>

3. Minimum order: $100.00

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). Same as Company Address

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts.

For SIN 561611: Volume Discounts offered on High-End Background Investigations are as follows:

- $5.0M reached per annum = 2.50% discount applied to next order if order in same year
- $10.0M reached per annum = 5.00% discount applied to next order if order in same year
$15.0M reached per annum = 10.00% discount applied to next order if order in same year

The application of these Volume Discounts is subject to the following conditions:

- Apply to New BPA/Task Orders Awards under Contract # 47QREA20D0011 from July 10, 2020 (not current BPAs/Task Orders issued prior to that date).
- Specific to each award vehicle under Contract # 47QREA20D0011, not cumulative by customer/agency.
- Dollar levels based on billed dollars – not estimates for BPA/Task Order awards.
- Apply to the next order within the same annual ordering term, not within an ongoing order.
- Annual reset of progress towards discount levels.
- For discount to apply, the impacted order must have the same Statement of Work (SOW) or Performance Work Statement (PWS) of the orders that reached the discount level.
- Volume discounts will not be applied to Orders/BPAs/Task Orders that include reduced prices for performance disincentives.

For SIN 561612: None

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days

9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery.

For SIN 561611: Times/Prices Per Customer Options Include:
  Expedited/Incentive Delivery
  Late/Disincentive Delivery
  Discontinuation Delivery
  Cancelation Deliver

For SIN 561612: 30 Days ARO

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor

10c. Overnight and 2-day delivery. Contact Contractor

10d. Urgent Requirements. Contact Contractor

11. F.O.B. point(s). Destination

12a. Ordering address(es). Same as Company Address or:

  Electronic Payment: Bank of America
                    8300 Greensboro Drive
12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es). Same as Company Address

14. Warranty provision. N/A Services

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Data Universal Number System (DUNS) number. 619712672

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM

OMNIPLEX World Services Corporation

Established in 1990, OMNIPLEX World Services Corporation is a trusted provider of security service solutions and delivers best-in-class professional background investigations, intelligence support, personnel security and physical security services to government agencies located throughout the United States. In 2017, OMNIPLEX became a subsidiary entity of Constellis, LLC, a billion-dollar company.
Overall, Constellis has an extensive family of companies encompassing all aspects of security services. OMNIPLEX has access to all Constellis resources in the performance of its company contracts.

The OMNIPLEX Investigative Services Group (ISG) serves as a trusted partner of the U.S. government and performs full national security background investigations in support of the government security clearance process for the Intelligence Community (IC), Department of Homeland Security (DHS), Department of Defense (DOD), and other Government agencies. ISG’s track record of integrity, our proprietary, quality–tested case management system (IRMA™), and our integration of technology into the investigative process demonstrate the company’s ability to be nimble, flexible and scalable in responding to the dynamic needs of the clearance process, while ensuring absolute integrity and quality throughout the entire investigation.

OMNIPLEX is committed to integrity, quality, and service in support of each customer’s unique mission. As the preeminent provider of background investigations to the intelligence community, we use the latest advancements in information-gathering technologies to ensure a robust analysis of each individual seeking security clearance. The OMNIPLEX federal background investigation protocol can include:

- Automated end-to-end case management
- Electronic fingerprinting in the field
- Proven cost saving solutions to the U.S. Government
- Secure case-file data transfer
- Electronic integration with open source data

OMNIPLEX is committed to strategic growth that will enhance our service and meet the increasing needs of our clients. We are at the forefront of incorporating intelligence from publicly available electronic information and we have developed a process and framework to offer our customers an option for continuous evaluation after the completion of the initial clearance process.

Qualifications to Perform Background Investigations

OMNIPLEX is uniquely qualified in the area of performing pre-employment screening and background investigations. We utilize almost 2,000 investigators (both employee and contractor investigators) nationwide with experience conducting the various types of background investigations, to meet the highest standards of the U.S. Federal Government. We provide a full range of services ranging from full scope background investigations to limited investigations including such items as criminal conviction checks, employment, education, residences, credit, driving, and references.

For almost 25 years, OMNIPLEX has conducted hundreds of thousands of personnel security background investigations encompassing millions of leads for Federal Government clients. Investigations are tailored to the exacting requirements of each client and relate to applicants and current employees of these agencies, plus outside contractors’ employees requiring access to classified national security information.

OMNIPLEX has invested heavily in a proprietary case management system called Investigative Resource Management Application (IRMA™). IRMA allows us to securely process each case, effectively manage and communicate with our investigators and operations personnel, and easily monitor and access case information 24x7. IRMA has supported the BI industry since 1995. Our use of
IRMA greatly reduces any threats to the government’s integrity, or its ability to meet specific contract and mission requirements.

In addition to a secure management system, our seasoned program management team provides our clients with the added assurance that all contract requirements will be met. On each project, a project manager is appointed to direct the day-to-day operations to get feedback from the client and give the support and services required when needed. In order to establish and maintain quality, we have personnel specifically dedicated to quality control and issue resolution to ensure the highest quality deliverables. Our stringent quality control measures include audits of investigator leads as well as up to third level quality review on Reports of Investigation. Customer satisfaction is a continuous guiding principle in our operations.

OMNIPLEX full-service background investigations follow general, basic, coverage standards. Customized investigations can be developed for specific agency requirements, with appropriate negotiated price adjustments for increased service requirements. Performance incentives, accelerated service, and cancelation schedules may also be negotiated in accordance with individual agency needs. Any percentage factors for such areas will be applied to the agency specific prices negotiated for each schedule order. Additional unique agency conditions, including but not limited to items such as reporting requirements, staff training, investigator limitations, or special clearances, may also impact full-service investigations delivery and prices terms established for each schedule order.

In addition to full-service background investigations, OMNIPLEX offers timely, thorough, and reliable pre-employment screening services to assist human resources and security professionals. Our experts in employment screening and credential verification can assist in recruiting potential employees that meet the requirements for the honest, well qualified, capable work force needed to compete in today’s fast-moving economy. OMNIPLEX can provide a variety of services for pre-employment screening and checks on current employees. Labor category job descriptions, or resumes for specific personnel proposed to support a customer project, are available upon request.

OMNIPLEX World Services Corporation (OMNIPLEX) has over 28 years of experience in physical, industrial, and personnel security and investigations and has been supporting Intelligence Community and other Government program activities in a number of capacities since 1990. OMNIPLEX corporate executives are seasoned security and law enforcement professionals with a wide range of corporate, intelligence, investigative, and security experience gained through distinguished careers with the U.S. government service and with esteemed corporations. The OMNIPLEX staff is comprised of over 3,000 security and investigative professionals with a nationwide geographic footprint across the country.

While personnel security is a core competency of OMNIPLEX, so is our track record within the physical security realm. We are known throughout the industry for our expertise in providing armed and unarmed security guards and military police forces; access control services; force protection and tactical measures; as well as security assessments and investigations. We have been tasked with providing physical security services for some of the most demanding and secure sites within the Intelligence Community organization, Department of Defense, and government community at large.

To ensure we can meet those requirements, we have developed a robust and proven training program for our security force that meet the stringent demands of our customers. OMNIPLEX is one of the very few security companies in this area with instructors certified at both the Instructor-Trainer and the Senior Instructor Level through Monadnock Police Training Council. These are the highest levels attainable in the industry. Our training program has been approved by FPS and exceeds standards of both FPS and Virginia’s Department of Criminal Justice Services (DCJS). Since 1992, we have been a Virginia DCJS-
certified training school and few organizations can match our qualifications to train security personnel. Additionally, in 2013, OMNIPLEX became the only approved online training company in Virginia for DCJS.

OMNIPLEX has grown to an organization with more than $100 million in revenues and has an impressive track record of customer satisfaction and past performance that is supported by our commitment to quality operations. OMNIPLEX’s quality processes and integration of continuous improvement models throughout the organization ensure that customer service and quality products are a commitment of every employee. OMNIPLEX’s corporate values drive our business philosophy which is reflected in our company slogan, Right People. Right Values.® – a core value for all OMNIPLEX’s security professionals.

OMNIPLEX’s Security Services Objectives

OMNIPLEX’s primary objective is to provide sustained superior performance in all functional areas of a security environment to ensure the safety and protection of our client’s people, property, and information. This objective will be achieved because of the following corporate commitments:

- Provide the highest quality professional security and facility management team available in the service industry;
- Provide the staffing to deliver complete and responsive services in all performance areas;
- Require all supervisors, security personnel, and administrative personnel to demonstrate outstanding performance and meet customer and company skill standards as a condition of employment;
- Conduct all work in strict accordance with the contract, OMNIPLEX standards, and all applicable Code of Federal Regulations (CFR), state, and local laws, regulations, codes, and directives;
- Ensure that all work performed meets or exceeds critical reliability rates or tolerances as specified by the customer;
- Provide all related services, such as preparing and performing administrative work and submitting necessary reports, information, and work documentation as required by the customer;
- Ensure that all work and operations are conducted in a safe, environmentally sound manner and in such a way as to conserve natural resources;
- Insist that standards of leadership, ethics, and quality performance are practiced at every level;
- Reward superior performance and provide positive incentives for quality production and innovations;
- To be totally responsive to the Contracting Officer (CO) and Contracting Officer Technical Representative (COTR) directives and to provide all the services required.

OMNIPLEX’s Security Services Benefits

OMNIPLEX has achieved an unblemished record of performance excellence by implementing quality-centric processes that increase effectiveness and efficiency, and serve as a model for proficient security operations. We bring many years of demonstrated experience, with unique qualifications and one of the strongest management teams available in the security industry. Our success and expertise in providing quality security services is demonstrated by:
- Superior executive/leadership skills as evidenced by over 25 years of high-profile Federal and industrial security/investigative experience of our corporate staff
- Technical expertise that is field-proven in diverse areas. For example, OMNIPLEX holds four patents on automated systems that augment our security and facilities management activities
- Field-proven management systems and procedures that enhance work performance in areas such as access control, intrusion alarms, fire alarms, facility management, and operations systems
- Implementation of our quality management system throughout our organization to ensure ongoing customer satisfaction and continuous improvement
- OMNIPLEX has the financial strength and breadth of professional capabilities to effectively support the Government’s security services requirements
- Corporate resources that support our Security Services contracts are described below:

  - **Human Resources** – provides recruiting and benefits administration service
  - **Accounting/Financial Services** – assists with cost analysis, cost control methods, and financial management matters
  - **Security** – processes and provides security clearances, conducts security inspections, security training, assist the Procurement Office in locating security operations and maintenance vendors and suppliers
  - **Contract Administration** – handles all matters concerning contract negotiations including contractual amendments, modifications, change orders, and contract renegotiations
  - **Information Technology** – provides in-house training on our company automated systems and provides the personal computers (PCs) and software to be used at the contract site
  - **Legal Assistance** – counsel on staff to provide legal assistance to our contract sites, including specialization in labor laws and unions.

**SIN 561611 Services Descriptions: “High-End” Background Investigations**

**National and Local Agency Checks and Credit Checks (NACLC)/Tier 1**
Individual report for specific national, statewide, and local criminal and law enforcement checks, and credit checks, to the extent data available. Normally does not require subject interview or other references. Such items will be separately priced as required.

**Local Area Checks (LAC)**
Individual report for specific statewide and local criminal and law enforcement checks, to the extent data is available. Normally does not require subject interview or other references. Such items will be separately priced as required.

**Single-Scope Background Investigation (SSBI)/Tier 5**
Report of Investigation (ROI), including subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over a maximum 7-year term. Complies with investigation requirements established by Executive Order 12968, supplements, or other applicable directives.

**SSBI Periodic Reinvestigation (SSBI-PR)/Tier 5R**
Complete Report of Investigation (ROI), including subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over
a maximum 5-year term. Generally complies with investigation requirements established by Executive Order 12968, supplements, or other applicable directives.

Background Investigation (BI)/Tier 4
Report of Investigation (ROI), including subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over a maximum 7-year term. Generally substitutes as a complete background position for those personnel that do not require the full Executive Order 12968 standards covered through an SSBI.

Minimum Background Investigation – Fieldwork (MBI-F)/Tier 3 or 2
Report of Investigation (ROI), including subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over a term of maximum 5-year term. Normally for positions not requiring a full SSBI. All coverage thru fieldwork.

Minimum Background Investigation – Inquiries (MBI-I)/Tier 3 or 2
Same coverage as MBI-F, except that coverage is done through letter, telephonic, or records inquiries.

Upgraded Investigation (UGI)/Tier 5 or 4
Report of Investigation (ROI), to “upgrade” a previous investigation to a current, comprehensive background investigation. Includes subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over an average term of 5-years for the “upgrade” period.

Updated Investigation (UDI)/Tier 5 or 4
Report of Investigation (ROI), to “update” a previous investigation to a current, comprehensive background investigation. Includes subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over an average term of 5-years for the “update” period.

Periodic Reinvestigation – Fieldwork (PRI-F)/Tier 4R, 3R, or 2R
Report of Investigation (ROI) including subject interview, personal references, employment references, education reference, neighborhood references, credit, criminal, law enforcement checks, over a maximum 5-year term. Generally substitutes as a complete periodic reinvestigation for those personnel that did not require an initial background subject to the full coverage standards of Executive Order 12968.

Periodic Reinvestigation – Inquiries (PRI-I)/Tier 4R, 3R, or 2R
Same coverage as PRI-F, except that coverage is done through letter, telephonic, or records inquiries.

Phased Periodic Reinvestigation for SSBI (Phased PR; PPR)/Tier 5R
The Phased PR/PPR provides the same overall coverage as the SSBI-PR. However, the Customer may elect to order the investigation in two phases. Phase 1 generally covers subject interview, employment, credit, criminal, and law enforcement checks. Phase 2 may be ordered if the Customer elects the additional coverage of reference and residence contacts, and issue resolution.

Access National Agency Check with Inquiries (ANACI)/Tier 3 or 2
Individual report including credit check and inquiries for law enforcement, residence, education, employment, and listed references. Includes in-person subject interview.
Additional Lead Activity (ADL)
Addendum coverage for separately initiated investigations. May consist of follow-up inquiries (by inquiry checks or in-person, as appropriate) in the areas of subject re-contact; credit checks; law checks; sources for residence, education, employment, and subject references.

SIN 561611 Services Descriptions: “Low-End” Basic Record Checks
OMNIPLEX offers a variety of record checks services. These checks are primarily electronic inquiries and records, although some may be in-person. The types of checks offered are self-explanatory and are listed within the price data section of this brochure.

SIN 561611 Labor Category Descriptions:

Program Manager
Plans and directs project operations, to include quality, finance, technical, security and other contributing areas. Responsible for interfacing with senior company executives as well as customer officials. This includes attendance at regular program review and/or other scheduled meetings. Management of project staff, to include personnel at company locations, in the field, or working at customer sites. Ensures operational goals and expectations are met within time and budget parameters, at technically acceptable quality levels. BA/BS in appropriate field, minimum 5 years experience in a management position. Additional experience of 4 years may be substituted for BA/BS.

Field Investigator
Conducts personal interviews with subject of investigation, plus listed and developed personal references, and neighborhood references. Obtains data from appropriate official records and sources with personal knowledge to confirm identity and personal history of subject. This includes criminal, civil, and credit searches and checks, as appropriate. Prepare write-up of references and source leads within overall Report of Investigation (ROI), used as the basis for an adjudicative determination of the subject’s loyalty to the United States, general character, integrity, trustworthiness, and overall suitability. BA/BS preferred, High School Diploma or GED required. Minimum of six months experience as a Field Investigator, or completion of company Investigator training course/program.

Adjudicator Support Specialist
Conducts review of subject’s Report of Investigation for determination of suitability based on completion of a required background investigation. Adjudication determination is based on established guidelines for identified position, including customer-specific requirements. BA/BS preferred, High School Diploma or GED required. Minimum of 2 years experience with adjudication programs, including completion of any specific training/certifications required for the position.

Investigative Support Supervisor
Provides first-line supervision for investigative operations. This may include supervision of operational (such as case assignment; scoping; expediting; review) or fieldwork staff. Perform periodic reviews of staff performance. Interface with customer personnel at levels appropriate for supervisor position on program. Ensure quality and timely performance. Provides direct support to company Program Manager, project, or corporate support personnel. High School Diploma or GED required. Minimum of 4 years supervisory experience.
Investigative Support Specialist
Provides operational support on programs in areas such as case assignment; scoping; expediting; and review. Liaisons directly with Field Investigators for completion of program work, within job areas. Provides statistical and other metric data from program operations for analysis. High School Diploma or GED required. No minimum experience requirement, unless specifically required by customer.

Investigative Assistant
Provides general administrative support to investigative program operations. May work independently or within a program group. Must have strong organizational and communication skills. High School Diploma or GED required. No minimum experience requirement, unless specifically required by customer.

SIN 561612 Services Descriptions: Protective Service Occupations

Security Services (SIN 561612)

In various capacities, our security personnel protect thousands of Government personnel and billions of dollars of assets at Government and commercial facilities around the world. We can provide security guard services, access control, personnel protection, monitoring, security administration, investigations, training, quality control and other duties to the Government nationwide. We currently have on schedule established pricing based on National Ceiling Rates.

Scope
OMNIPLEX’s security services include 24/7 coverage, 365 days/year. We provide an existing, proven cadre of experienced security officers, investigators, training, quality control and support personnel. The depth and breadth of OMNIPLEX’s services offered under this GSA schedule contract are detailed more fully within the following labor category descriptions and pricing schedules.

SIN 561612 LABOR CATEGORY DESCRIPTIONS:

Non-Exempt (SCA) Labor Categories:
The Service Contract Act Labor (SCA) Categories (non-exempt) are subject to the qualifications and terms set forth under the appropriate Area Wage Determinations (AWDs) occupation code mapping.

Exempt (Non-SCA) Labor Categories:
OMNIPLEX World Services Corporation offers only personnel who meet or exceed the minimum qualification requirements stated in the Labor Category Descriptions provided herein. Resumes of individuals proposed for exempt positions in support of GSA schedule work will be provided to GSA and/or the ordering activities, subject to contract or other requirements. OMNIPLEX does allow experience to substitute for education requirements and education to substitute for experience where appropriate. OMNIPLEX’s criteria for minimum experience substitution are as follows:

Education: A college degree or BA/BS will equal four (4) years of experience. A Master’s degree will equal two (2) additional years of experience. A Doctorate will equal two (2) additional years of experience.

Experience: For every year of additional specific field experience, the individual is credited with one, (1) year of degree qualifications towards the value stated in the labor category description.
Position: **Project/Program Manager (PM)**

**Reports To:** Senior Executive Management; Operations Manager

**Min. Education:** Bachelors  
**Min. Years Experience:** 3

**Major Responsibilities/Duties:**

- Overall authority and responsibility to manage and administer all aspects and activities of the project in accordance with terms and conditions of the contract.  
- Oversees and manages day-to-day performance of the contract.  
- Responsible for maintaining overall managerial visibility for all work performed, which is gained by maintaining direct communication with the staff supervisors throughout the day.  
- Serves as liaison with the COTR, reporting on progress of work, ensuring that work is completed on time, and reviewing all deliverables before submission to our customer.  
- Acts as the central point of contract between the Customer and OMNIPLEX management.  
- Plans and directs security and support services efforts to ensure superior technical performance.  
- Plans, directs and controls personnel, quality control, procurement, project control, and other functions to provide high performance standards.  
- Authorized to act for OMNIPLEX on a day-to-day basis, to accept and sign for contractual notices and all correspondence on behalf of OMNIPLEX.  
- Obtains all necessary on-site assistance from corporate home office.  
- Integrates all aspects of performance – technical, administrative, cost – for program operations.  
- Responsible for performing scheduled and unscheduled inspections to discover deficiencies and activate the necessary resources to correct the quality or safety problem.  
- Provides all personnel with periodic safety orientations and training.

**Qualifications/Requirements:**

- Bachelor degree with three (3) years of experience or a minimum of five (5) years of equivalent law enforcement experience without a degree.  
- Must be thoroughly familiar with all policies, procedures and directives affecting the contract, and possess the management and communication skills to effectively oversee the requirements of the contract.  
- The prescribed years of experience in security, inspection, investigations and/or law enforcement field supervision for the respective PM level.  
- At least 21 years of age or a military veteran.  
- Physically and mentally able to perform the position’s requirements.

Position: **Deputy Project/Program Manager (DPM)**

**Reports to:** Project/Program Manager or directly to Senior Executive or Operations Manager  
**Note:** For smaller programs, the DPM may serve as the PM for the contract
Min. Education: Bachelors
Min. Years Experience: 2

Major Responsibilities/Duties:

- The Deputy PM is normally a specifically identified contract position, focusing on either the administrative or technical operations aspects of the overall contract program.
- Manages operational or administrative security force programs to provide a daily deterrent against unauthorized, illegal or potentially life threatening activities directed toward government employees, visitors, information programs, facilities, and property.
- In the absence of the Project Manager, assumes all the authority, duties and responsibility of that position.
- Administers internal control programs as designated by the Project Manager to facilitate the operational or administrative requirements of the contract.
- Receives and executes program requirements as assigned by the Project Manager, within the terms and conditions of the contract.
- Maintains high standards of competence for all assigned activities.
- Provides contract reports to both customer and company staff, as assigned for the position.
- Provides direct supervision to the next level below his/her position.

Qualifications/Requirements:

- Bachelor degree or two (2) years of equivalent law enforcement experience.
- Must be thoroughly familiar with all policies, procedures and directives affecting the contract, and possess the management and communication skills to effectively oversee the requirements of the contract.
- Two (2) years of experience in security and/or law enforcement field supervision.
- At least 21 years of age or a military veteran.
- Physically and mentally able to perform the position’s requirements.

Position: Quality Control Officer

Reports To: Project/Program Manager
Min. Education: Bachelors
Min. Years Experience: 2

Major Responsibilities/Duties:

- Ensure contract operations in compliance with contract and corporate quality standards.
- Provides update and maintenance of all Standard Operating Procedures and Quality Forms.
- Reviews required report submittals for compliance with contract and company standards.
- Reviews vendor invoices for accurate statement of services and billing.
- Provides metrics data against contract parameters, if required for the program.
- Make recommendations for changes in policy/procedures to the PM to increase quality and efficiency.
- Initiates actions on Corrective and Preventive Action; Employee Suggestions; and Customer Feedback.
- Meets regularly with customer and corporate management to review contract quality operations.
- Submit required contract and corporate reports on quality control operations.

**Qualifications/Requirements:**

- Bachelor degree or two (2) years of equivalent combination of education and experience in a related field.
- Computer operations, including spreadsheets and word processing software.
- Experience and/or knowledge of ISO 9001 certification compliance preferred, but not required.
- Law enforcement, training, security or investigations experience preferred, but not required.
- At least 21 years of age or a military veteran.
- Physically and mentally able to perform the position’s requirements.

**Position:** Security Force Investigator

**Reports To:** Project/Program Manager

**Min. Education:** Bachelors

**Min. Years Experience:** 2

**Major Responsibilities/Duties:**

- Conducts security awareness training and briefings.
- Conducts site inspections in compliance with federal, state, and applicable government regulations.
- Meets with designated site officials as part of conducting site inspection requirements.
- Collects all documents supporting site operations in accordance with inspection requirements.
- Prepares and submits site inspection checklist, survey, or other document as may be required by contract, inclusive of all supporting documents.
- Provides security awareness administrative support.
- Investigate all security violations and prepare incident reports.
- Investigate criminal activity at site and report to federal authorities, as appropriate.
- Provides analysis and recommendations on security surveillance equipment and systems.
- Meets regularly with customer and corporate management to review contract security operations.
- Submit required contract and corporate reports on security operations.

**Qualifications/Requirements:**

- Bachelor degree or two (2) years of equivalent combination of education and experience in a related field.
- Computer operations, including spreadsheets and word processing software.
- Prior investigations or inspections experience in a law enforcement environment preferred, but not required.
- At least 21 years of age or a military veteran.
- Physically and mentally able to perform the position’s requirements.

**Position:** Training Officer

**Reports To:** Project /Program Manager
Min. Education: Bachelors
Min. Years Experience: 2

Major Responsibilities/Duties:

- Coordinates training for qualified candidates in accordance with contract and company requirements.
- Compiles licensing and permit requirements for contract staff through coordination with corporate staff.
- Maintains and schedules annual qualifications/certifications and refresher training for all contract areas.
- Maintains all force training records.
- Develops training plan for contract operations or activities, and may conduct training with force/personnel through classroom or online training methods.
- Initiates actions on Corrective and Preventive Action; Employee Suggestions; and Customer Feedback.
- Meets regularly with customer and corporate management to review contract training operations. Seeks input from customer through PM or attends contract meetings with PM.
- Submit required contract and corporate reports on training operations.

Qualifications/Requirements:

- Bachelor degree or two (2) years of equivalent combination of education and experience in a related field.
- Computer operations, including spreadsheets and word processing software.
- Ability to obtain required contract officer certifications, such as CPR or First Aid.
- Training experience in a law enforcement environment preferred, but not required.
- At least 21 years of age or a military veteran.
- Physically and mentally able to perform the position’s requirements.

Position: Captain**
Reports To: Project/Program Manager (Position may serve as a Shift Supervisor)
Min. Education: High School
Min. Years Experience: 1

Major Responsibilities/Duties:

- Manages guard force while also providing active response/coverage support.
- Disseminates pertinent information.
- Inspects security guard uniforms and appearance.
- Issues equipment; i.e., bar code scanners, radios, weapons (where applicable).
- Inspects the security posts for cleanliness and compliance with Post Orders.
- Provides direction and guidance to personnel on shift.
- Reviews security guard’s reports for accuracy and completeness.
- Responds to emergencies/incidents.
- Provides relief to personnel on shift as required.
- Prepares supervisory reports.
- Briefs his/her replacement.
Qualifications/Requirements:

- High school diploma or GED.
- One (1) year experience in security and/or law enforcement field supervision.
- At least 21 years of age or a military veteran.
- Able to obtain armed certification/license, if position as armed officer.
- Effective communication skills, including fluency in the English language.
- Skills necessary to convey instructions and develop team approach to protection of personnel and facilities.
- Mature judgment and even temperament.
- Physical and mental ability to perform the requirements of the position.

Position: **Lieutenant**

Reports To: Project/Program Manager or Higher Shift Supervisor (Position may serve as a Shift Supervisor)

Min. Education: High School

Min. Years Experience: 1

Major Responsibilities/Duties:

- Assists with management of guard force while also providing active response/coverage support.
- May have responsibility for work schedules development.
- Disseminates pertinent information.
- Inspects security guard uniforms and appearance.
- Issues equipment; i.e., bar, code scanners, radios, weapons (where applicable) etc.
- Inspects the security posts for cleanliness and compliance with Post Orders.
- Provides direction and guidance to personnel on shift.
- Reviews security guard’s reports for accuracy and completeness.
- Responds to emergencies/incidents.
- Provides relief to personnel on shift as required.
- Prepares supervisory reports.
- Briefs his/her replacement.

Qualifications/Requirements:

- High school diploma or GED.
- Experience in security and/or law enforcement field supervision.
- At least 21 years of age or a military veteran.
- Able to obtain armed certification/license, if position as armed officer.
- Effective communication skills, including fluency in the English language.
- Physically and mentally able to perform the position’s requirements.
- Skills necessary to convey instructions and develop team approach to protection of personnel and facilities.
Position: **Sergeant**

**Reports To:** Project/Program Manager or Higher Shift Supervisor (Position may serve as a Shift Supervisor)

**Min. Education:** High School

**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Performs patrols as designated in the Post Orders.
- Performs duties as outlined in the Post Orders book.
- Provides access and property controls, including control of issuance and storage of keys.
- Provides traffic control.
- Monitors/operates security and fire systems; reports any identified hazardous conditions.
- Performs minor operations and/or records data in connection with the operation of building utility systems.
- Observes/reinforces building rules and regulations; maintains public order.
- Performs lost and found program functions.
- Obtains professional assistance for injury or illness.
- Prepares reports/records.
- Executes contingencies in support of civil disturbances.
- Operates x-ray equipment.
- Responsible for other duties as assigned; i.e., secures doors, gates and windows, etc.
- Provides relief for fixed posts.

**Qualifications/Requirements:**

- High school diploma or GED.
- Experience demonstrating customer services skills, such as public interaction, reading and understanding directions, clear speaking voice, use of tact and courtesy.
- Must be able to construct and write clear, concise, accurate and detailed reports, and maintain poise and self-control under stress. Must show good work ethic.
- At least 21 years of age or a military veteran.
- Able to obtain armed certification/license, if position as armed officer.
- Physically and mentally able to perform the position’s requirements.

Position: **Corporal**

**Reports To:** Project/Program Manager or Higher Shift Supervisor (Position may serve as a Shift Supervisor)

**Min. Education:** High School

**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Assumes responsibility for carrying out all duties and activities assigned to the duty shift.
- Provides direction and guidance to personnel on the shift.
- Disseminates pertinent information affecting the safety and security of personnel and equipment.
- Issues equipment such as radios, code scanners, and weapons as appropriate.
- Inspects security guards for proper appearance.
- Inspects security posts for cleanliness and compliance with Post Orders.
- Reviews security guard reports for accuracy and completeness.
- Responds to emergencies and incidents.
- Prepares supervisory reports.
- Briefs next-shift replacement on status of shift.

**Qualifications/Requirements:**

- High school diploma or GED.
- Experience in security and/or law enforcement.
- Communication skills necessary to convey instructions and develop team approach to protection.
- At least 21 years of age or a military veteran.
- Physical and mental ability to perform the requirements of the position; possibly an armed position.

**Position:** Police Officer I and II**

**Reports To:** Project/Program Manager or Shift Supervisor

**Min. Education:** High School

**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Enforces laws for the protection of persons and property.
- Patrols assigned area on foot, horseback or vehicle to control traffic, prevent crime or disturbances, and arrest violators.
- Testifies at trials.
- Notes suspicious persons and activities.
- Renders first aid at accidents.
- Investigates and writes accident reports.
- Issues traffic tickets.
- Files daily activity report with superior officer.
- Coordinates with appropriate facilities personnel and other law enforcement officers.

**Qualifications/Requirements:**

- High school diploma or GED.
- Experience in security and/or law enforcement.
- At least 21 years of age or a military veteran.
- Certified proficiency in firearms and other special weapons, if required for position.
- Physical and mental ability to perform the requirements of the position.
- Maturity and even temperament.
- Communication skills, including fluency in the English language.
Additional Qualifications for Police Officer II:

- In addition to duties above, the Police Officer II will specialize in one or more activities, such as: canine patrol; special reaction teams; juvenile cases; hostage negotiations; investigations; or other enforcement activities requiring specialized training and skills.

Position: **Courthouse Security Officer**

Reports To: Project/Program Manager or Shift Supervisor

Min. Education: High School

Min. Years Experience: 1

Major Responsibilities/Duties:

- Patrols courthouse to provide security.
- Escorts defendants to and from courtroom.
- Stands guard during court proceedings.
- Checks courtroom for security.
- Attends to special needs of the court system, particularly the physical protection of judges, jurors, witnesses, attorneys, and the general public in the courtroom.

Qualifications/Requirements:

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Experience in security or law enforcement.
- Specialized training in methods and techniques of protecting security areas.
- Communication and social skills to function effectively in a courtroom setting.
- Maturity and even temperament.
- Certified proficiency with firearms or other special weapons, if required for position.
- Physical and mental ability to perform the requirements of the position.

Position: **Alarm Monitor – Armed or Unarmed**

Reports To: Project/Program Manager or Shift Supervisor

Min. Education: High School

Min. Years Experience: 1

Major Responsibilities/Duties:

- Operates communication equipment, including the telephone console, to receive incoming calls for assistance.
- Dispatches personnel and equipment to scene of emergency.
- Questions caller to determine nature of problem and type and number of personnel and equipment needed.
- Scans status charts and computer screen to determine units available.
- Monitors alarm system signals that indicate location of fire or other emergency.
- Operates two-way radio to dispatch police, fire, medical, and other personnel and equipment, and to relay instructions or information to remove units.
- Types commands on computer keyboard to update files and maintain logs.
- Tests communications and alarm equipment and backup systems to ensure serviceability.
- May serve in unarmed or armed capacity.

**Qualifications/Requirements:**

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Certified training or prior experience in alarm monitor/security position.
- Certified proficiency in firearms and other special weapons, if required for position.
- Communication and social skills to function effectively in a range of routine to critical situations.
- Physical and mental ability to perform the requirements of the position; may be an armed position.
- If Armed, ability to meet all training and other requirements for specified weapon

**Position: Armed Security Officer**

**Reports To:** Project/Program Manager or Shift Supervisor

**Min. Education:** High School

**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Enforces regulations designed to prevent breaches of security.
- Protects property from theft or damage.
- Protects persons from hazards or interference.
- Reports breaches of security to appropriate authority.
- Exercises sound judgment concerning the type of initial response to an actual breach of security or suspicious behavior indicating a potential for it.
- This position normally requires a unique skill set to serve as an armed officer, depending on site requirements

**Qualifications/Requirements:**

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Experience in security or law enforcement.
- Specialized training in methods and techniques of protecting security areas.
- Proficiency in firearms or other special weapons, as required for the position.
- Effective communication and social skills necessary to perform all aspects of the position.
- Neat, well groomed appearance.
- Physical and mental ability to perform the requirements of the position.

**Position: Guard II/Security Officer**

**Reports To:** Project/Program Manager or Shift Supervisor
Min. Education: High School
Min. Years Experience: 1

Major Responsibilities/Duties:

- Enforces regulations designed to prevent breaches of security.
- Protects property from theft or damage.
- Protects persons from hazards or interference.
- Reports breaches of security to appropriate authority.
- Exercises sound judgment concerning the type of initial response to an actual breach of security or suspicious behavior indicating a potential for it.
- This position normally requires a unique skill set to serve as an armed officer, depending on site requirements

Qualifications/Requirements:

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Experience in security or law enforcement.
- Specialized training in methods and techniques of protecting security areas.
- Effective communication and social skills necessary to perform all aspects of the position.
- Neat, well groomed appearance.
- Physical and mental ability to perform the requirements of the position.

Position: Unarmed Security Officer**

Reports To: Project/Program Manager or Shift Supervisor
Min. Education: High School
Min. Years Experience: 1

Major Responsibilities/Duties:

- Enforces regulations designed to prevent breaches of security.
- Protects property from theft or damage.
- Protects persons from hazards or interference.
- Reports breaches of security to appropriate authority.
- Responds to breaches of security, if within scope of authority on project.
- Exercises sound judgment concerning the type of initial response to an actual breach of security or suspicious behavior indicating a potential for it.

Qualifications/Requirements:

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Experience in security or law enforcement.
- Specialized training in methods and techniques of protecting security areas.
- Effective communication and social skills necessary to perform all aspects of the position.
- Neat, well groomed appearance.
- Physical and mental ability to perform the requirements of the position.

**Position: Command Center Dispatcher**

**Reports To:** Project/Program Manager or Shift Supervisor  
**Min. Education:** High School  
**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Enforces regulations designed to prevent breaches of security.
- Protects property from theft or damage.
- Protects persons from hazards or interference.
- Security patrol, access control, and security related escort duties.
- Security fire and safety surveillance.
- Reports breaches of security to appropriate authority.
- Alarm and systems access monitoring, and equipment operating, as required.
- Law and order duties, as appropriate for position.
- Other duties as may be assigned.

**Qualifications/Requirements:**

- Must be a U.S. Citizen;
- Must have a High School Diploma or GED equivalent;
- Must be at least 21 years of age;
- Must be able to pass an employment physical including drug test;
- Must have a minimum of 1 year experience in the operation of a security control center, including but not limited to experience in electronic access control systems, and CCTV monitoring;
- Working knowledge of protection of facilities, property and assets;
- Must be able to obtain appropriate licenses for position, whether armed or unarmed;
- Must be able to pass all required training for position;
- Must be able to read, speak, and understand English language fluently.

**Position: Escort II**

**Reports To:** Project/Program Manager or Shift Supervisor  
**Min. Education:** High School  
**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Protects and monitors property from theft or damage.
- Protects and monitors persons from hazards or interference.
- Escorts persons or property safely and expeditiously throughout the facility.
- Carries out standing operating procedures and special instructions from the Shift Supervisor.
• May intervene directly only if situations require minimal action to safeguard persons or property.

**Qualifications/Requirements:**

• High school diploma or GED.
• At least 18 years of age or a military veteran.
• Ability to communicate effectively in English.
• Social skills necessary to effectively work with facility employees, visitors, and the general public.
• Maturity and even temperament.
• Neat, well groomed appearance.
• Physical and mental ability to perform the requirements of the position.

**Position: Escort I**

**Reports To:** Project/Program Manager or Shift Supervisor  
**Min. Education:** High School  
**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

• Protects and monitors property from theft or damage.
• Protects and monitors persons from hazards or interference.
• Escorts persons or property safely and expeditiously throughout the facility.

**Qualifications/Requirements:**

• High school diploma or GED.
• At least 18 years of age or a military veteran.
• Ability to communicate effectively in English.
• Social skills necessary to effectively work with facility employees, visitors, and the general public.
• Maturity and even temperament.
• Neat, well groomed appearance.
• Physical and mental ability to perform the requirements of the position.

**Position: Administrative Assistant**

**Reports To:** Project/Program Manager or Shift Supervisor  
**Min. Education:** High School  
**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

• Must be skilled in MS office (Word, Excel, Access) or similar computer systems; types at a normal speed with accuracy in the preparation of correspondence, spreadsheets, databases, forms, and other material.
• Must be able to originate correspondence, complete complicated forms and spreadsheets.
• Responsible for the accumulation of data and accurate reporting to management.
General duties may include project administration; files maintenance; researches for issues resolution.
For security office administration, additional duties may involve support for badging; photographing; fingerprinting; applicant screening; orientations; scheduling interviews and physicals; operation and maintenance of security records (electronic and paper).
Must be able to give proper support and possibly direction to other team personnel.
Must be well-organized, accurate, and able to work independently.
Must be able to communicate, both orally and in writing, with employees, management, client personnel, etc.

Qualifications/Requirements:

- High school diploma or GED.
- Must be proficient in the MS suite of office automation software (Word, Access, Excel).
- For positions supporting security offices, general working knowledge of physical security operations, such as security databases; credentialing and badging; incident reporting and files management.
- Able to communicate effectively in English.
- Appropriate years of experience in a similar clerical or administrative position for contract position.
- Physically and mentally able to perform the position’s requirements.

Position:  Security Clerk II**

Reports To:  Project/Program Manager or Shift Supervisor
Min. Education:  High School
Min. Years Experience:  1

Major Responsibilities/Duties:

- Assists in a variety of administrative matters.
- Maintains a wide range of financial, classified, unclassified, and other records.
- Verifies statistical reports for accuracy and completeness.
- Handles and adjusts or forwards complaints according to project standard operating procedures.
- Uses basic computer software applicable to office administration.
- Applies applicable subject matter knowledge and judgment to perform assignments of varied length and complexity.
- Provides supervision to lower level clerks.

Qualifications/Requirements:

- High school diploma or GED.
- At least 21 years of age or a military veteran.
- Minimum 1 year of experience in clerical/administrative positions; emphasis in security or law enforcement environment preferred, but not necessary.
- Basic computer skills.
- Communication and social skills to work effectively in an office environment.
- Physical and mental ability to perform the requirements of the position.
Position: Security Clerk I *

Reports To: Project/Program Manager or Shift Supervisor  
Min. Education: High School  
Min. Years Experience: 1

Major Responsibilities/Duties:

- Sorts, codes and files project materials by headings or selects/determines appropriate category of subheading.  
- Operates office equipment; e.g., facsimile, copier, postage meter.  
- Locates, retrieves, charges out and forwards requested material from established filing system.  
- Uses basic computer programs applicable to office administration.  
- Selects appropriate methods from a wide variety of procedures.  
- Makes simple adaptations and interpretations from a few substantive guides and manuals.  
- Applies familiarity with security operations terminology to accomplish clerical tasks.

Qualifications/Requirements:

- High school diploma or GED.  
- At least 18 years of age or a military veteran.  
- Prior experience in clerical/administrative positions.  
- Basic computer skills.  
- Social skills to work effectively in an office environment.

Position: Security Receptionist **

Reports To: Project/Program Manager or Shift Supervisor  
Min. Education: High School  
Min. Years Experience: 1

Major Responsibilities/Duties:

- Carries out instructions to ensure that emergencies and security violations are readily discovered.  
- Reports breaches of security to appropriate authority.  
- Intervenes only in situations requiring minimal action to safeguard property or persons.  
- Guides visitors through security sign-in and badging process.  
- Directs visitors to appropriate destination.

Qualifications/Requirements:

- High school diploma or GED.  
- At least 18 years of age or a military veteran.  
- Communication and social skills to work effectively in an office environment.  
- Physical and mental ability to perform the requirements of the position.  
- Neat, well-groomed appearance.  
- Physical and mental ability to perform the requirements of the position.
Position: Security Specialist I**

Reports To: Project/Program Manager or Shift Supervisor
Min. Education: High School
Min. Years Experience: 1

Major Responsibilities/Duties:

- Review and confirm scheduled badge issuance and badge finalization appointments.
- Perform all necessary in-processing of an individual scheduled to receive a badge, including:
  - Capturing fingerprints with appropriate device
  - Capturing photograph
  - Preparing badge file (electronic components) for automated transfer for HSPD-12 compliance
  - Issuing temporary badge with appropriate access control permissions
  - Tracking all individuals processed for an HSPD-12 credential, to include documentation of receipt/return of any temporary badge; status of files sent to the HSPD-12 central badging office; listing of personnel scheduled for badge processing, but for any reason were not provided a badge.
- Record receipt of HSPD-12 badges from vendor and transition to “final” from “temp” badge for personnel.
- Establish and maintain records of access level granted with each badge issued.
- Support development of training manuals and training on the FCC Badge System.
- Handle customer walk-ins and telephone inquiries regarding security issues.
- Lock/Unlock doors as necessary.
- Appropriately handle and process special marked and/or security-classified documents, to include inventory, accountability, dissemination, and destruction.
- Organize and maintain system furniture keys as directed, and distribute under established procedures.
- Other duties as may be assigned, including but not limited to attending meetings; providing information to internal and external requests; conducting security-related research; and information gathering and exchange via telephone, internet, and mail.

Qualifications/Requirements:

- Must be a U.S. Citizen;
- Must have a High School Diploma or GED equivalent;
- Must be at least 21 years of age;
- Must be able to pass an employment physical including drug test;
- Must have a general working knowledge of current security policy and procedures; minimum of two years of experience preferred in the area of personnel security with emphasis on federal credentialing (HSPD-12 and access control badging);
- Must be sufficient in the MS suite of office automation software (Word, Access, Excel);
- Must have demonstrated interpersonal communications skills and customer service experience
- Must be able to perform general administrative tasks to support the Security Operations Center (SOC);
- Must be able to pass all required training for position;
- Must be able to read, speak, and understand English language fluently.
Position: **Security Specialist II**

**Reports To:** Project/Program Manager or Shift Supervisor  
**Min. Education:** High School  
**Min. Years Experience:** 1

**Major Responsibilities/Duties:**

- Maintain the Position Description (PD) database containing all positions.
- Identify employee/contractor positions without risk designation assessments and complete those assessments.
- Assist SOC in identification, completion and distribution of appropriate investigative forms.
- Assist with the adjudication of government background investigations for employment/contract suitability decisions for Low, Medium and High Risk positions.
- Review returned security forms for accuracy with necessary follow-up for corrections/clarifications/additions and/or contacting individuals who have not returned their security forms in a timely manner.
- Fingerprint individuals as necessary.
- Handle telephone inquiries from subjects of investigation and/or investigative agencies and dealing with other telephone inquiries as necessary.
- Conduct preliminary review of security investigation materials, as required.
- Process parking garage after-hours parking permits under established procedures.
- Handle customer walk-ins and telephone inquiries regarding security issues.
- Lock/unlock doors as necessary.
- Handle, process documents, in accordance with classifications, to include inventory, accountability, dissemination, and destruction.
- Organize and maintain office keys and distribute keys under established procedures.
- Other duties as may be assigned, including but not limited to attending meetings; providing information to internal and external requests; conducting security-related research; conducting personnel interviews; and information gathering and exchange via telephone, internet, and mail.

**Qualifications/Requirements:**

- Must be a U.S. Citizen;
- Must have a High School Diploma or GED equivalent;
- Must be at least 21 years of age;
- Must be able to pass an employment physical including drug test;
- Must have a general working knowledge of current security policy and procedures; minimum of four years of experience preferred in the area of personnel security with emphasis on personnel security adjudication;
- Must be sufficient in the MS suite of office automation software (Word, Access, Excel);
- Must have demonstrated interpersonal communications skills and customer service experience
- Must be able to perform general administrative tasks to support the Security Operations Center (SOC);
- Must be able to pass all required training for position;
- Must be able to read, speak, and understand English language fluently.
Position: **Badge & ID Specialist**

Reports To: Project/Program Manager or Shift Supervisor

Min. Education: High School

Min. Years Experience: 1

Major Responsibilities/Duties:

- Responsible for distributing permanent and temporary badges, decals and parking permits.
- Obtains verification prior to authorizing admittance and directs visitors to destination.
- Keeps informed concerning organizational changes/office moves, etc. at the government controlled facility.
- Provides updated information on available public and government transportation.
- Conducts pedestrian traffic surveys, and distributes quarterly customer comment cards.
- Able to assist security officers during emergencies, fire alarms, evacuations, etc.
- Able to research/maintain general information and records.
- Other duties or assigned tasks, such as process server, delivery of messages, reporting of any unusual incidents or situations.

Qualifications/Requirements:

- High school diploma or GED.
- Must successfully demonstrate customer services skills, such as public interaction, the ability to understand and communicate instructions, use of tact and courtesy, and have a clear speaking voice.
- Must successfully demonstrate the ability to construct and write clear, concise, accurate and detailed reports, and to maintain poise and self-control under stress.
- Must demonstrate a good work ethic, and be physically and mentally able to perform the position’s requirements.
- One year of general office experience or one academic year of trade school, junior college, or university.
- At least 18 years of age or a military veteran.

**Awarded NET GSA Rates:**

<table>
<thead>
<tr>
<th>NET GSA Rates (including .75% IFF) For SIN 561611</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service or Labor Category</td>
</tr>
<tr>
<td>----------------------------</td>
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<tr>
<td>Field Investigator (Full Service)</td>
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<tr>
<td>Investigative Support Supervisor, Contractor Site</td>
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<tr>
<td>Investigative Support Supervisor, Customer Site</td>
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<tr>
<td>Investigative Support Specialist, Contractor Site</td>
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<tr>
<td>Service or Labor Category</td>
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<td>Command Center Dispatcher (Unarmed)**</td>
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<tr>
<td>Escort II**</td>
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<tr>
<td>Escort I**</td>
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<tr>
<td>Administrative Assistant**</td>
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<tr>
<td>Security Clerk II**</td>
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<tr>
<td>Security Clerk I**</td>
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<tr>
<td>Badge and ID Clerk/Badge &amp; ID Specialist**</td>
</tr>
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** Indicates SCLS applicable Labor Categories
<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
<th>Position</th>
<th>Contract #</th>
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</thead>
<tbody>
<tr>
<td>Security Receptionist**</td>
<td>01113</td>
<td>General Clerk III</td>
<td>2015-5638</td>
</tr>
<tr>
<td>Security Specialist I**</td>
<td>01311</td>
<td>Secretary I</td>
<td>2015-5638</td>
</tr>
<tr>
<td>Security Specialist II**</td>
<td>01312</td>
<td>Secretary II</td>
<td>2015-5638</td>
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<tr>
<td>Badge and ID Clerk/Badge &amp; ID Specialist**</td>
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<td>General Clerk III</td>
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</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (** in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).