



GUARD SERVICES

AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

General Services Administration
Federal Supply Schedule

**TOTAL SOLUTIONS FOR LAW ENFORCEMENT, SECURITY, FACILITY MANAGEMENT SYSTEMS,
FIRE RESCUE, SPECIAL PURPOSE CLOTHING, MARINE CRAFT AND EMERGENCY/DISASTER
RESPONSE FSC GROUP 63 – ALARM AND SIGNAL SYSTEMS/FACILITY MANAGEMENT
SYSTEMS, GUARD SERVICES, PROFESSIONAL SECURITY/FACILITY MANAGEMENT SERVICES
AND GUARD SERVICES**

Special Item No. 246-54: Guard Services (FSC S206)

Contract # GS-07F-0036T

Contract Period: 10/01/2006 through 09/30/2011

Solicitation # 7FCI-L3-03-0084-B Schedule 084

| | |
|-------------------------|-------------------------------------------------------------------------------------------|
| Name of Company: | Dallas Ft. Worth Protective Services d/b/a Southwest Group Protective Services |
| Corporate Headquarters: | 1607 West Mockingbird Lane Dallas, Texas 75235 |
| Company POC: | Ray Symons – Director Business Development |
| POC Address: | 1607 West Mockingbird Lane Dallas, TX 75235 |
| POC Office Phone: | 214-688-0700 |
| POC Mobile Phone: | 214-878-6901 |
| POC Fax: | 214-950-0022 |
| POC E-mail: | rsymons@swgprotect.com |
| Website: | www.swgprotect.com |
| Corporate status: | Dallas Ft. Worth Protective Services, PLLC. d/b/a Southwest Group Protective Services. |
| Business designation: | Small |
| SIC: | 7381 |
| NAISC: | 561612 |
| DUNS: | 141668264 |
| Clearance Level: | Upon request |
| CCR Status: | Active in the DOD CCR |
| Corporate Officers: | CEO/President Jim Pisoni Vice President, Business Development Ray Symons |



GSA CONTRACT SOLICITATION INFORMATION:

Contract Number: GS-07F-0036T
Contract Period: 10/01/2006 through 09/30/2011

- 1a. **Table of Awarded Special Item Number:** 246-54 Guard Services (FSC S206)
- 1b. **Guard Services pricing:** *Note: Applicable Wage Determination for Greater Dallas

| <u>SIN</u> | <u>Model / Service</u> | <u>Price</u> |
|------------|---------------------------|--------------|
| 246-54 | General Clerk I | \$16.77 |
| 246-54 | Court Security Officer | \$29.16 |
| 246-54 | Guard I | \$19.16 |
| 246-54 | Guard II | \$25.91 |
| 246-54 | Supervisor | \$36.32 |
| 246-54 | Project Manager | \$31.58 |
| 246-54 | Assistant Project Manager | \$26.81 |

- 2. **Maximum Order:** \$200,000. *Note: If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may: 1) Offer a new lower price, 2) Offer the lowest price available under the contract, or 3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.
- 3. **Minimum Order:** \$100
- 4. **Geographic Coverage:** Domestic, 50 United States and Washington DC, Puerto Rico and U.S. Territories. Initial Locations Awarded: WD 94-2509 Rev. 27 dated 05/23/2006. Pursuant to 552.243-72, Modifications, contractor may add additional locations utilizing the same pricing Methodology as awarded. When a contractor receives a Request For Quotes from a Federal customer citing the Schedule contract, the contractor is responsible for ensuring that the applicable wage determination (number, rev. #, and date) for the site location specified in the RFQ is incorporated into their schedule contract. This action may occur up to the time of the award of a resultant task order. A task order may not be awarded until the Schedule contract is modified to incorporate the current prevailing wage determination.
- 5. **Points of Production:** Not Applicable - Services
- 6. **Discount from List Prices:** A "spot reduction discount" may be requested for orders exceeding the Maximum Order established in the contract.
- 7. **Quantity Discounts:** None.
- 8. **Prompt Payment Terms:** Net 30 Days.
- 9. **Government Purchase Cards:** Accepted up to the Micropurchase Threshold.
- 10. **Foreign Items:** None
- 11a. **Time of Delivery:** 15 Days ARO.
- 11b. **Expedited Delivery:** 7 Days ARO.
- 11c. **Overnight Delivery:** Consult with Contractor.
- 11d. **Urgent Requirements:** Consult with Contractor.
- 12. **F.O.B. Points:** N/A to Services
- 13a. **Ordering Address:**
Dallas Ft. Worth Protective Services
1607 West Mockingbird Lane
Dallas, TX 75235-5008



- 13b. **Ordering Procedures:** For supplies and Services, the ordering procedures, information on Blanket Purchase Agreements (Boa's) and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. **Payment Address:**
Dallas Ft. Worth Protective Services
1607 West Mockingbird Lane
Dallas, TX 75235-5008
15. **Warranty Provision:** Standard Commercial Warranty.
16. **Export Packing Charges:** N/A
17. **Terms and Conditions of Government Purchase Card Acceptance:** (any thresholds above the micro-purchase level).
18. **Terms and Conditions of Rental:** N/A
19. **Terms and Conditions of Installation:** N/A
20. **Terms and Conditions of Repair Parts:** N/A
21. **List of Service and Distribution Points:** N/A
22. **List of Participating Dealers:** N/A
23. **Preventive Maintenance:** N/A
- 24a. **Special Attributes:** N/A
- 24b. **Section 508:** N/A
25. **Data Universal Number System (DUNS) Number:** 141668264
27. **Notification Regarding Registration in CCR Database:** Registered and can be found under our DUNS Number.

Contract Administrator: Jim Pisoni
Office Phone: 214-688-0700
Mobile Phone: 214-597-1775
Office Fax: 214-950-0022
Email: jpisoni@swgprotect.com
General Email: gsa@swgprotect.com



Dallas Ft. Worth Protective Services

Dallas Ft. Worth Protective Services, PLLC. (DFWPS) is in the solicitation process toward being a Schedule 84 contract holder with the United States General Services Administration (GSA). Our main information is listed below.

COMPANY PROFILE:

Built from a solid foundation, the company was started In September 1995, when a local businessman and two Dallas police officers incorporated the present business of DFW Gun Club. The original owners believed that a market was developing for the training of private citizens in the carrying of concealed handguns under a new Texas law.



Then in May of 1998 a larger building was purchased and a training academy was added. This new building was

nearly 20,000 square feet of renovated offices, classrooms, gym and range area. This newly acquired building was used to expand training to law enforcement, security companies and private citizens as well as job placement for security personnel. The company would be known as DFW Gun Club and Training Center, LLC.

In June of 2000, the Personal Safety Institute was created due to the strong demand for personal protection of domestic dignitaries, business executives, celebrities, sports figures and at-risk individuals. The Personal Safety Institute specialized in armed and non-lethal defense as well as training and staffing for personal protection details. Known for effective quality training, our dedicated trainers and programs are used by many law enforcement agencies, businesses, and security services to train and re-qualify their officers and guards annually. Through this solid foundation of growth, it became clear over the years that a need for quality security and programs based on a new approach could be offered.



In October of 2002, the Dallas Ft. Worth Protective Services, PLLC. d/b/a Southwest Group Protective Services was formed and then licensed in Texas under number C-11418. Headquartered at 1607 West Mockingbird Lane, Dallas Texas, 75235. DFWPS offers a full range of protective, investigative, and business continuity security services. ***Executive protection, uniformed officers, investigations, security technologies and security training*** - these are the pillars of the DFWPS's excellence. We encompass the entire spectrum of security-related needs because our client's security depends on our ability to provide comprehensive, reliable and responsive security options as follows:

INVESTIGATIVE SERVICES

DFWPS offers a full spectrum of investigative services. Our Investigators provide a wide range of experience, and through the State of Texas and National associations we are able to provide nationwide services for both corporate and domestic investigations.

PERSONAL PROTECTION SERVICES

Our company roots included the training of Professional Protection Officers for the State of Texas. Since those days, we have become very proficient in protecting domestic dignitaries, business executives, celebrities, sports figures and at-risk individuals, both at home and abroad. We employ for our clients registered Personal Protection Officers that are highly skilled in non-violent conflict resolution, non-lethal defense, and firearms use. They can be utilized armed and dressed to blend into any environment.

UNIFORMED GUARDS

DFWPS takes great pride in its Uniformed Security Guards, as many of these Officers are the first line of defense for our clients. All Uniformed Security Guards are well trained and have a highly professional appearance. All are certified by the Texas Department of Public Safety Private Security Bureau and exceed all training requirements set forth by that Commission. Most Officers hired have prior military or law enforcement training, enabling them to rely on their advanced training to make swift and proper security decisions. Their expertise ranges from basic functions to crisis management and emergency response.

SECURITY TECHNOLOGIES

DFWPS has experience in a vast array of security technology. The clients we serve are able to take advantage of our experience in technologies to make their homes and workplaces secure and safe such as Closed Circuit TV, access control of secured areas, electronic sweeps for covert listening equipment (bugs), security audits and company security technology profiles.



SECURITY TRAINING

DFWPS was created from a foundation based on training and placement of only the best security personnel. Because of this lineage, our security personnel must complete a rigorous set of training programs and pass a comprehensive final examination. DFWPS's process exceeds most state licensing requirements, and in many cases can become very specialized based on client requirements. Certified instructors interact with each officer candidate through lectures, role-playing, and scenario training. The Southwest Group curriculum covers a broad range of topics such as: basic security operations, officer's authority, legal guidelines, public safety, communications, report writing, bomb recognition, hazardous response, public relations, CCTV monitoring, CPR, and first aid.

PERSONNEL MANAGEMENT:

Organized under the State of Texas as a Professional Limited Liability Company, the Dallas Ft. Worth Protective Services, PLLC does business as Southwest Group Protective Services. The Firm currently has two owners, all of which are active in the day-to-day operations of the business.



LABOR CATEGORY DESCRIPTION
SIN 246-54 – GUARD SERVICES:

LABOR CATEGORY:

- Guard I
- Guard II
- Court Security Officer
- General Clerk I
- Supervisor
- Project Manager
- Assistant Project Manager

JOB DESCRIPTION/PRICING:

Southwest Group Protective Services (DFWPS) will respond to solicitations requiring security clearances. DFWPS requires all positions to undergo an intensive background investigation and pre-employment screening process. All personnel receive drug screening and psychometric testing. We are prepared to meet and exceed GSA and Department of Homeland Security Federal Protective Service (FPS) standards, and/or other government contracting authority requirements. When applicable all positions will meet all requirements for a clearance and/or suitability adjudication, and complete required firearms qualification and/or re-qualification, supervisor or other FPS, and/or other government contracting authority requirements, and/or company required training prior to or as a part of post assignment when allowed by SOW requirements.

Each job position has a job description that is shown in this document. The job description shows the general nature and tasks being performed by individuals assigned to that position. These descriptions are not intended to be an exclusive list of all duties, responsibilities and skills required. Authority, duties, and individual responsibilities are defined by each customer and each SOW. DFWPS can and may develop customized positions, job descriptions and labor costs in response to customer and SOW needs.

GUARD I:

Protects property from theft or damage, or persons from hazards or interference. Duties involve serving at a fixed post, performing patrol rounds on foot or by motor vehicle, or escorting persons or property* May be deputized to make arrests. May also help visitors and customers by answering questions and giving directions. Carries out instructions primarily oriented toward insuring that emergencies and security violations are readily discovered and reported to appropriate authority. Intervenes directly only in situations which require minimal action to safeguard property or persons. Duties require minimal



training. Commonly, the officer is not required to demonstrate physical fitness. Prepares client and company required reports insuring reports are accurate and complete.

GUARD II:

Protects property from theft or damage, or persons from hazards or interference. Duties involve serving at a fixed post, or conducting patrols rounds on foot or by motor vehicle, or escorting persons or property. May be deputized to make arrests. May also help visitors and customers by answering questions and giving directions. May be required to demonstrate (1) proficiency in the use of firearms and other special weapons and (2) continuing physical fitness. Enforces regulations designed to prevent breaches of security. Exercises judgment and use discretion in dealing with whether first response should intervene directly, or request assistance when deemed necessary and time allows to keep situation under surveillance, or report situation so that it can be handled by appropriate authority. Duties require specialized training in methods and techniques of protecting security areas. Completes client and company reports insuring the reports are accurate and complete. Security clearances for authorized access to classified information available upon request.

COURT SECURITY OFFICER I:

Patrols courthouse to provide security. Escorts defendants to and from the courtroom, and stands guard during court proceeding. Checks courtroom for security. Assignments include not only the monitoring of entrances to the court but also attention to the special needs of the court system, particularly in the area of personal protection for the judges, jurors, witnesses, attorneys., and other persons involved with the court, including the general public.

Specific duties include, but are not limited to; entrance control to detect weapons and contraband; roving patrols; staffing fixed posts and monitoring closed circuit television and duress alarms; escorting personnel as directed; preserving law and order and; making apprehensions. Duties require specialized training in methods and techniques of protecting security areas. Required to demonstrate continuing physical fitness and proficiency with firearms or other special weapons. Prepare client and company reports insuring reports are accurate and complete.

GENERAL CLERK I:

Under the guidance of the Project Manager and/or Assistant Project Manager establishes records systems and maintains the systems. Establishes and maintains databases as needed to provide information in a timely manner. Provides support during client start-ups. Serve as a receptionist at client facilities to process visitors, issue badges, and maintains an inventory and accountability of badges. Answer telephone and directs the call to the appropriate individual or office. Operates and enters information into



automated systems such as computers and access control systems. Prepares client and company required reports ensuring the reports are accurate and complete. Perform other duties as assigned.

SUPERVISOR:

Supervises Security Officers and/or other personnel, including patrol and inspection staff; ensures that personnel deliver high quality service; evaluates service quality and initiates any necessary corrective action in a timely manner. Meets with management and/or client representatives for status updates and to address any actual or potential problems; provides support during client start-ups; provides input to security planning assessments and surveys; reviews post orders and communicates requirements and changes to affected personnel.

In collaboration with management provides orientation and training for assigned staff, assists in interviewing and selection of staff; works to develop and retain a high caliber staff, including promotion and tracking of the Excellence in Service program; ensures that each staff member is treated with dignity and respect. Assigns and directs work; coaches associates, and carries out disciplinary actions, as necessary, supports staff as appropriate in carrying out their respective responsibilities; refers problematic issues to management. Maintains a positive, professional environment in full compliance with applicable laws, regulations, policies and procedures; ensures that staff members understand and comply with applicable laws, regulations, policies and procedures.

Communicates and coordinates with management regarding scheduling, staffing, equipment, record keeping, and related matters, to ensure smooth delivery of client security services; meets with management and other Security Supervisors to discuss customer service initiatives, personnel matters, and related issues. Inspects client sites as assigned to ensure adequate coverage and compliance with post orders; visits client representatives to ensure they remain satisfied with services provided; covers vacant posts as necessary. Reviews all client and company required, reports for accuracy and timeliness; assists in preparing and submitting payroll information.

PROJECT MANAGER:

Serves as a key point of client contact to ensure the delivery of high quality customer service; evaluates service quality and initiates any necessary corrective action in a timely manner. Assists in negotiation of client contracts; provides support in security planning, assessments and surveys; reviews/updates post orders.

Oversees and participates in the recruitment, selection, orientation, training, development and retention of high caliber staff and supervisors; ensures that each staff member is treated with dignity and respect; plans, assigns, and directs work; coaches employees, and carries out disciplinary actions, as necessary; supports staff as appropriate in carrying out their respective responsibilities. Analyzes monthly profit and loss statements;



identifies trends relative to fixed and variable costs and financial impact of present and anticipated business activity; participates in the development of the annual business plan and budget. Maintains a positive, professional environment in full compliance with applicable laws, regulations, policies and procedures; ensures that staff members understand and comply with applicable laws, regulations, policies and procedures.

Authorizes appropriate expenditures including equipment, supplies, advertising, and vehicles; reviews business and payroll records for accuracy; assists in maintaining equipment inventory. Provides input to company initiatives; promptly and effectively resolves legal, financial, human resources, and administrative issues; facilitates claim prevention program and other administrative and operational programs.

Authorized access to classified information as determined by the client.

ASSISTANT PROJECT MANAGER:

Under the guidance of the Project Manager serves as a key point of client contact to ensure the delivery of high quality customer service for a client site(s), or specialized security service(s); evaluates service quality and initiates any necessary corrective action in a timely manner. Meets regularly with client representatives for status updates and addresses any actual or potential problems; assists in negotiation of client contracts; provides support during client start-ups; provides support in security planning, assessments and surveys; reviews and updates post orders.

Oversees, participates in, and coordinates/collaborates with the Project Manager in the recruitment, selection, orientation, training, development and retention of high caliber staff; ensures that each Staff member is treated with dignity and respect; plans, assigns, and directs work; coaches employees and carries out disciplinary actions, as necessary; supports staff as appropriate in carrying out their respective responsibilities. Maintains a positive, professional environment in full compliance with applicable laws, regulations, policies and procedures; ensures that staff members understand and comply with applicable laws, regulations, policies and procedures. Prepares and coordinates staffing schedules with the Project Manager; ensures scheduling is handled effectively to meet client requirements while controlling labor costs; reviews Security Officer site reports to ensure post orders and client directories have been satisfactorily followed; personally inspects all posts as part the evaluation of the security staff.

Authorized access to classified information as determined by the client.

Serves as the Project Manager during absences of the Project Manager.

JOB CATEGORY PRICING:

Pricing is available on request. The below pricing, once receiving contract approval, will be shown at the GSA Advantage website, and is based on labor rates for the identified metro areas in Texas for a task order totaling less than \$1 million for a one-year period.



DFWPS will appropriately quote any area using the local wage determination based on the solicitation requirements. Additionally, we provide additional fee discount levels for task orders exceeding \$1million. Please contact us for a specific quote and additional information: gsa@swgprotect.com.

RATE INFORMATION:

Court Security Officer

| Texas | Rate |
|--------------|-------------|
| Fort Worth | \$29.16 |
| Dallas | \$29.16 |

Guard I

| Texas | Rate |
|--------------|-------------|
| Fort Worth | \$19.16 |
| Dallas | \$19.16 |

Guard II

| Texas | Rate |
|--------------|-------------|
| Fort Worth | \$25.91 |
| Dallas | \$25.91 |

General Clerk I

| Texas | Rate |
|--------------|-------------|
| Fort Worth | \$16.77 |
| Dallas | \$16.77 |



JOB TRAINING AND EMPLOYEE DEVELOPMENT

It is the policy of the Southwest Group Protective Services to provide training and development for its employees designed to:

- A. Improve productivity, effectiveness and efficiency of client services by development and better utilization of talents, abilities and potential of employees.
- B. Help employees develop their knowledge, skills and abilities so they might become better qualified to perform the duties of their present jobs and advance to more responsible positions.
- C. Provide for the development of managers and supervisors capable of organizing and developing effective management systems for the accomplishment of each division's goals and objectives.
- D. Prepare employees to deal more effectively with growing social, scientific and economic problems faced by clients by making use of advances in professional and vocational knowledge and technology.

TRAINING GOALS :

The stated training goals of Southwest Group Protective Services are:

- A. To provide job-related training to all its employees. This will be achieved by means of:
 1. Formal Basic Training and Company Orientation (Level 1-II)
 2. Armed Officer Commission training (Level III)
 3. Client specific training for performing account unique security services such as:
 - First Aid, CPR and AED certified
 - Defensive Driving for Vehicle Patrol
 - FEMA's Community Emergency Response Training
 - Fire Safety and Response
 - Inclement & Severe Weather Response
 - Etiquette and Ethics training
 - Non-Violent Conflict Resolution
 - O/C (pepper spray), Baton and Handcuffing
 - Simulation systems training for shoot / no-shoot scenarios
 4. Annual In-Service training



5. Sending officers to recurring training that will enhance job performance and expertise.
 6. Hosting schools for internal and external use
 7. Roll Call training
- B. To train employees to act appropriately in a variety of situations and pressures.
 - C. To enhance employee productivity and effectiveness through greater job knowledge.
 - D. To promote cooperation and unity of purpose among its employees through mutual understanding.
 - E. To effectively deal with problems encountered in the delivery of security services to our clients by continually updating and reinforcing training through repetition.

TRAINING FOR SAFETY :

Safety is the first priority in any security function. Whether it's the safety of the client or officer safety, we strive to conduct all operations with safety as a cornerstone. Security Officers receive safety training in all aspects of their career progression. Beginning with the officer's responsibilities protecting the public in Level 1 training to officer safety in Level 3, safety is stressed as a priority. All officers receive additional training above and beyond the state mandated minimums. We begin with CPR and First Aid, Defensive Driving for vehicle patrol to "Homeland Defense" and emergency response training using FEMA's Community Emergency Response Training Program. Additionally the safety training will include a working knowledge of HAZMAT spills that may affect the neighborhood residents. Officers will be individually trained in Vehicle Occupant Restraint Systems (seatbelts) usage and the importance of proper lifting techniques for heavy objects. Each guard is considered a safety officer whether it's a dangerous work environment or a hazard that may affect clients.

SPECIFIC JOB CATEGORY TRAINING :

- Guard I - Formal Basic Training and Company Orientation (Level 1-II); Annual In-Service training; Recurring training; Roll Call training; Client specific training for performing account unique security services
- Guard II - Formal Basic Training and Company Orientation (Level 1-II); Armed Officer Commission training (Level III); O/C (pepper spray), Baton and Handcuffing; Annual In-Service training; Recurring training; Roll Call training; Client specific training for performing account unique security services
- Court Security Officer - Formal Basic Training and Company Orientation (Level 1-II); Armed Officer Commission training (Level III); O/C (pepper spray), Baton and Handcuffing; Simulation systems training for shoot / no-shoot scenarios;



Annual In-Service training; Recurring training; Roll Call training; Client specific training for performing account unique security services

- General Clerk I - Formal Basic Training and Company Orientation (Level 1-II); Annual In-Service training; Recurring training; Client specific training for performing account unique security services
- Supervisor - Formal Basic Training and Company Orientation (Level 1-II); Armed Officer Commission training (Level III); O/C (pepper spray), Baton and Handcuffing; Simulation systems training for shoot / no-shoot scenarios; Annual In-Service training; Recurring training; Roll Call training; Client specific training for performing account unique security services
- Project Manager - Formal Basic Training and Company Orientation (Level 1-II); Annual In-Service training; Recurring training; Client specific training for performing account unique security services
- Assistant Project Manager - Formal Basic Training and Company Orientation (Level 1-II); Annual In-Service training; Recurring training; Client specific training for performing account unique security services

AUTOMATION ORIENTED JOB FORCE TRAINING

Southwest Group Protective Services trains all officers during Basic Training, then deploys and utilizes a GPS tracking “cell phone” at all client locations. While constantly monitored, the officers can be located via the Internet at any time, and a detailed report can be printed by time increments (every minute or every hour with all increments of time in between) showing the location, speed, and direction of travel throughout the day. It also identifies the clock-in time with location and clock-out time with location. In addition, automated dispatch capability is provided with this system. Through automated dispatch, officers can be routed for service to any location, feedback to status, and identify completion. All of this is then reported, and can then be matched to log reports for validation/audit purposes and spot checked for compliance.



The screenshot displays the TeleNav track software interface. At the top, there is a navigation bar with icons for home, search, and other functions. Below this is a menu with options: Account Management, Real time Tracking, Dispatching & Messaging, Address Book, Data Analysis, Contact Us, and Log out. The main interface is titled "Worker Locations" and includes a "Refresh: 5 minutes" option. On the left, there is a "Table View" / "MapView" toggle and a list of worker groups and individuals, including "Dallas, TX" and "McKinney, TX". The central map shows a street grid with a red line indicating a route. A pop-up window for worker "Aly (A)" provides the following details:

- Fri Aug 22 11:50 AM PDT
- Speed: 62.0 mph
- Near N CENTRAL EXPYUS-75//S DALLAS, TX
- Fri Aug 22 2:07 PM PDT Application resumed
- Fri Aug 22 2:07 PM PDT Application suspended
- Fri Aug 22 2:06 PM PDT Message read: Fri 14:07
- TRC - Florin pick up patient.

The map also shows street names such as CARUTH BLVD, CARUTH HAVEN LN, and SOUTHWESTERN BLV. The bottom of the map area includes the text "Map ©2000 TeleNav, All rights reserved."