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 is available through GSA Advantage! a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

SCHEDULE TITLE: MAS Multiple Award Schedule: Security and Protection – Security Services

CONTRACT NUMBER: GS-07F-027GA

MODIFICATION NO: PA-0012
EFFECTIVE DATE: 10/02/2020

CONTRACT PERIOD: November 10, 2016 to November 9, 2021

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR: Falken Industries LLC, dba Falken
10611 Balls Ford Road, Suite 200
Manassas, VA 20109-2338
Phone: (540) 718-4375
Fax: (703) 292-1860
Email: Rord@falken.us
Web Address: http://www.falken.us

CONTRACTOR’S ADMINISTRATION SOURCE:
Robert L Ord, President, (703) 753-1158,
Rord@falken.us

BUSINESS SIZE: Small

Socioeconomic Indicators: Small
**CUSTOMER INFORMATION:**

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>561612</td>
<td>Protective Service Occupations</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

(Government net price based on a unit of one)

<table>
<thead>
<tr>
<th>SIN</th>
<th>MODEL</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
1c. **HOURLY RATES: (Services Only)**
See below for LCAT Descriptions

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Reg. Rate per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>561612</td>
<td>Guard I - Unarmed **</td>
<td>$42.16</td>
</tr>
<tr>
<td>561612</td>
<td>Guard I - Unarmed Secret Clearance</td>
<td>$49.25</td>
</tr>
<tr>
<td>561612</td>
<td>Guard II - Armed Secret Clearance</td>
<td>$64.03</td>
</tr>
<tr>
<td>561612</td>
<td>Guard I - Unarmed Top-Secret Clearance</td>
<td>$66.80</td>
</tr>
<tr>
<td>561612</td>
<td>Guard II - Armed Top-Secret Clearance</td>
<td>$76.24</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor I - Unarmed</td>
<td>$45.19</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor II - Armed</td>
<td>$57.91</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor I - Unarmed Secret Clearance</td>
<td>$66.80</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor II - Armed Secret Clearance</td>
<td>$64.08</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor I - Unarmed Top-Secret Clearance</td>
<td>$70.29</td>
</tr>
<tr>
<td>561612</td>
<td>Site Supervisor II - Armed Top-Secret Clearance</td>
<td>$74.44</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS appliable labor categories. Labor categories and fixed price services marked with a (**) in this price list 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).

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Wage Determination No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guard I - Unarmed</td>
<td></td>
<td>2015-638</td>
</tr>
</tbody>
</table>

2. **MAXIMUM ORDER*: $250,000 per SIN per order**

   *Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. **MINIMUM ORDER:** None

4. **GEOGRAPHIC COVERAGE:** 50 United States, DC & US Territories (Current Wage Determinations apply by location as awarded)

5. **POINT(S) OF PRODUCTION:** N/A (Services)

6. **DISCOUNT FROM LIST PRICES:** GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. **QUANTITY DISCOUNT(S):** Additional 1% on orders greater than $200K

8. **PROMPT PAYMENT TERMS:** 1%/15 Net 30. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9.a **Government Purchase Cards are accepted at or below the micro-purchase threshold.**
9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: Shipped 30 Days after receipt of order

11b. EXPEDITED DELIVERY: None Offered

11c. OVERNIGHT AND 2-DAY DELIVERY: None Offered.

11d. URGENT REQUIREMENTS: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Destination

13a. ORDERING ADDRESS:

Falken Industries LLC, dba Falken
10611 Balls Ford Road, Suite 200
Manassas, VA 20109-2338
Phone: (540) 718-4375
Fax: (703) 292-1860
Email: Rord@falken.us
Web Address: http://www.falken.us

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3
14. **PAYMENT ADDRESS**: Same as contractor

15. **WARRANTY PROVISION**: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty

16. **EXPORT PACKING CHARGES**: None

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**: (any thresholds above the micro-purchase level may be inserted by contractor)

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE)**: N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE)**: N/A

20a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE)**: N/A

20b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE)**: N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)**: N/A

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE)**: N/A

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE)**: N/A

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants)**: N/A

24b. **Section 508 Compliance for EIT**: As Applicable

25. **DUNS NUMBER**: 13-940-6651

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE**: Contractor has an Active Registration in the SAM database.

**LABOR Category Descriptions**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Guard I Unarmed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duties</td>
<td></td>
</tr>
<tr>
<td>• Assists with or performs at the basic level a variety of tasks involved with deterrence against the commission of wrongful acts committed against client employees, visitors, guests, their persons and property and property of the client; aids in discovery of security violations and early reporting emergencies.</td>
<td></td>
</tr>
<tr>
<td>• Assists with or performs at the basic level to direct and provide informational assistance to employees, visitors and guests.</td>
<td></td>
</tr>
<tr>
<td>• Works from a fixed post and/or conducts roving patrols of facilities, grounds, parking lots, garages, and out buildings, etc.</td>
<td></td>
</tr>
<tr>
<td>• Remains alert to security risks and exposures and reports security, medical or other incidents requiring a public safety response and conducts general observation for fire or other hazardous conditions.</td>
<td></td>
</tr>
<tr>
<td>• Monitors intrusion detection, personal security devices, CCTV, fire and water pressure systems; screens employees, guests and visitors entering assigned area; maintains duty logs, and records visitor ingress and egress. Reports to first-line supervisor; testifies in administrative hearings, civil and criminal proceeding.</td>
<td></td>
</tr>
<tr>
<td>Position Title</td>
<td>Guard I- Unarmed Secret Clearance</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------------------</td>
</tr>
</tbody>
</table>
| Duties         | ● Assists with or performs at the basic level a variety of tasks involved with deterrence against the commission of wrongful acts committed against client employees, visitors, guests, their persons and property and property of the client; aids in discovery of security violations and early reporting emergencies.  
● Assists with or performs at the basic level to direct and provide informational assistance to employees, visitors and guests.  
● Works from a fixed post and/or conducts roving patrols of facilities, grounds, parking lots, garages, and out buildings, etc.  
● Remains alert to security risks and exposures and reports security, medical or other incidents requiring a public safety response and conducts general observation for fire or other hazardous conditions.  
● Monitors intrusion detection, personal security devices, CCTV, fire and water pressure systems; screens employees, guests and visitors entering assigned area; maintains duty logs, and records visitor ingress and egress. Reports to first-line supervisor; testifies in administrative hearings, civil and criminal proceeding.  
● Position would work under immediate supervision. |

<table>
<thead>
<tr>
<th>Education &amp; Experience</th>
</tr>
</thead>
</table>
| ● A high school diploma or GED certificate  
● There are no minimum experience requirements for this position  
● Successful completion of a Single Scope Background Investigation (SSBI)  
● A periodic reinvestigation is required every 10 years.  
● The position receives 32 hours of training prior to assignment.  
● Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification. |

<table>
<thead>
<tr>
<th>Clearance</th>
<th>Unclassified</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Guard I- Unarmed Top Secret Clearance</th>
</tr>
</thead>
</table>
| Duties         | ● Assists with or performs at the basic level a variety of tasks involved with deterrence against the commission of wrongful acts committed against client employees, visitors, guests, their persons and property and property of the client; aids in discovery of security violations and early reporting emergencies.  
● Assists with or performs at the basic level to direct and provide informational assistance to employees, visitors and guests.  
● Works from a fixed post and/or conducts roving patrols of facilities, grounds, parking lots, garages, and out buildings, etc.  
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| ● A high school diploma or GED certificate  
● There are no minimum experience requirements for this position  
● Successful completion of a Single Scope Background Investigation (SSBI)  
● A periodic reinvestigation is required every 10 years.  
● The position receives 32 hours of training prior to assignment.  
● Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification. |

| Clearance | Secret |
Position would work under immediate supervision.

Education & Experience
- A high school diploma or GED certificate
- There are no minimum experience requirements for this position
- Successful completion of a Single Scope Background Investigation (SSBI)
- A periodic reinvestigation is required every 5 years.
- The position receives 32 hours of training prior to assignment.
- Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification.

Clearance
- Top Secret

Position Title
- Guard II- Armed Secret Clearance

Duties
- Assists with or performs at the basic level a variety of tasks involved with deterrence against the commission of wrongful acts committed against client employees, visitors, guests, their persons and property and property of the client; aids in discovery of security violations and early reporting emergencies.
- Assists with or performs at the basic level to direct and provide informational assistance to employees, visitors and guests.
- Works from a fixed post and/or conducts roving patrols of facilities, grounds, parking lots, garages, and out buildings, etc.
- Remains alert to security risks and exposures and reports security, medical or other incidents requiring a public safety response and conducts general observation for fire or other hazardous conditions.
- Monitors intrusion detection, personal security devices, CCTV, fire and water pressure systems; screens employees, guests and visitors entering assigned area; maintains duty logs, and records visitor ingress and egress. Reports to first-line supervisor; testifies in administrative hearings, civil and criminal proceeding.
- Position would work under immediate supervision.

Education & Experience
- Must be a U.S. Citizen
- A high school diploma or GED certificate
- The minimum experience requirements for this position are one (1) year as a Guard.
- Successful completion of National Agency Check with Local Agency Check (NACLAC) Investigation.
- The position receives 32 hours of training prior to assignment
- Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification

Clearance
- Secret Clearance

Position Title
- Guard II- Armed Top Secret Clearance

Duties
- Assists with or performs at the basic level a variety of tasks involved with deterrence against the commission of wrongful acts committed against client employees, visitors, guests, their persons and property and property of the client; aids in discovery of security violations and early reporting emergencies.
- Assists with or performs at the basic level to direct and provide informational assistance to employees, visitors and guests.
- Works from a fixed post and/or conducts roving patrols of facilities, grounds, parking lots, garages, and out buildings, etc.
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- Monitors intrusion detection, personal security devices, CCTV, fire and water pressure systems; screens employees, guests and visitors entering assigned area; maintains duty logs, and records visitor ingress and egress. Reports to first-line supervisor; testifies in administrative hearings, civil and criminal proceeding.
- Position would work under immediate supervision.

**Education & Experience**
- A high school diploma or GED certificate
- The minimum experience requirements for this position are one (1) year as a Guard.
- Successful completion of a Single Scope Background Investigation (SSBI)
- The position receives 32 hours of training prior to assignment
- Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification
- A periodic reinvestigation is required every 5 years.

**Clearance**
- Top Secret

**Position Title**
- Site Supervisor I – Unarmed

**Duties**
- Uses advanced planning skills and technical knowledge to perform very complex and intricate tasks to coordinate and manage mission-critical, complex, and large-scale projects.
- Has primary decision-making responsibility.
- In a broadly defined environment, this position has high level accountability to resolve problems and issues using analytical, interpretive or constructive thinking.
- Receives periodic direction from a Project Manager or higher-level Program Manager.
- Work assignments would mainly be of intermediate to advanced complexity.

**Education & Experience**
- A high school diploma or GED certificate
- An Associated Degree in a related technology field
- The minimum experience requirements for this position are: Three (3) years as a technical lead in a comparable/related field.
- The position receives 40 hours of training prior to assessment.
- Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification

**Clearance**
- Unclassified

**Position Title**
- Site Supervisor I- Unarmed Secret Clearance

**Duties**
- Uses advanced planning skills and technical knowledge to perform very complex and intricate tasks to coordinate and manage mission-critical, complex, and large-scale projects.
- Has primary decision-making responsibility.
- In a broadly defined environment, this position has high level accountability to resolve problems and issues using analytical, interpretive or constructive thinking.
- Receives periodic direction from a Project Manager or higher-level Program Manager.
- Work assignments would mainly be of intermediate to advanced complexity.

**Education & Experience**
- Must be a U.S. Citizen
- A high school Diploma or GED certificate
- An Associated Degree in a related technology field
<table>
<thead>
<tr>
<th>Duties</th>
</tr>
</thead>
</table>
| * The minimum experience requirements for this position are: Three (3) years as a technical lead in a comparable/related field. AND successful completion of National Agency Check with Local Agency Check (NACLAC) Investigation.  
| * The position receives 40 hours of training prior to assessment.  
| * Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification  
| Clearance | Secret Clearance  
| Position Title | Site Supervisor I - Unarmed Top Secret Clearance  
| Duties                                                                 | 
| * Uses advanced planning skills and technical knowledge to perform very complex and intricate tasks to coordinate and manage mission-critical, complex, and large-scale projects.  
| * Has primary decision-making responsibility.  
| * In a broadly defined environment, this position has high level accountability to resolve problems and issues using analytical, interpretive or constructive thinking.  
| * Receives periodic direction from a Project Manager or higher-level Program Manager.  
| * Work assignments would mainly be of intermediate to advanced complexity.  
| Education & Experience |  
| * Must be a U.S. Citizen  
| * A high school Diploma or GED certificate  
| * An Associated Degree in a related technology field  
| * The minimum experience requirements for this position are: Three (3) years as a technical lead in a comparable/related field.  
| * Successful completion of a Single Scope Background Investigation (SSBI)  
| * Periodic reinvestigation is required every 5 years.  
| * The position receives 40 hours of training prior to assignment.  
| * Annual training includes 8 hours of CPR/first aid/AED training every two years to maintain certification  
| Clearance | Top Secret  
| Position Title | Site Supervisor II - Armed  
| Duties                                                                 | 
| * Uses advanced planning skills and technical knowledge to perform very complex and intricate tasks to coordinate and manage mission-critical, complex, and large-scale projects.  
| * Has primary decision-making responsibility.  
| * In a broadly defined environment, this position has high level accountability to resolve problems and issues using analytical, interpretive or constructive thinking.  
| * Receives periodic direction from a Project Manager or higher-level Program Manager.  
| * Work assignments would mainly be of intermediate to advanced complexity.  
| Education & Experience |  
| * A high school diploma or GED certificate.  
| * An Associated Degree in a related technology field  
| * The minimum experience requirements for this position are: Five (5) years as a technical lead in a comparable/related field.  
| * The position receives 56 hours of training prior to assignment, which includes firearms training.  
<p>| * Annual training includes 8 hours on Weapons annually to maintain certification. |</p>
<table>
<thead>
<tr>
<th>Clearance</th>
<th>Unclassified</th>
<th>Secret Clearance</th>
<th>Top Secret</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Site Supervisor II- Armed Secret Clearance</td>
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<td></td>
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</tr>
</tbody>
</table>
Welcome

Falken Industries
General Capabilities Statement

SECURITY OPERATIONS
1. Full-service security ranging from uniformed officers, armed security guards, and plainclothes agents. Falken handle all types of retail, industrial, and diplomatic security.

PERSONAL PROTECTION
2. Falken Industries offer full-service personal protection services for visiting and visiting politicians, high net-worth individuals, dignitaries, and celebrities.

SECURITY PRODUCTS
3. Falken Industries offer specialized security products for law enforcement, private security, and government personnel.

GLOBAL SERVICES
4. Falken Industries offer global services and operate in a variety of capacities around the globe in all regions of the world and across all environments.
Falken Industries

Falken Industries is a full-service U.S. Government contractor that is licensed and insured to provide top-quality armed protective services in several states. Recently, Falken Industries was ranked among the top security companies in America in professionalism, integrity, and overall quality. With vital clients such as The US Departments of State and Defense, several major government contractors and private corporations, Falken knows it is extremely important to recruit and retain only the most qualified officers. That is why the vast majority of Falken officers possess a solid military and/or law enforcement background.

“I appreciate this opportunity to provide your business with the best quality security services available, and we look forward to meeting with representatives from your organization very soon”

Robert Ord, President, Falken Industries
www.falken.us

General Capabilities Statement

MISSION AND VISION
At Falken, we provide our clients with exceptional personal and professional armed law enforcement and security services. By providing professional, timely, and expectation-exceeding services and support, we continue to ensure a mutually successful partnership in securing our community and country. Although we have conducted operations throughout the United States and in several foreign countries, we are based in the U.S. National Capital Region.

COMPANY BACKGROUND
Falken Industries, LLC is a fully licensed and insured security and private investigations firm. Founded by a law enforcement officer instrumental in the capture of an American-based terrorist implicated in the September 11, 2001 attacks, Falken has since grown to become a multi-million dollar security services provider.

FALKEN EXECUTIVE TEAM
Along with the President of Falken, all senior management staff members have been subjected to a comprehensive background investigation and possess a US Government security clearance. Our senior directors are former US Government and Military Veterans with significant experience in Security, Law Enforcement, Military Special Operations, Counterterrorism, and Tactical Training. Most Falken senior staff members have extensive career histories with The United States Secret Service, US Navy Special Warfare Center (SEALS), The Joint Chiefs of Staff, US Army Special Forces, and other elite organizations and intelligence agencies.

Falken Industries is organized into 5 major divisions:
1. Corporate & Personal Protection
2. US Government & National Security Compliance
3. UL2050 & SCIF Alarm Certification
4. Investigations
5. Law Enforcement & Security Training

Each division complements the others and enhances the quality of services we provide to each of our clients.
General Capabilities Statement

Security Services include:
- Security Cleared Personnel
- Armed Law Enforcement Officers
- Antiterrorism / Force Protection
- Armored Vehicles
- Access Control
- Cleared SCIF Alarm Response
- Executive & Diplomatic Protection
- Tactical Firearms Training
- Security Design Engineering
- Threat Assessments
- Mobile Tactical SCIFs
- Electronic Security, CCTV & IDS Systems

Starting and Support Services
Falken provides qualified, screened personnel for many security and administrative functions to support our client’s programs. We understand that trust in the employee is paramount to any position in the security industry and we provide efficient and complete staffing plans for all projects.

CCTV, Access Control & Intrusion Detection Systems
Falken has a staff of highly experienced alarm and access control consultants and technicians ready to design and install a modular and scalable system that will meet the needs of your organization, agency, or residence. Whether your facility is built to safeguard classified information in accordance with ICD 705, or you just want a high-quality and user-friendly system for the protection of your home or business, Falken’s expert technicians will ensure that you have the latest technology to give you the peace of mind you need. Through our UL-2030 certified partners, Falken can also provide your secure facility with the required monitoring and maintenance plans needed for government accreditation.

Tactical Training
Falken has certified Private Training Academies located in Manassas and Culpeper, Virginia. Dedicated to security and police officer training, these locations can accommodate several unique class sizes separated into classroom areas with full video presentations, conference rooms and a large gymnasium area for practical drills. Additionally, Falken has one of the area’s largest all-in-one firearms tactical training centers. Known as “F2”, this specialized training center offers three full outdoor shooting ranges varying in length from 100 meters to 300 meters, providing an unparalleled shooting and tactical training environment. F2 provides classrooms for instruction and is located on over 100 acres dedicated solely to tactical training.

Falken also provides expert training and instruction in areas such as Antiterrorism / Force Protection, Defensive Tactics, Breach / Defensive Driving, First Aid, CPR, Combat Medicine, Improvised Explosive Devices, Small Unit Tactical Firearms Training, FEMA Incident Command System (ICS), Surveillance, Surveillance Detection, and Technical Surveillance Countermeasures (TSCM). Falken provides training that meets or exceeds all state and local training requirements by the Virginia Department of Criminal Justice. These programs are also available to other select security companies.
General Capabilities Statement

RISK ANALYSIS & VULNERABILITY ASSESSMENTS
Falken offers thorough risk and vulnerability assessments to identify potential problems and offer recommendations for improvement. Qualified Falken employees have capabilities in Anti-Terrorism Support & Analysis, Operations Security, Information Security, Personnel Security, Physical Security, Communication Security and Intelligence Analysis, Crime Prevention Through Environmental Design (CPTED), and Incident Command & Control Consulting. Our experts in these fields have instructed numerous Law Enforcement groups, and Falken is a direct training organization for the Virginia Crime Prevention Association.

POLICE SERVICES
Unique to Falken, our Agency is registered to provide Special Conservator of the Peace Law Enforcement services sponsored by the Virginia Department of Criminal Justice. This program allows Falken to train, sponsor and provide clients with their own private Police force with full Law Enforcement credentials, capable of warrantless arrests and the ability to issue a true Virginia State summons.

PERSONAL PROTECTION TEAMS FOR RESIDENTIAL, BUSINESS, OR TRANSPORT
Falken provides high quality armed protection teams, comprised mostly of veterans of the US Secret Service, Military Special Operations Forces, or elite Police units. Ready to deploy quickly to escort our clients through known or potentially dangerous areas, we can provide specialized armored diplomatic & transport vehicles and logistical assistance to provide these services in and around the Washington, DC area, throughout the United States, or anywhere in the world.
Falken Industries armored diplomatic & transport vehicles

Available for immediate purchase or short term rental

14 new MRAP vehicles available for immediate shipment

(in our inventory)
Falken Industries armored diplomatic & transport vehicles
Fully Armed Police Task Forces

Command Center Operations

Secure underground bunker security
A Full Virginia Department of Criminal Justice Training Academy
Law Enforcement Breaching and Dynamic Entry Class
US Government Security Cleared Sites

Falken Industries is one of the leading sources for security cleared armed services for the US government and its contractors. We fully understand the importance of providing top quality anti-terrorism consulting and physical security services. We offer highly trained personnel to several government agencies and major classified contractors.
Trust

Falken Industries provides Sworn Law Enforcement & Armed Security Services to several of the Washington, D.C. metropolitan area’s most exclusive diamond and jewelry importers and merchants. Falken is also trusted by several individuals and corporations to protect their families, homes, and business operations.
Supplier Performance Ratings

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 300, where 300 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

OVERALL PERFORMANCE RATING
Overall, how satisfied do you feel about the performance of this company during this transaction?

96

<table>
<thead>
<tr>
<th>RELIABILITY</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How reliably do you think this company follows through on its commitments?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COST</th>
<th>94</th>
</tr>
</thead>
<tbody>
<tr>
<td>How closely did your final total costs correspond to your expectation at the beginning of the transaction?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ORDER ACCURACY</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How well do you think the product/service delivered matched your order specifications and quantity?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DELIVERY/TIMELINESS</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied do you feel about the timeliness of the product/service delivery?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>QUALITY</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied do you feel about the quality of the product/service provided by this company?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>BUSINESS RELATIONS</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How easy do you think this company is to do business with?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSONNEL</th>
<th>97</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CUSTOMER SUPPORT</th>
<th>98</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied do you feel about the customer support you received from this company?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>RESPONSIVENESS</th>
<th>98</th>
</tr>
</thead>
<tbody>
<tr>
<td>How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?</td>
<td></td>
</tr>
</tbody>
</table>
Distribution of feedback

This supplier’s ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as “positive” (9 to 10), “neutral” (5 to 8), or “negative” (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed. The percentages of responses falling into each category are shown below.

![Graph showing distribution of feedback categories](image)

Customer references surveyed

The most recent feedback obtained on this supplier came from companies in the following industries.

<table>
<thead>
<tr>
<th>Industry Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>8741/Business management</td>
<td>8741</td>
</tr>
<tr>
<td>7263/Temporary help service</td>
<td>7263</td>
</tr>
<tr>
<td>7379/Computer related consulting services</td>
<td>7379</td>
</tr>
<tr>
<td>7381/Detective and armored car services</td>
<td>7381</td>
</tr>
<tr>
<td>7371/Custom computer programming services</td>
<td>7371</td>
</tr>
<tr>
<td>8731/Professional physical research</td>
<td>8731</td>
</tr>
<tr>
<td>7372/Computer software development</td>
<td>7372</td>
</tr>
<tr>
<td>594.4/Jewelry, precious stones and precious metals</td>
<td>594.4</td>
</tr>
<tr>
<td>741/Accommodation and food services</td>
<td>741</td>
</tr>
<tr>
<td>741/Industrial buildings and warehouses</td>
<td>741</td>
</tr>
</tbody>
</table>

Total number of surveys completed: 18.