

EXHIBIT A

SCOPE OF WORK

For Airport Security Services

This exhibit, as attached to and in conjunction with the Professional Services Agreement, provides the scope of work and specifications required of the Contractor to satisfactorily meet the minimum standards required of the contract.

1. GENERAL SCOPE OF WORK:

- A. Contractor shall provide security guard services (Services) to the Sioux Falls Regional Airport.
- B. Services shall be for unarmed security guards without arrest authority. Any security guard carrying a firearm while on duty shall be removed from duty and could face criminal charges.
- C. Services shall be provided continuously, twenty-four hours per day, without regard to holidays, weather, emergency events or other unforeseen circumstances.
- D. Services shall include at least one guard on premises twenty-four hours per day and at least one additional guard from 03:00 am through 01:00am (22 hours) each day. Additional service coverage required between 01:00 am and 03:00 am for Aviation Worker Screening (AWS) shall be included in the base rate charged monthly. The Airport will not incur any additional charges for additional officers needed for the purpose of AWS during the 01:00am-03:00am time frame.
- E. Contractor should place emphasis on scheduling one male and one female officer on assigned shifts to facilitate aviation worker inspections and restroom checks.
- F. Services shall be provided by personnel qualified and capable of performing security guard services, as described herein. Contractor shall ensure that all personnel are trained, briefed and fully qualified to perform their assigned duties and responsibilities.
- G. Contractor shall provide for the entire service including personnel, supplies, equipment as specified, on-site supervision, management, training, uniforms and any other materials not specified within this contract as provided by the Airport.
- H. Contactor may be requested to work with construction contractors in providing gate guard services under a separate contract. Any contract will follow the SOPs under this agreement unless agreed to in writing by the Airport Security Coordinator. Contractor may negotiate pricing with the construction contractor; however, guard hourly wages shall not be less than those established in this agreement.

2. SECURITY GUARD DUTIES:

- A. Report to duty and be ready to work at the designated starting time and not leaving assigned post until properly relieved.
- B. Be prepared for the anticipated activities and weather for the assigned shift.
- C. Be clean and wear an assigned uniform appropriate for the activity.
- D. Be responsive in addressing special situations as directed by the Airport Security Coordinator.

- E. Minimize time in the security office to provide a visible deterrent.
- F. Take appropriate actions for situations as they develop according to Standard Operating Procedures, emergency plans, security programs, or as directed by the Supervisor or Airport Security Coordinator.
- G. Maintain a log of daily activities.
- H. Document unusual activity in incident reports.
- I. Provide for security measures as specified in the Airport Security Program and 49 CFR 1542 including but not limited to:
 - i. Respond to alarms and investigate causes.
 - ii. Conduct Patrols based on the schedule provided within the Standard Operating Procedures. Patrol areas include most portions of the airport including the passenger terminal, general aviation areas, and perimeter areas. This does not include the runways, taxiways or military areas.
 - iii. Ensure doors, gates and access points are secure.
 - iv. Conduct Inspections based on the schedule provided within the Standard Operating Procedures.
 - v. Conduct random employee screening following the Standard Operating Procedures and schedule provided by the Airport Security Coordinator.
 - vi. Keep terminal curbs free of unattended or loitering vehicles.
 - vii. Issue security or moving violations as necessary for badged personnel.
- J. Issue parking citations at the terminal curb and select parking lots.
- K. Provide direction to drivers, pedestrians and other street side guests.
- L. Address unruly guests in a professional manner.
- M. Provide information as requested from the public.
- N. Respond to requests for assistance from airline, tenants and other personnel, including law enforcement.
- O. Identify and/ or address suspicious or criminal activity and take appropriate action. Arresting or detaining individuals shall not occur. Activity warranting arrest or detainment shall be referred to law enforcement.
- P. Provide assistance to guests and staff in medical distress or emergency evacuations.
- Q. Assist emergency crews such as paramedics in accessing secure areas of the airport.
- R. Participate and assist in emergency drills and exercises as required in 49 CFR 1542.301 & 307 as well as 14 CFR Part 139.325.
- S. Assist guests with lost and found property.
- T. Ensure training is completed as required and thorough working knowledge of Standard Operating Procedures is maintained.
- U. Protect Sensitive Security Information as required under 49 CFR 1520.

3. SUPERVISION:

- A. The contractor shall be responsible for the supervision, scheduling, and all requirements of its personnel under this agreement.
- B. The contractor shall appoint at least one onsite full-time supervisor that is accessible to the Airport Security Coordinator during normal business hours, Monday through Friday 08:00 am to 04:00pm.

- C. The supervisor(s) shall conduct random inspections of guards' activities during all shifts and at all hours.
 - D. The Contractor, including its supervisors and officers, shall respond to inquiries from the TSA only through the Airport Security Coordinator.
 - E. The contractor shall ensure a supervisor or other managing partner that is trained and knowledgeable on Airport specific duties is available twenty-four hours per day via voice communications for guards and the Airport Security Coordinator.
 - i. The supervisor shall have the authority to make staffing arrangements.
 - ii. The supervisor shall have the authority to work with the Airport Security Coordinator to implement temporary changes to guard duties that fall outside of this agreement.
 - F. The contractor shall ensure a system is provided to identify any occurrence of a guard failing to arrive for assigned shifts and shall maintain a plan to provide an officer to comply with the shift requirements.
 - G. The contractor shall develop a training program to comply with the minimum training requirements specified in 49 CFR 1542.213, the Airport Security Program and in this agreement. Training time and costs shall be incidental to the base rate charged monthly.
 - H. The contractor shall maintain records of initial training and three years of recurrent training until 180 days after the employment of a guard or supervisor ceases at the Airport.
 - I. The contractor shall provide oversight of written reports and parking tickets to ensure compliance with rules, regulations, and Standard Operating Procedures is being maintained, as well as to ensure legibility and quality of reports.
 - J. The contractor will provide all daily and incident reports daily.
 - K. The contractor will provide any required checklists to the Airport Security Coordinator at least monthly.
 - L. The contractor will ensure measures are in place to minimize guard time spent in the office or on personal time (personal calls, social media, personal visits, etc.)
 - M. The contractor will ensure guards are clean, neat appearing, and in uniform.
 - N. The contractor will ensure guards are wearing proper protective gear, including high visibility apparel, as required.
 - O. The contractor will maintain a multi-step disciplinary system that takes frequency, severity, and criminal status of the actions involved.
4. EQUIPMENT, MATERIAL, SPACE, SOFTWARE:
- A. Equipment, material, and facilities provided by the Airport shall be maintained in proper working order at all times.
 - i. Any repairs or replacements necessary due to Contractor negligence, misuse or abuse shall be the responsibility of the Contractor.
 - ii. Costs paid or incurred by the Airport may be withheld from the standard payment to the Contractor.
 - iii. Contractor staff may not utilize Airport provided equipment or materials for personal use.
 - B. Uniforms shall be provided by the contractor or guard and will include at least:

- i. Shirt and slacks with embroidered contractor name/ emblem.
- ii. Closed toe shoes suitable for extended on foot duty time.
- iii. Hats may be worn but must only be contractor issued and identify the wearer as “security.”
- iv. High visibility coat, vest or other item for use on the aircraft apron and terminal curb duties and must be worn for those duties. Items must include in large print “Security.”
- v. Pen suitable for use in cold weather
- vi. Flashlight
- vii. Two-way radio
- viii. Cell phone or similar communication device

C. The Airport shall provide for use by the contractor.

- i. Rent free office space
- ii. One computer for access to the Airport Closed Circuit Television (CCTV) system and access control system
- iii. Access control systems software and components
- iv. CCTV system software and components
- v. Parking citations
- vi. Security/safety citations
- vii. A vehicle for conducting perimeter inspections and responding to security incidents outside the immediate terminal environment

D. The contractor shall provide

- i. Uniforms and high visibility safety apparel
- ii. All paper and other office supplies
- iii. Printers, contractor required computers for reports, training, etc.
- iv. Office furnishings
- v. Security Guard equipment and tools such as flashlights, inspection mirrors, etc
- vi. Radios, including spare batteries, compatible with the Airport radio network (Motorola based)
- vii. Vehicle supporting perimeter patrols and inspections and security incident response. Vehicle must be marked indicating “Security” and include the company name or logo on each side. Vehicle must have a flashing yellow beacon or light bar for operating on the airport aprons.
- viii. Cell phone and cellular service with the ability to assume the existing security phone number
- ix. Reporting software and any necessary hardware to support completion of reports
- x. Patrol points tracking software and hardware
- xi. Parking for staff in the employee parking lot
- xii. Badging fees for new, renewal and replacement badges.

5. QUALIFICATIONS:

A. Unarmed Security Guards:

- i. Minimum age :18 yrs
- ii. Possess a high school diploma or GED equivalent

- iii. Possess a valid state issued driver's license
- iv. Be able to read, write and speak English fluently
- v. Be in good physical condition to walk entire shift
- vi. Be able to Pass a Criminal background check and threat assessment
- vii. Be able to work inside and outside in a variety of weather environments

B. Security Supervisor

- i. Minimum age: 21 yrs
- ii. Possess a high school diploma or GED equivalent
- iii. Possess a valid state issued driver's license
- iv. Have at least three years' experience as a security guard or similar title
- v. Be able to read, write and speak English fluently
- vi. Be in good physical condition to walk entire shift
- vii. Be able to pass a criminal background check and threat assessment
- viii. Be able to work inside and outside in a variety of weather environments
- ix. Be proficient in the use of company reporting software
- x. Be able to manage multiple individuals on a variety of shifts
- xi. Have demonstrated ability to manage difficult situations with the public

6. TRAINING:

- A. Contractor shall provide training to satisfy the operational and regulatory requirements of the Airport and TSA.
- B. Contractor will seek out, as necessary, subject matter experts to provide training.
- C. Contractor shall provide a form indicating completion of required initial training for each guard prior to placement on duty. Guards may be scheduled for on-the-job training while completing classroom training.
- D. Contractor shall provide a form documenting each monthly and annual training session for each guard.
- E. All training records shall be maintained for a minimum of two years following separation of employment.
- F. Training will include initial classroom training, on the job training, routine training over the course of a year and annual refresher training.
 - i. Initial classroom training:
 - 1. Airport overview and operating structure
 - 2. Airport Security Coordinator
 - 3. Law enforcement and government agencies including incident support
 - 4. Airport Layout, facilities, and tenants
 - 5. Security guard prohibited areas
 - 6. Access control system features and use
 - 7. CCTV system and use
 - 8. Vehicle operations on the aprons and airside roadways
 - 9. Credentialing requirements (airside and landside)
 - 10. Passenger checkpoint operation and management
 - 11. Report writing
 - 12. Standard Operating Procedures (log training for each SOP)
 - a. Aviation Worker Screening

- b. Access Control and Response
- c. Curbside & Parking
- d. Taxi Operations
- e. Limousine Operations
- f. Parking Tickets
- g. Patrols & Inspections
- h. Concessionaire Delivery Inspection
- i. Overnight Terminal Guests
- j. Secured Area Gate Inspections
- k. Gate Guard Operations
- l. Medical Emergencies on Aircraft
- m. Other SOPs as developed

- 13. Airport Security Program
- 14. Airport Emergency Plan
- 15. Terminal emergencies and sheltering plans
- 16. First aid and blood borne pathogens
- 17. Protection of Sensitive Security Information
- 18. Incident reporting
- 19. Security threat information
- 20. Customer service, confrontation de-escalation and mental health
- 21. Parking citations
- 22. Media relations
- 23. Vehicle operating inspections
- 24. Improvised explosive devices
- 25. Unattended bag procedures
- 26. Vehicle-borne improvised explosive devices
- 27. Active Shooter response
- 28. Radio use and communications
- 29. First and Fourth Amendment rights
- 30. Private Charter Operations
- 31. Public Announcements (PA system)
- 32. Customs & Border Protection Operations

- ii. Initial on-the-job training
 - 1. Airport familiarization
 - 2. Access control usage
 - 3. Standard operating procedures (log training for each SOP)
 - 4. Vehicle operations on the airside
 - 5. Vehicle Inspections
 - 6. Merchandise Inspections
 - 7. Tornado/ Fire Shelter Area Locations
 - 8. Aviation Worker Screening – Hands-On Training/Shadow
 - 9. Lost & Found
 - 10. PA Announcements
 - 11. Other training as developed

- iii. Routine training: Contractor shall develop an ongoing monthly training program covering appropriate rotating subjects to include at least the following topics:
 - 1. Aviation Worker Screening
 - 2. SOPs
 - 3. Airport Familiarization (layout, facilities and tenant changes)
 - 4. Security threat information updates
 - 5. Safety topics

- iv. Annual refresher training: Contractor shall develop an annual training program covering appropriate subjects to include at least the following topics:
 - 1. Airport Emergency Plan
 - 2. Airport Security Plan
 - 3. Merchandise Inspections (hands on with testing)
 - 4. Vehicle Inspections (hands on with testing)
 - 5. Report Writing

7. REPORTING & RECORD KEEPING:

- A. The contractor shall maintain records as specified by the Airport and TSA regulations.
- B. Contractor shall provide any required reports or records when requested by the Airport.
- C. Reports in electronic format must be useable by the Airport Security Coordinator
- D. Daily reports shall include:
 - i. Shift duty reports
 - 1. Date
 - 2. Guard's name (may be combined reports with multiple guards)
 - 3. On duty time
 - 4. Patrol tour point times
 - 5. Required inspections contained in the checklist
 - a. Time
 - b. Name of individuals (if any)
 - c. Observations
 - 6. Off duty time
 - ii. Incident reports
 - 1. Door alarms
 - 2. Security incidents
 - 3. Medical incidents including slip & falls
 - 4. Law Enforcement Involvement
 - 5. Unusual incidents
 - iii. Aviation worker inspections
 - 1. Date
 - 2. Guards' names (two required)

3. Shift start time
4. Location of inspection
5. Time inspection started
6. Time inspection finished
7. Number of individuals inspected
8. Number of unauthorized weapons found
9. Number of unauthorized incendiaries found
10. Number of unauthorized explosives found
11. Number of other unauthorized items found
12. Inspection stoppages
 - a. Reason for stoppage
 - b. Time stopped
 - c. Time restarted
13. Comments

E. Monthly reports shall include

- i. Checklists of completed inspections and patrols
- ii. Verification of each access point assessed
- iii. Summary of training completed
- iv. Summary of guard coverage
 1. Total duty hours
 2. Total hours of training completed
 3. Total hours missing required coverage with the minimum guards
 4. Reason for any missing coverage and measures to prevent recurrence
 5. Number of guards qualified to perform under the contract at the beginning of the month
 6. Number of guards qualified to perform under the contract at the end of the month.