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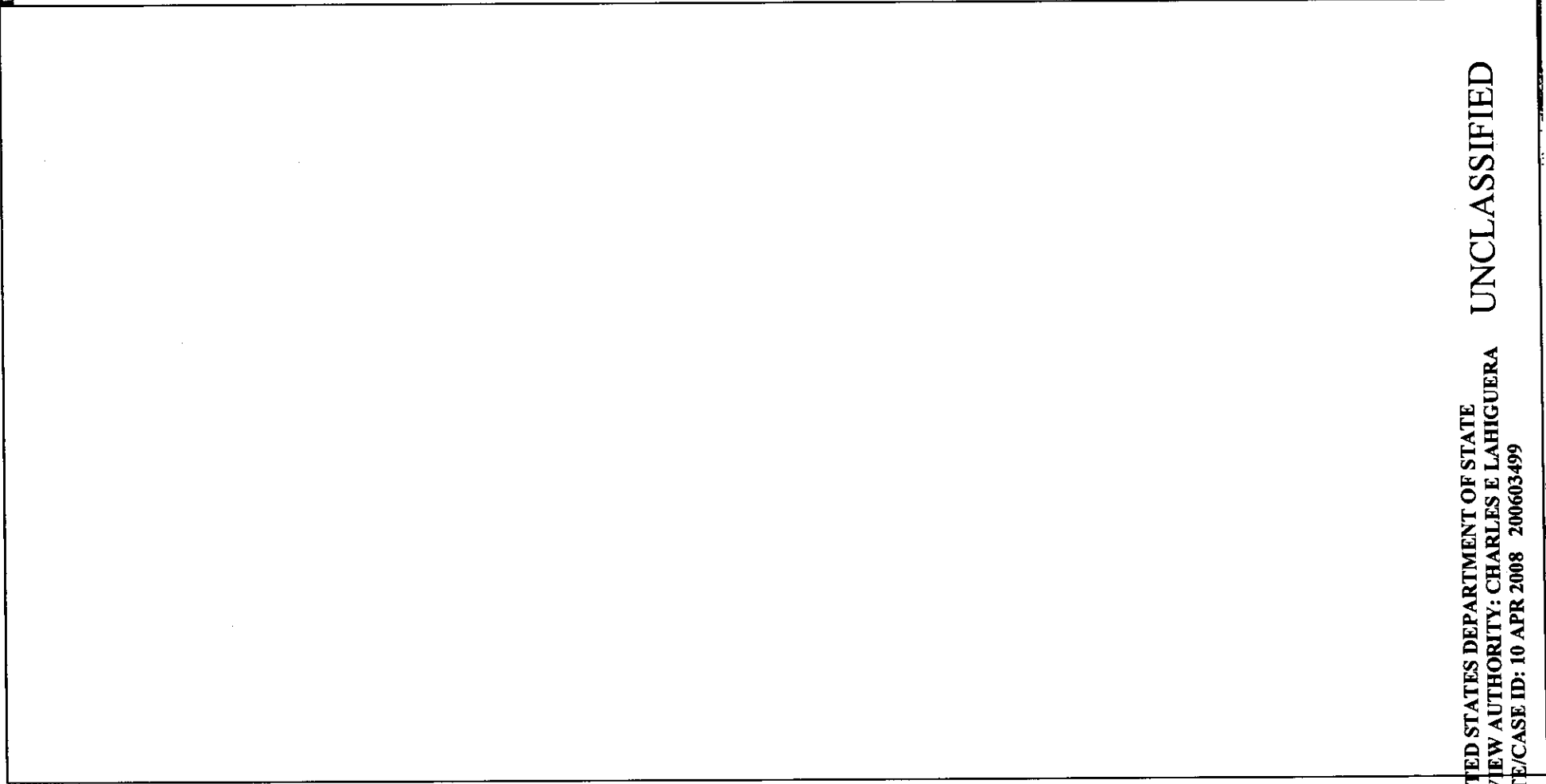
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Contract No. SGR100-06-C-0353

**EXHIBIT A  
GUARD POSTS AND SCHEDULE OF GUARD COVERAGE  
FOR THE PERIOD JULY 1, 2006 TO JUNE 30, 2007**

**ATHENS**



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UNITED STATES DEPARTMENT OF STATE  
REVIEW AUTHORITY: CHARLES E LAHIGUERA  
DATE/CASE ID: 10 APR 2008 200603499

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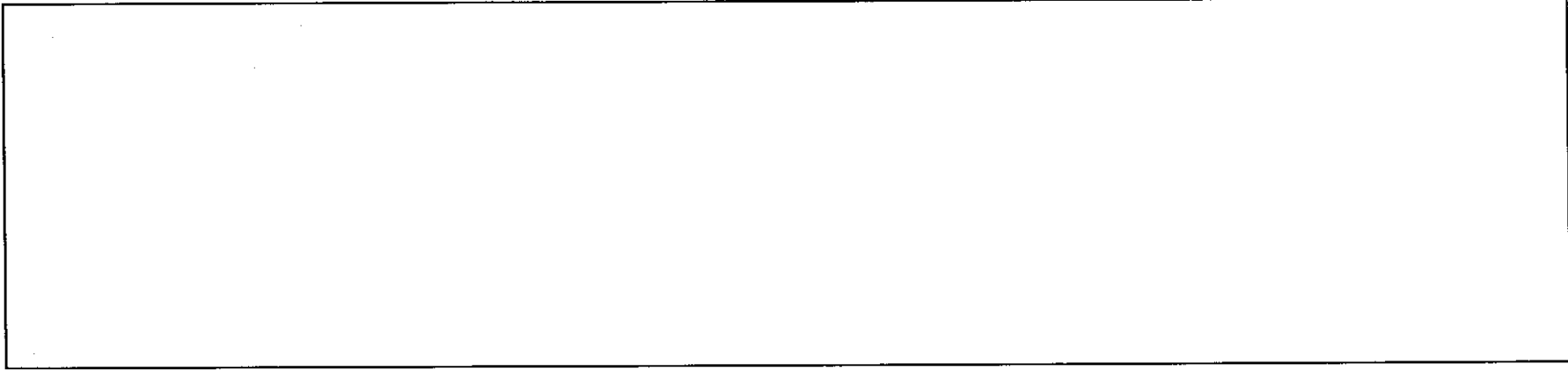
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**ATHENS - OBO CONSTRUCTION**

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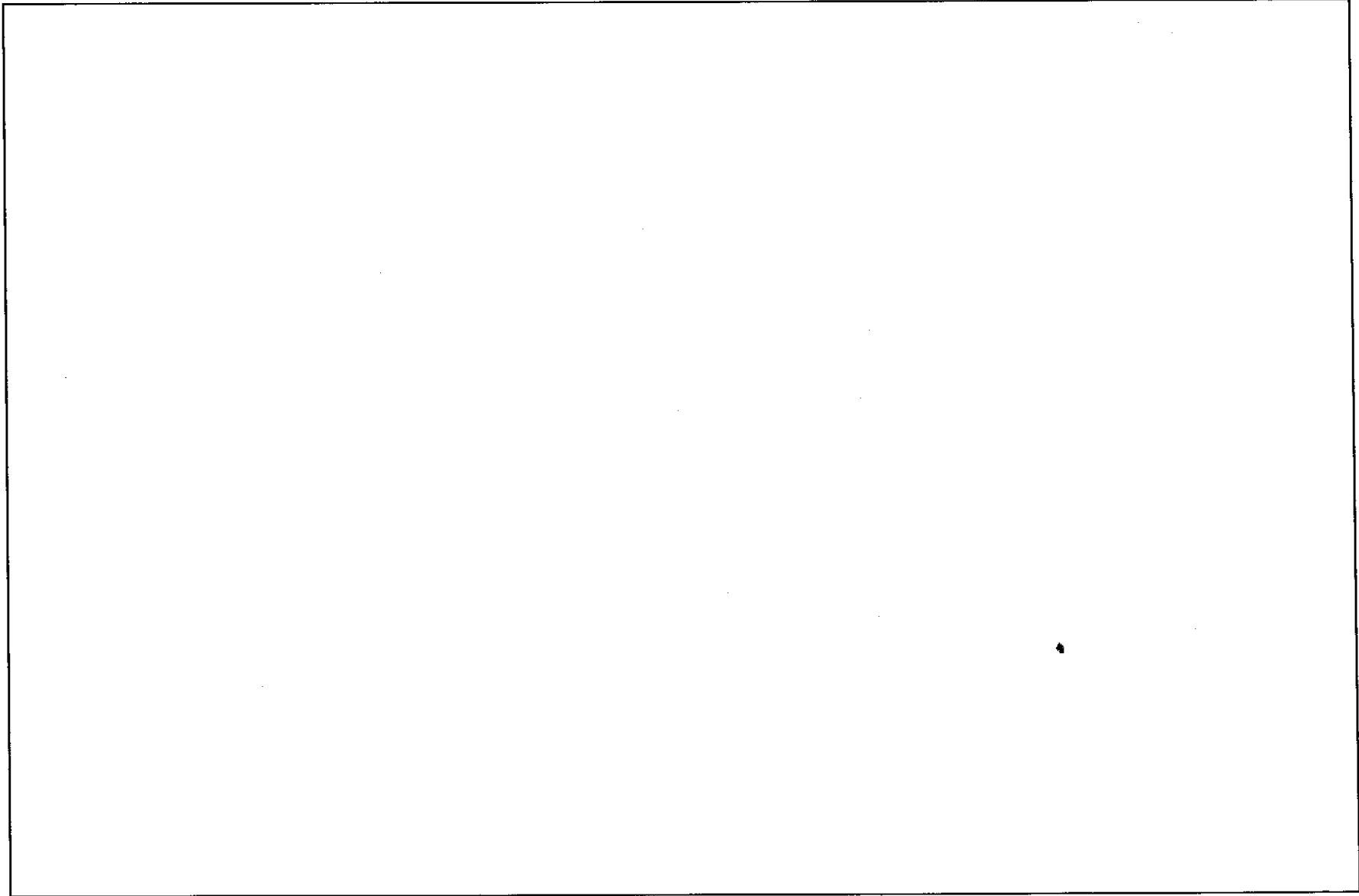
**THESSALONIKI**

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DEFINITIONS

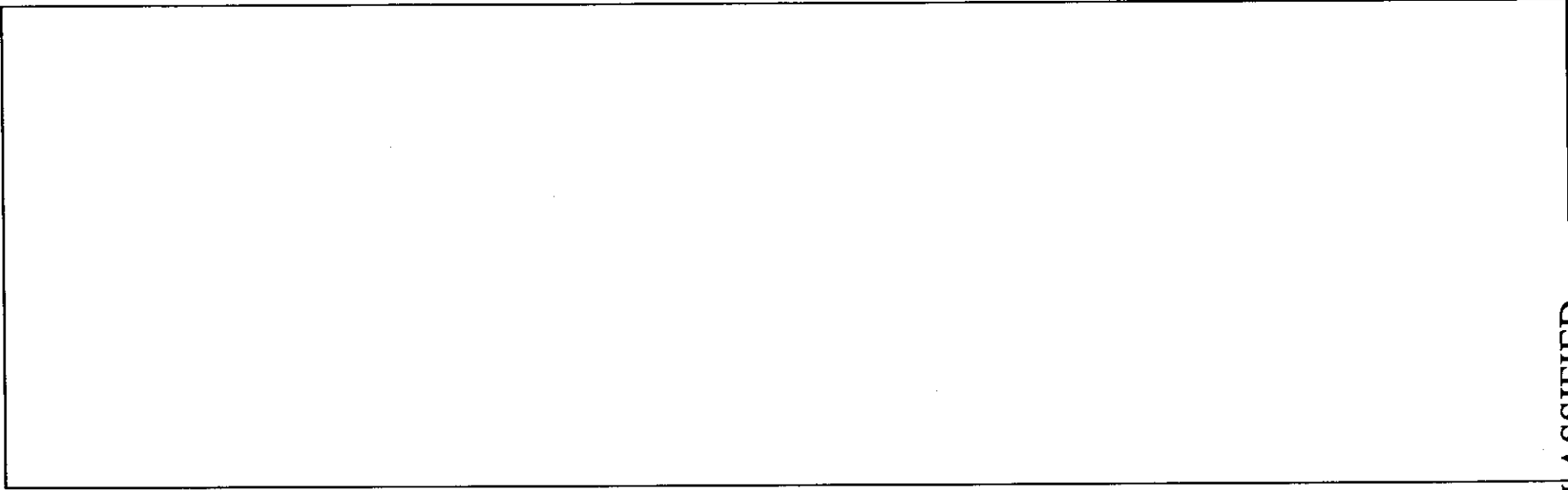


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Contract No. SGR100-06-C-0353

**Exhibit C**  
**QUALITY ASSURANCE AND SURVEILLANCE PLAN**

**Exhibit C.1. General**

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The Quality Assurance Plan provides a method for the Contracting Officer's Representative (COR) to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor contractor performance to ensure that contract standards are achieved.

**Exhibit C.1.1. Failure to Provide Services.** As with any time-and-materials contract, the Contractor may only bill for hours worked. For an unmanned post, not only is the contractor prohibited from billing for such services, but also the Government may assess a further deduction, as shown in the first category of the matrix displayed below, due to the serious breach of security created by the unmanned post.

**Exhibit C.1.2. Deduction for Unacceptable Performance.** The deductions described in the matrix below are for billed services not performed in accordance with acceptable quality performance standards, resulting in:

- (1) the degradation in value of those services, and
- (2) the anticipated loss of administrative time and cost in dealing with performance deficiencies.

This contract may also contain line items for vehicles and communications equipment. These line items are paid at a fixed monthly rate. The matrix reflects the deductions for unacceptable services under these line items. These deductions reflect a pro rata deduction from the monthly rate.

**Exhibit C.2. Computation of Government Deduct Rate**

The deduct value is based on the estimated cost for the Government to provide that service in the absence of a contract employee or the additional administrative time for the Government. For certain deficiencies, the specified deduct value is the loaded labor rate paid to the Embassy Regional Security Officer (RSO). This rate may be assessed in as little as quarter hour increments. The Government cost for this purpose is:

For Base Period     \$ 71.83 per hour  
For Option Year 1:   \$ 73.98 per hour  
For Option Year 2:   \$ 76.20 per hour  
For Option Year 3:   \$ 78.49 per hour  
For Option Year 4:   \$ 80.84 per hour

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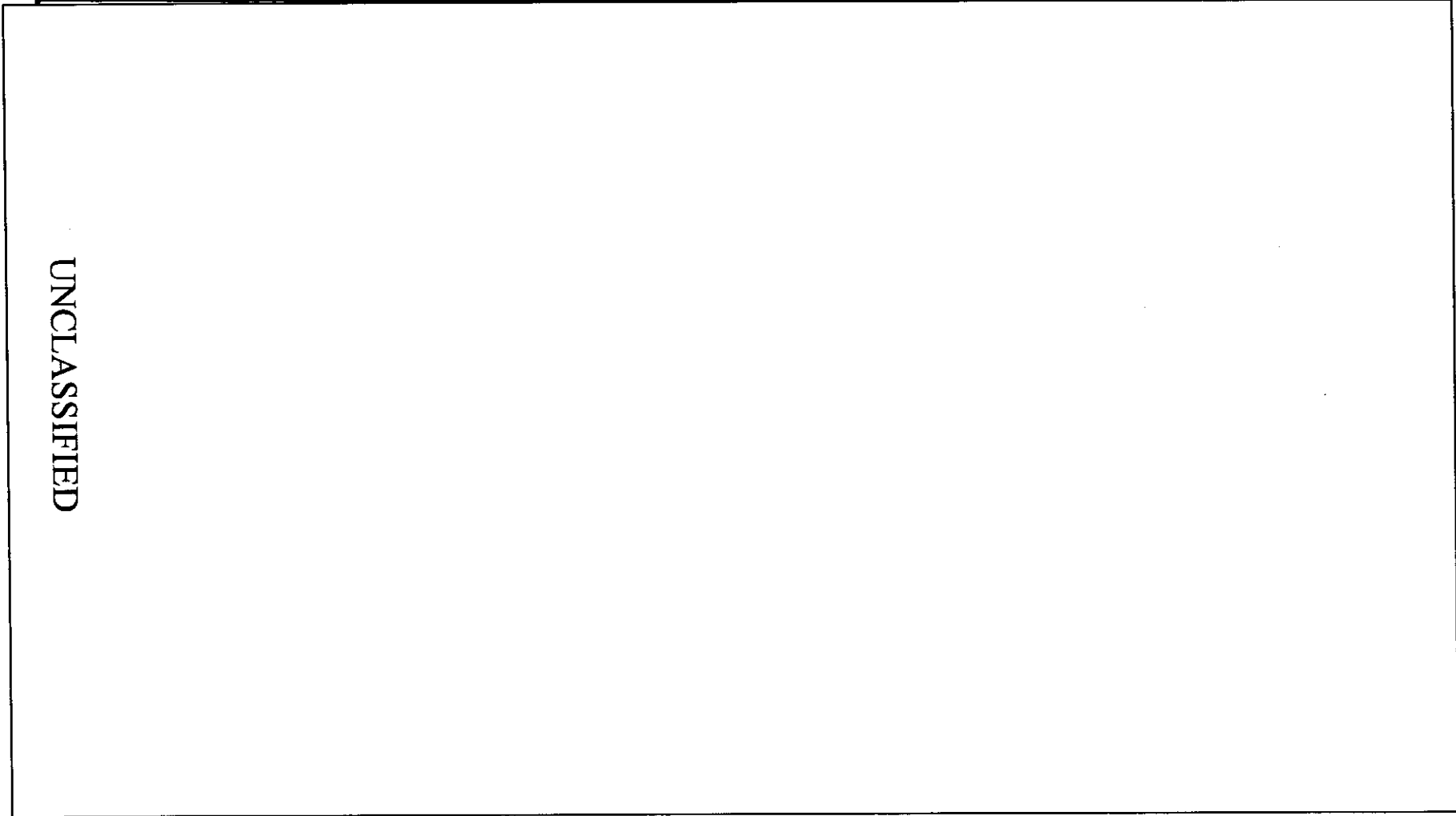
The Government reserves the unilateral right to modify the contract for the purpose of changing this rate. Changes will occur only to reflect changes in the cost on which the hourly rate is based.

## Exhibit C.3. Policy

The acceptable quality and deduct guidelines do not imply that the Contractor may knowingly perform in a defective manner. Defective performance may cause the Government to incur additional expenses with regard to the services, or cause the Government to withhold payment for services not properly or satisfactorily performed. When the Contracting Officer or COR observes deficient performance, as identified in the following items, the Government shall invoke the deduct value for that deficiency.

**CONTRACT GOALS AND PERFORMANCE STANDARDS**

<b>Desired Outcomes</b>	<b>Contract Requirement</b>	<b>Maximum Allowable Deviation from Performance Standard</b>	<b>Negative Incentive for Not Meeting Performance Standards</b>	<b>Monitoring Method/Frequency</b>
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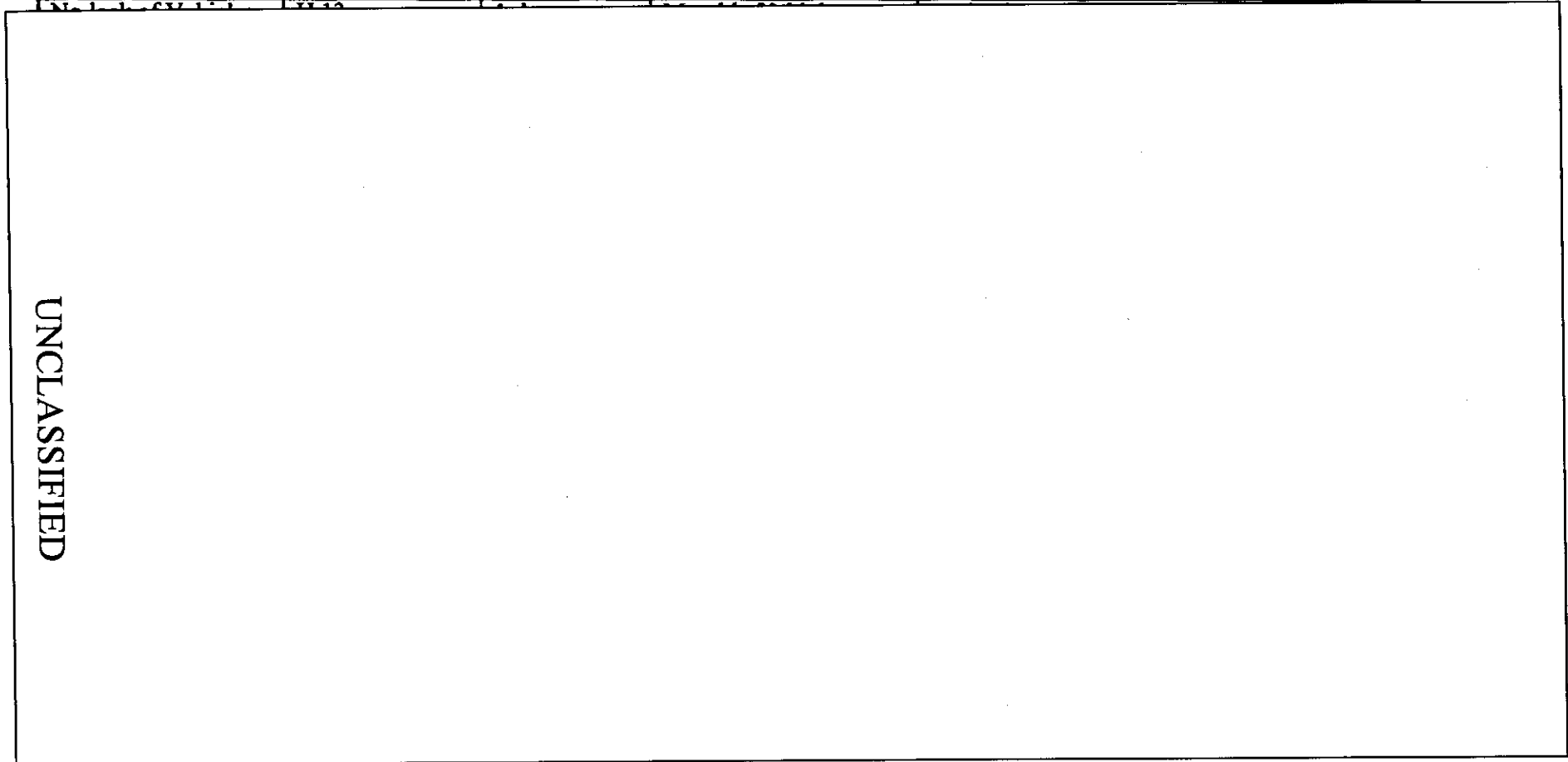
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**CONTRACT GOALS AND PERFORMANCE STANDARDS**

<b>Desired Outcomes</b>	<b>Contract Requirement</b>	<b>Maximum Allowable Deviation From Performance Standard</b>	<b>Negative Incentive for Not Meeting Performance Standards</b>	<b>Monitoring Method/Frequency</b>
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**Exhibit D**  
**CONTRACTOR FURNISHED PROPERTY**

The Contractor shall provide all equipment, materials, supplies and clothing required to perform the standard and additional or emergency services as specified in this contract. Equipment with electric or battery operation provided shall have UL® and or similar certification specified by host country. Employees shall be trained in safe operation of the equipment and all equipment shall meet appropriate safety standards and codes. The Government reserves the right to have the contractor immediately replace any unsafe or inoperable equipment and implement deducts as specified in Exhibit C. Such items include, but are not limited to vehicles and communications equipment, uniforms, personnel equipment, logbooks and any other operational or administrative items required for performance of the duties and requirements of this contract. The Contractor shall maintain sufficient parts and equipment for all Contractor furnished materials to ensure uninterrupted provision of services as required by the contract. The following list of Contractor furnished materials establishes the minimum requirements for the items listed. It is not a comprehensive list and it does not relieve the Contractor from furnishing other Contractor furnished materials required to perform the contract but not listed below.

Uniforms: Guards are required to wear non-loafer, buckle-less, lace-tie dress shoes or plain-toed black boots of leather or leather/nylon construction, which covers the ankles to prevent injury. The Contractor shall either provide footwear or require appropriate footwear, as a condition of employment, but in either case remains responsible for ensuring the proper uniform is worn.

The Contractor shall issue the following specific uniforms to each employee.

All UD, ED and MP Guards and Supervisory personnel as identified in Exhibit A:

Initial Issuance: The Contractor is required to provide all uniformed guard personnel and supervisory personnel the following Initial Uniform Issuance upon implementation of this contract or upon a change in the uniform's appearance as the result of an approved Contract Modification. The colors of the uniforms will be agreed upon by the Contractor and COR.

-3 short-sleeved, uniformed styled shirts with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform shirts.

-2 long-sleeved, uniformed styled shirts with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform shirts.

-5 uniformed styled trousers with creases.

-1 windbreaker uniform coat, with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform coat.

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-1 full-length 'rainslicker' rain coat with low-light 'silver' reflective piping/markings or trim. The introduction or rain 'ponchos' does not satisfy this requirement.

-1- 11/4 in wide leather 'buckle-less' duty belt.

-Uniform Badge, using individual serial numbers displayed on the badge front, and including Contractor's corporate name.

-Guard Force Uniform Shirt Insignias: The contractor is prevented from displaying any corporate advertising, including Contractor Logo patches, without the expressed written permission of the COR.

The contractor will be provided by the COR a 'print-ready' approved Shoulder Patch Insignia. It is the responsibility of the Contractor to obtain the finished patch product from any vendor they choose and are responsible for the application of those patches to all uniform shirts/jackets and sweaters as stated above.

-Supervisory Uniform Shirt Insignias: Each Supervisory Level (i.e. Senior Guard, Shift Supervisor) in addition to the Guard Force Uniform Shirt Insignia applied to all uniform shirts, will use a unique identifiable insignia identifying their supervisory position in relation to others. This will be accomplished through the application of a patch or metal insignias, easily identifiable from a distance. The contractor must submit a written description to the COR identifying these individual supervisory insignias prior to their use to ensure that the supervisory staff are easily distinguishable from the rest of the guard force and are readily identifiable to the entire Embassy community. The COR also wants to ensure that the guard supervisory insignias do not resemble too closely any insignia used by the Hellenic National Police who are also assigned to the Embassy.

It is the responsibility of the Contractor to obtain these finished Supervisory Insignia products from any vendor they choose and are responsible for the application of those patches to all uniform shirts/jackets and sweaters as stated above.

**Annual Replacement:** The Contractor is required to provide all uniformed guard and supervisory personnel the following Annual Uniform Issuance in order to maintain a neat and professional appearance as required by the provisions of this contract. The contractor is also required to replace any piece of damaged uniform clothing so that the employee can always maintain the required minimum amount of attire.

-Annually, minimum 2 short-sleeved, uniformed styled shirts with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform shirts.

-Annually, minimum 1 long-sleeved, uniformed styled shirts with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform shirts.

-Annually, minimum 3 uniformed styled trousers with creases.

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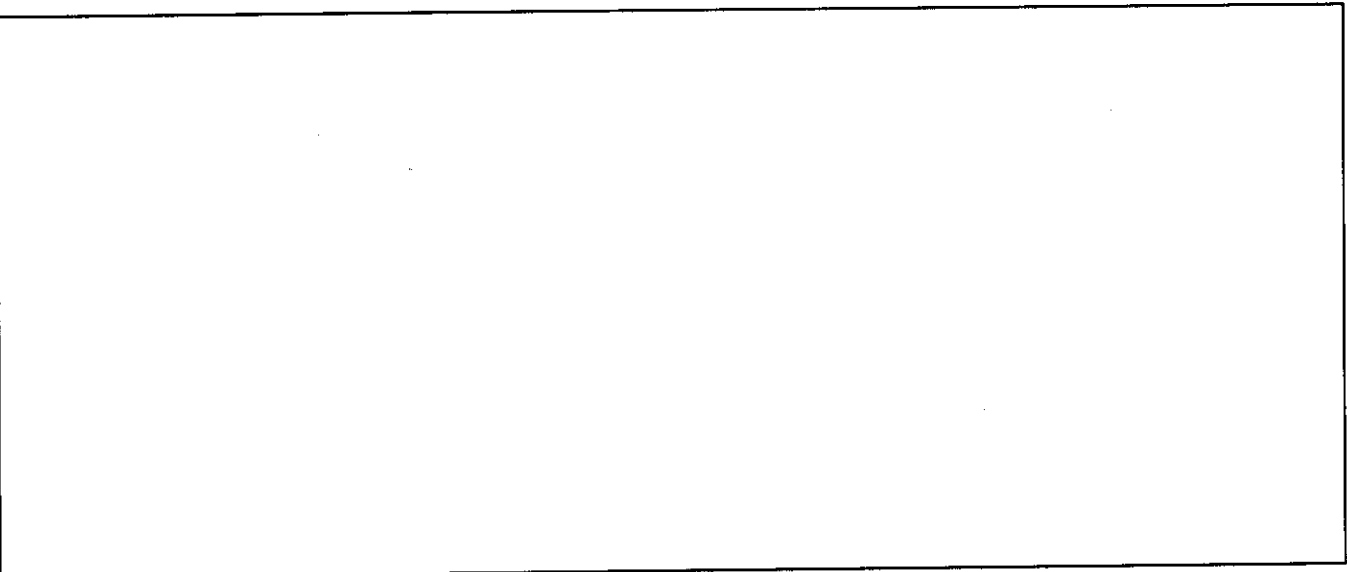
Contract No. SGR100-06-C-0353

- Bi-Annually, 1 windbreaker uniform coat, with shoulder epaulets and vertical permanently manufactured creases on the front, running through the center of both front breast pockets and down the back of all uniform coats.
- Bi-Annually, 1 full-length 'rainslicker' rain coat with low-light 'silver' reflective piping/markings or trim. The introduction of rain 'ponchos' does not satisfy this requirement.
- Replacement as needed, 1- 11/4 in wide leather 'buckle-less' duty belt.
- Replacement as need, Uniform Badge, using individual serial numbers displayed on the badge front, and including Contractor's corporate name.
- Annually 1 long-sleeved 'commando' styled pullover uniform sweater Navy/Dark Blue/Black.
- Guard Force Uniform Shirt Insignias: The contractor is prevented from displaying any corporate advertising, including Contractor Logo patches, without the expressed written permission of the COR.

The contractor will be provided by the COR a 'print-ready' approved Shoulder Patch Insignia. It is the responsibility of the Contractor to obtain the finished patch product from any vendor they choose and are responsible for the application of those patches to all uniform shirts/jackets and sweaters as stated above.

-Supervisory Uniform Shirt Insignias: Each Supervisory Level (i.e. Senior Guard, Shift Supervisor) in addition to the Guard Force Uniform Shirt Insignia applied to all uniform shirts, will use a unique identifiable insignia identifying their supervisory position in relation to others. This will be accomplished through the application of a patch or metal insignias, easily identifiable from a distance. The contractor must submit a written proposal to the COR identifying these individual supervisory insignias prior to their use.

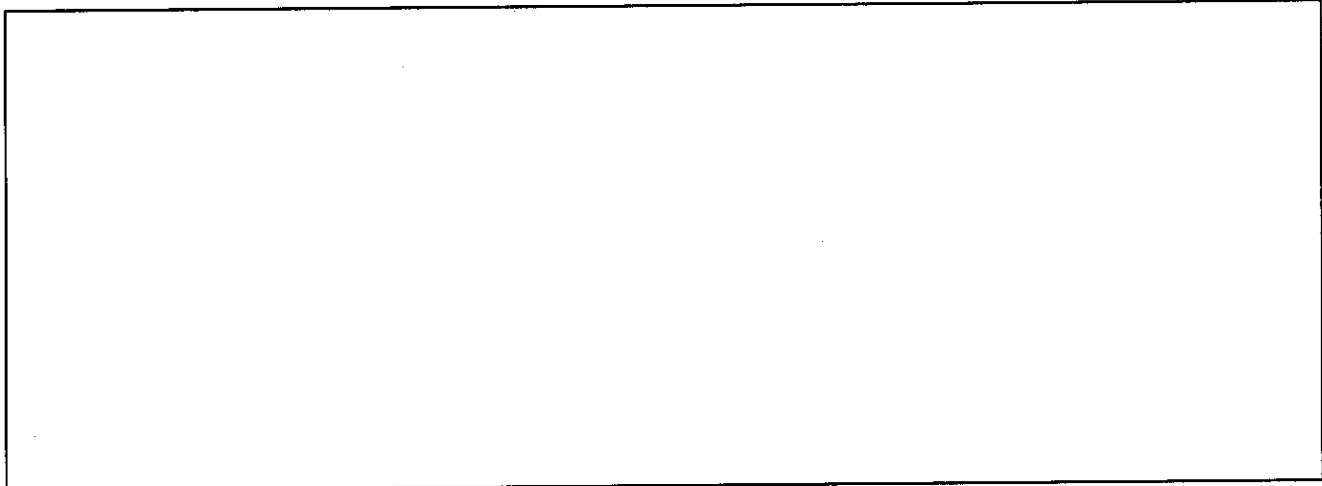
It is the responsibility of the Contractor to obtain these finished Supervisory Insignia products from any vendor they choose and are responsible for the application of those patches to all uniform shirts/jackets and sweaters as stated above.



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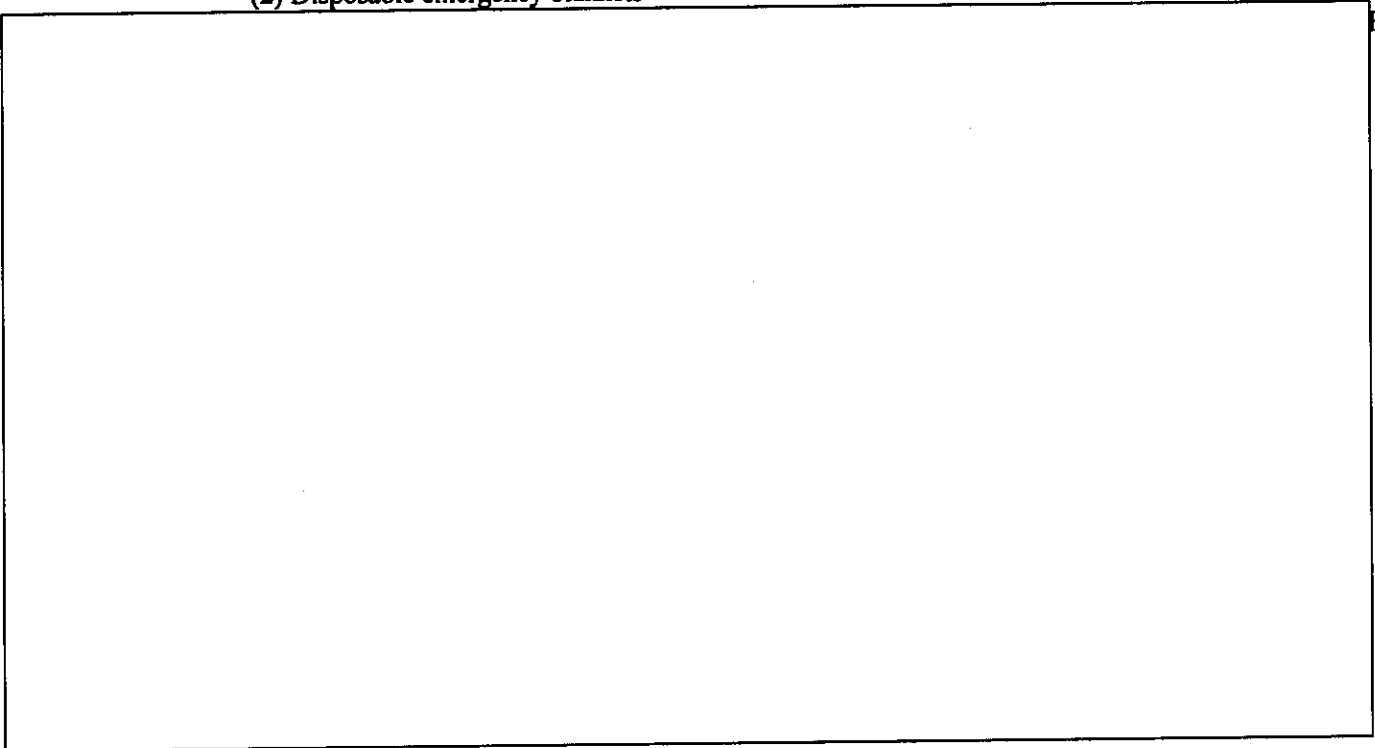




**Vehicles:** The Contractor shall furnish vehicles necessary for the performance of this contract in accordance with Subsection H.14. Vehicles may be required for Mobile Patrol Units, for use by supervisors to make their rounds, to provide relief guard, and otherwise in the management of this contract.

**A. All vehicles shall include the following equipment:**

- (2) Three-Cell Flashlights
- (1) Fire Extinguisher
- (1) Jumper Cables
- (1) City Map Book
- (1) A Basic-Life-Support First Aid Kit including the following:
  - (1) Disposable - Respirator Bag
  - (2) Disposable emergency blankets



In Athens and Thessaloniki all Mobile Patrol vehicles will include the following safety features:

- 1600 cc minimum Gasoline Engine
- Automatic Transmission
- Air Conditioning
- Driver's Side Airbag
- Front Wheel Disc Brakes

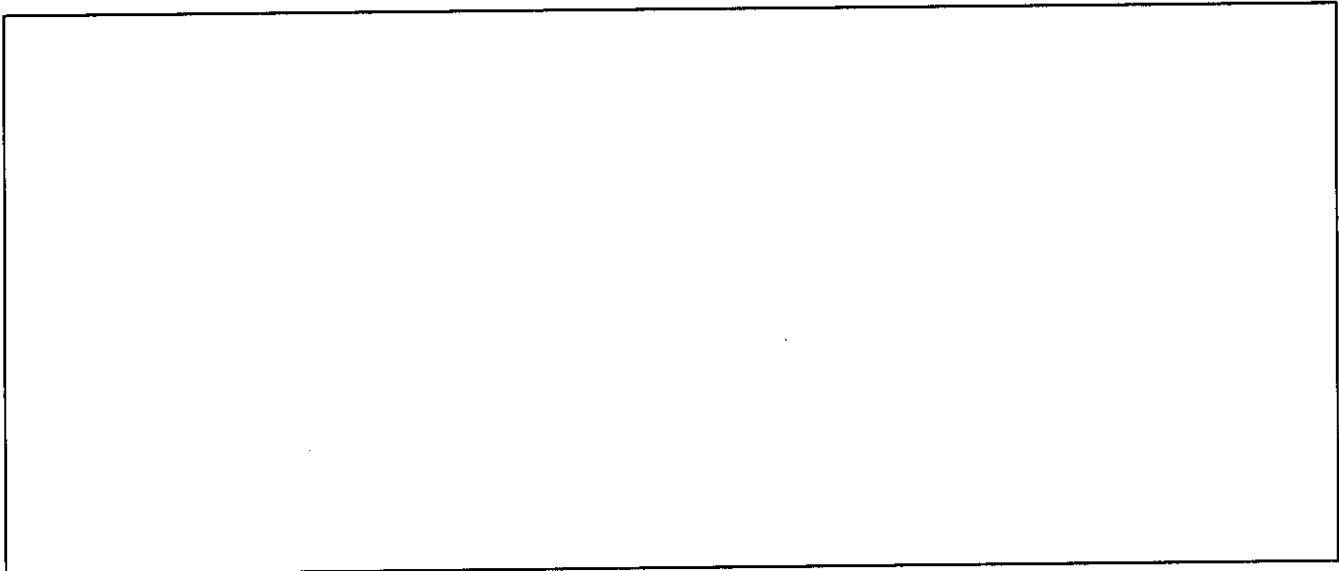
Vehicle Identification: the Contractor is prevented from applying any advertising, including commercial identification, etc. to vehicles used to meet the service provisions of this contract. The contractor will be provided a detailed rendering of the Mobile Patrol vehicle decals, stripping and markings. The Contractor is responsible for obtaining these items from any one of a number of vendors, and applying them to the vehicles, prior to their use.

5. Communications Network:

The Contractor shall be responsible for purchasing and maintaining communication equipment necessary to provide a reliable communication network that is fully functional and manned 24 hours per day to meet requirements of C.1.5.8. The communication network shall consist of all necessary equipment to include hand held 2-way radios, base station, antennas and repeaters. The Government is responsible for all licenses and permits for the radios, base station, antennas and repeaters and for the operating personnel. The contractor is responsible for the maintenance and repair of all communications equipment included in the communications net.

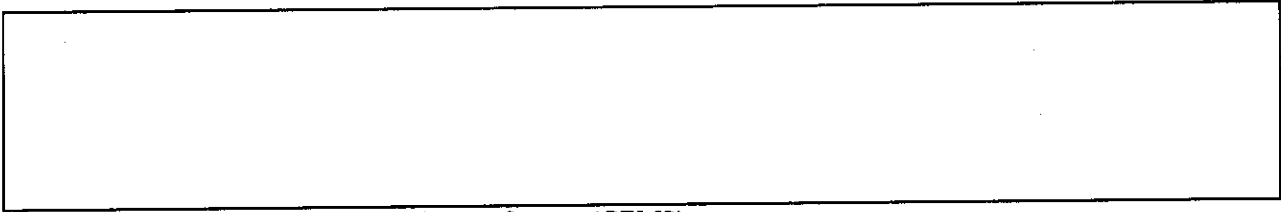
The communication system shall be designed so that the base station utilizing repeaters, if necessary, can receive and transmit to all sectors covered by the mobile patrol. The contractor shall insure sufficient battery chargers to assure that all portable radios have adequate batteries and backup batteries with sufficient charge to last through the shift so that no post would lack proper communications due to battery failure.

The following equipment will be provided:



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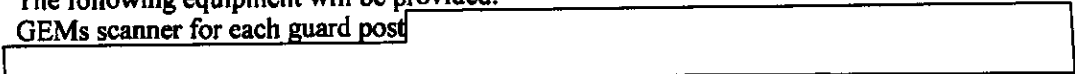


6. Guard Electronic Monitoring System (GEMS):

The Contractor shall furnish and maintain a guard electronic monitoring system, including all software, sufficient numbers of bar code readers, bar code labels, data transmitters, personal computers and training and maintenance so that the system can remain in continuous use.

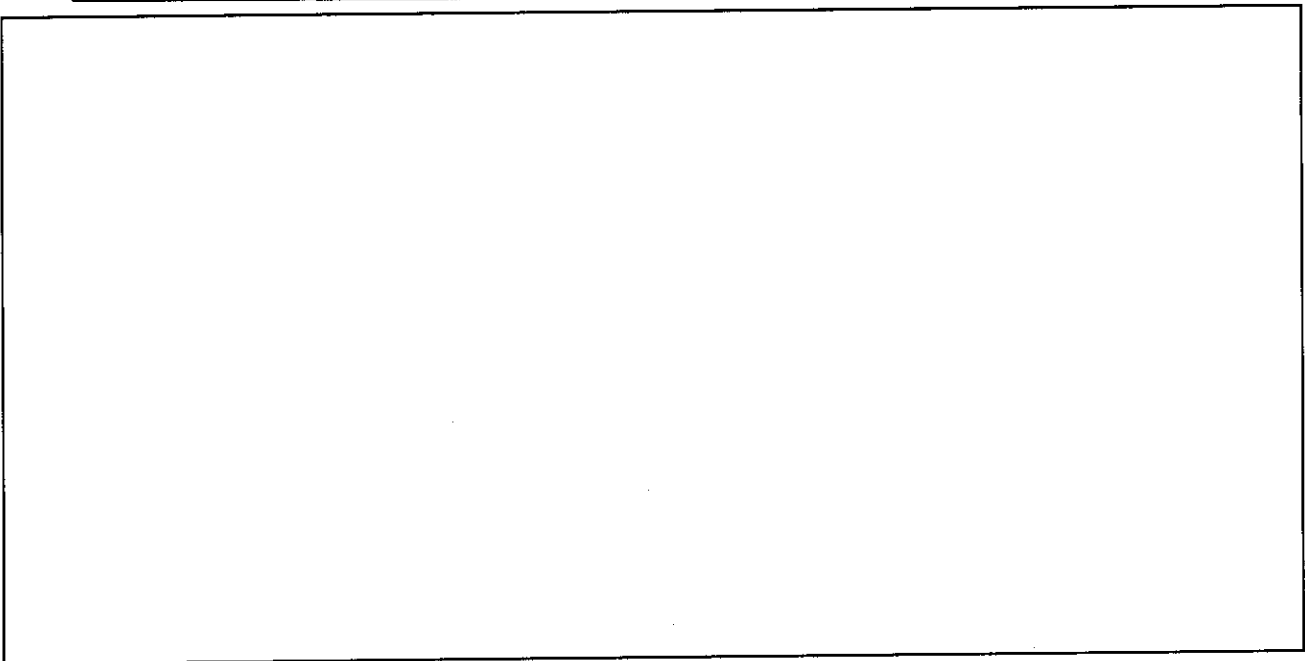
The following equipment will be provided:

GEMs scanner for each guard post



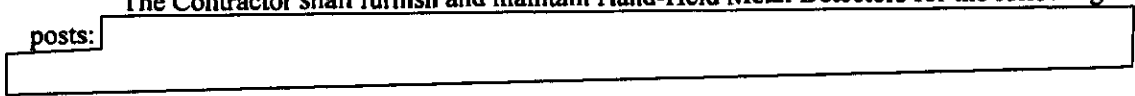
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8. Hand-Held Metal Detectors

The Contractor shall furnish and maintain Hand-Held Metal Detectors for the following posts:



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9. Flashlights

The Contractor shall furnish and maintain to static Posts where required from exhibit B:

1. Leather 'flashlight ring' using snaps for retention and capable of accommodating a 'D' cell Maglite®, Streamlight® or similarly manufactured flashlight.
2. Maglite®, Streamlite® or similarly manufactured flashlight using a black aluminum body and accepting three 'D' cell batteries.

10. Chemical Toilet

The Contractor shall furnish and maintain to CGR-1 at Thessaloniki a Chemical Toilet for use by the guards stationed at the residence.

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**Exhibit E  
GOVERNMENT FURNISHED PROPERTY**

The Government shall make the following property available to the Contractor as "Government furnished property" for performance under the contract:

Office space located on the U.S. Embassy compound.

The following items are not included:

- a. Cleaning of the office space.
- b. Office equipment, furniture and office supplies.
- c. Painting of above space beyond scheduled painting of other Government-held office facilities.

The Government shall also make available a computer disk containing Excel spreadsheet titled "Exhibit E Athens Invoice.xls".

**Explosive Detection and/or X-ray Inspection Equipment**

ATHENS

NOMENCLATURE	SERIAL NO.	Code	QUANTITY	DATE ACQ.
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THESSALONIKI

NOMENCLATURE	SERIAL NO.	Code	QUANTITY	DATE ACQ.
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**All Locations- Consumables include\***

Description

Membrane Kit	Sieve Material, Bottle	Calibration Trap TNT
Dopant, Explosives	Cotton Gloves	Cleaning Kit
Envelopes, sample collection	Thermal Printer Paper	Mini Maintenance Kit
Sample Trap Pack		

\*The Government will provide all supplies to operate the referenced equipment; however, the contractor personnel shall notify the COR and the Contracting Officer when the supplies have diminished by 50 percent.

**Vehicle Inspection Mirrors**

The Government will issue the Vehicle inspection mirrors at posts as needed.

**Weapons**

The Government shall make the following weapons available to the Contractor to support the Armed Guard program under the contract.

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B2

- Secure storage containers and handgun clearing system to be used at the following locations: EMR, DCMR, MSG House, ODCR and LGP office.



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**Chemical Toilet**

The Government shall furnish and maintain to ODC Chief's Residence in Athens a Chemical Toilet for use by the guards stationed at the residence.

**PROPERTY CONDITION CODES**

- 1 New or unused property in excellent condition. Ready for use and identical or interchangeable with new items delivered by manufacturer or normal source of supply.
- 2 New or unused property in fair condition. Soiled, shopworn, rusted, deteriorated, damaged to the extent that utility is slightly impaired.
- 3 New or used property so badly broken, soiled, rusted, mildewed, deteriorated, damaged, or broken that its condition is poor and its utility seriously impaired.
- 4 Property which has been slightly or moderately used, no repairs required, and still in excellent condition.
- 5 Used property which is still in fair condition and usable without repairs; however somewhat deteriorated, with some parts (or portion) worn and should be replaced.
- 6 Used property which still is usable without repairs in poor condition and undependable or uneconomical in use. Parts badly worn and deteriorated.
- 7 Used property, still in excellent condition, but minor repairs required. Estimated repair costs would cost no more than 10% of acquisition cost.
- 8 Used property, in fair condition, but minor repairs required Estimated repair costs would be from 26% to 40% of acquisition cost.
- 9 Used property, in poor condition, and recurring major repairs. Badly worn, and would still be in doubtful condition of dependability and uneconomical in use of repaired. Estimated repair cost between 41% and 65% of acquisition cost.
- 10 Item no longer available or operational.

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**Exhibit F  
HOLIDAYS**

Although this contract does not provide separate hourly rates for overtime, holiday, or premium pay, the Government recognizes the following holidays for which the Contractor may have to pay its employees premium pay. Those Contractor employees who are either United States citizens or hired in the United States may be entitled to premium pay for U.S. holidays only, and Contractor employees who are neither United States citizens nor hired in the United States shall be entitled to only those holidays recognized by Greece.

A. American Embassy Athens

Independence Day (A)	July 4	Tuesday
Assumption Day (G)	August 15	Tuesday
Labor Day (A)	September 4	Monday
Columbus Day (A)	October 9	Monday
OXI Day (G)	October 28	Saturday
Veterans' Day (A)	November 11	Saturday
Thanksgiving Day (A)	November 23	Thursday
Christmas Day (A&G)	December 25	Monday
Boxing Day (G)	December 26	Tuesday
New Year's Day (A&G)	January 1	Monday
Epiphany Day (G)	January 6	Saturday
Martin Luther King's Birthday (A)	January 15	Monday
Kathara Deftera (G)	February 19	Monday
President Day (A)	February 19	Monday
Greek Independence (G)	March 25	Sunday
Good Friday (G)	April 6	Friday
Holy Saturday (G)	April 7	Saturday
Easter Sunday (G)	April 8	Sunday
Easter Monday (G)	April 9	Monday
Memorial Day (A)	May 28	Monday

**LEGEND: Holidays**

A - American Holiday

G - Greek Holiday



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## B. Consulate General Thessaloniki

Independence Day (A)	July 4	Tuesday
Assumption Day (G)	August 15	Tuesday
Labor Day (A)	September 4	Monday
Columbus Day (A)	October 9	Monday
St Demetrius Day (G)	October 26	Friday
OXI Day (G)	October 28	Saturday
Veterans' Day (A)	November 11	Saturday
Thanksgiving Day (A)	November 23	Thursday
Christmas Day (A&G)	December 25	Monday
Boxing Day (G)	December 26	Tuesday
New Year's Day (A&G)	January 1	Monday
Epiphany Day (G)	January 6	Saturday
Martin Luther King's Birthday (A)	January 15	Monday
President Day (A)	February 19	Monday
Kathara Deftera (G)	February 19	Monday
Greek Independence (G)	March 25	Sunday
Good Friday (G)	April 6	Friday
Holy Saturday (G)	April 7	Saturday
Easter Sunday (G)	April 8	Sunday
Easter Monday (G)	April 9	Monday
Memorial Day (A)	May 28	Monday

### LEGEND: Holidays

A - American Holiday

G - Greek Holiday

\* When an American holiday falls on Saturday, Friday will be observed as a holiday, and when it falls on Sunday, Monday will be observed as a holiday.

\* Holidays celebrated in Greece on Saturdays and Sundays are listed here for pay purposes for employees who are required to work on Saturdays and Sundays.

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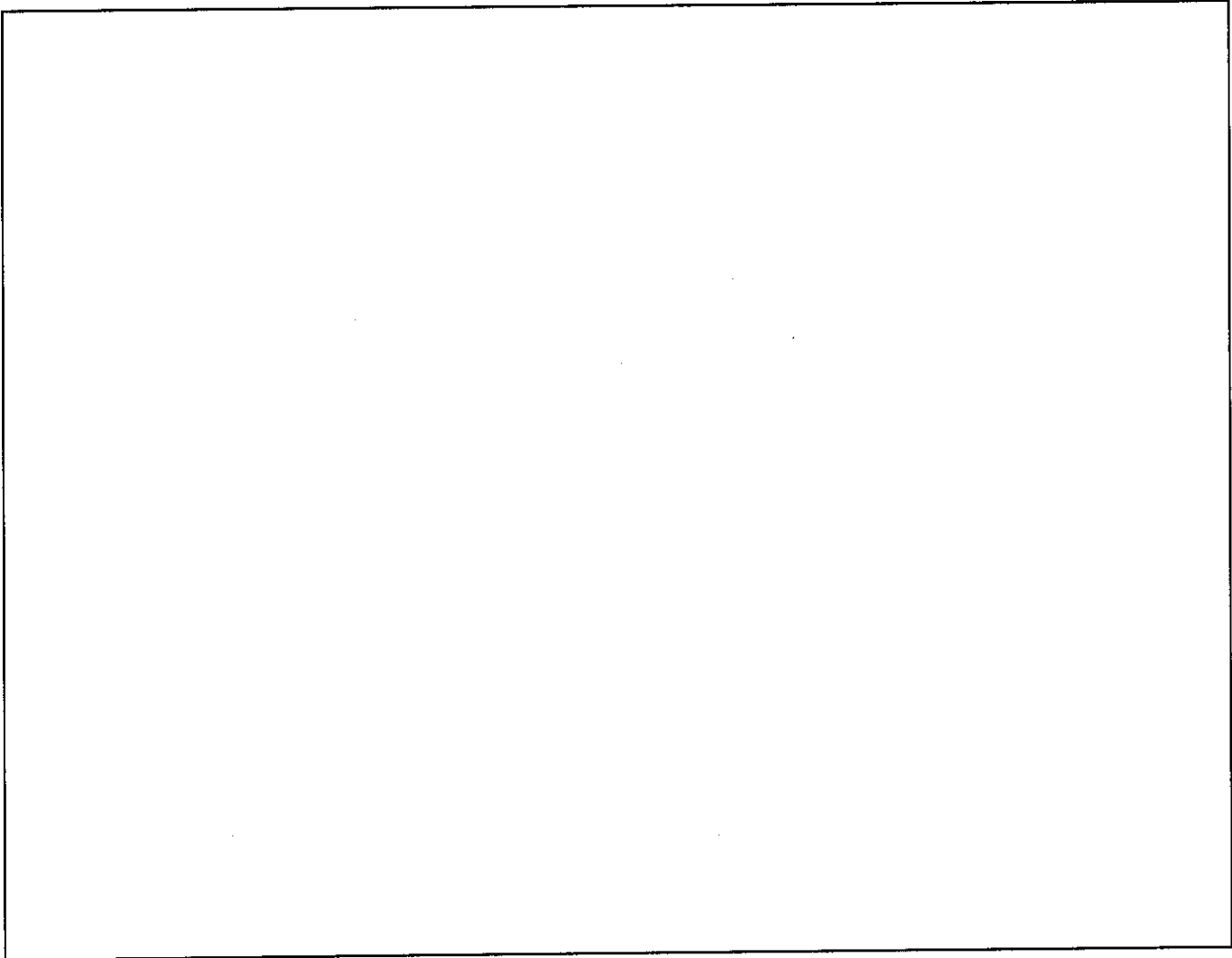
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Exhibit G

AG

**FIREARM QUALIFICATION STANDARDS**

The following standards apply to the "Armed" labor category:



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## Exhibit H

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## LANGUAGE SKILL LEVEL DESCRIPTIONS

The following proficiency level descriptions characterize spoken language use. Each of the three "base levels" implies control of any previous "base levels" functions and accuracy. The examples given here illustrate, but do not exhaustively describe, either the skills a person may possess or situations in which he/she may function effectively.

Unless otherwise specified, the term "native speaker" refers to native speakers of a standard dialect.

**Speaking Level 0 (No Proficiency)**

Unable to function in the spoken language.

- Oral production is limited to occasional isolated words.
- Has essentially no communicative ability.
- 

**Speaking Level 1 (Elementary Proficiency)**

Able to satisfy minimum courtesy requirements and maintain very simple face-to-face conversations on familiar topics.

- A native speaker must often use slowed speech, repetition, paraphrase, or a combination of these to be understood by this individual.
- Similarly, the native speaker must strain and employ real-world knowledge to understand even simple statements/questions from this individual.
- This speaker has a functional, but limited proficiency.
- Misunderstandings are frequent, but the individual is able to ask for help and to verify comprehension of native speech in face-to-face interaction.
- The individual is unable to produce continuous discourse except with rehearsed material.

**Examples:**

1. *Structural accuracy is likely to be random or severely limited.*
2. *Time concepts are vague.*
3. *Vocabulary is inaccurate, and its range is very narrow.*
4. *The individual often speaks with great difficulty.*
5. *By repeating, such speakers can make themselves understood to native speakers who are in regular contact with foreigners but there is little precision in the information conveyed.*
6. *Needs, experience, or training may vary greatly from individual to individual; for example, speakers at this level may have encountered quite different vocabulary areas.*
7. *However, the individual can typically satisfy predictable, simple, personal and accommodation needs; can generally meet courtesy, introduction, and identification requirements; exchange greetings; elicit and provide, for example, predictable and skeletal biographical information.*
8. *He/she might give information about business hours, explain routine procedures in a limited way, and state in a simple manner what actions will be taken.*

9. *He/she is able to formulate some questions even in languages with complicated question constructions.*
10. *Almost every utterance may be characterized by structural errors and errors in basic grammatical relations.*
11. *Vocabulary is extremely limited and characteristically does not include modifiers.*
12. *Pronunciation, stress, and intonation are generally poor, often heavily influenced by another language.*
13. *Use of structure and vocabulary is highly imprecise.*

### **Speaking Level 2 (Limited Working Proficiency)**

Able to satisfy routine social demands and limited work requirements.

- Can handle routine work-related interactions that are limited in scope.
- In more complex and sophisticated work-related tasks, usage generally disturbs the native speaker.
- Can handle with confidence, but not with facility, most normal high-frequency social conversational situations, including extensive but casual conversations about current events, as well as work, family, and autobiographical information.
- The individual can comprehend most everyday conversations, but has some difficulty understanding native speakers in situations that require specialized or sophisticated knowledge
- The individual's utterances are minimally cohesive to articulate basic concepts.
- Linguistic structure is usually not very elaborate and not thoroughly controlled; errors are frequent.
- Vocabulary use is appropriate for high-frequency utterances, but unusual or imprecise elsewhere.

#### **Examples:**

1. *While these interactions will vary widely from individual to individual, the individual can typically ask and answer predictable questions in the workplace and give straightforward instructions to subordinates.*
2. *The individual can participate in personal and accommodation-type interactions with elaboration and facility; that is, can give and understand complicated, detailed and extensive directions and make non-routine changes in travel and accommodation arrangements.*
3. *Simple structures and basic grammatical relations are typically controlled; however, there are areas of weakness.*
4. *In the commonly taught languages, these [areas of weakness] may be simple markings such as plurals, articles, linking words, and negatives, or more complex structures such as tense/aspect usage, case morphology, passive constructions, word order, and embedding.*

### **Speaking Level 3 (General Professional Proficiency)**

Able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics.

- Nevertheless, the individual's limitations generally restrict the professional contexts of language use to matters of shared knowledge and/or international convention.

- Discourse is cohesive.
- The individual uses the language acceptably, but with some noticeable imperfections; yet, errors virtually never interfere with understanding and rarely disturb the native speaker.
- The individual can effectively combine structure and vocabulary to convey his/her meaning accurately.
- The individual speaks readily and fills pauses suitably.
- In face-to-face conversation with natives speaking the standard dialect at a normal rate of speech, comprehension is quite complete.
- Although cultural references, proverbs, and the implications of nuances and idiom may not be fully understood, the individual can easily repair the conversation.
- Pronunciation may be obviously foreign.
- Individual sounds are accurate; but stress, intonation, and pitch control may be faulty.

**Examples:**

1. *Can typically discuss particular interests and special fields of competence with reasonable ease.*
2. *Can use the language as part of normal professional duties such as answering objections, clarifying points, justifying decisions, understanding the essence of challenges, stating and defending policy, conducting meetings, delivering briefings, or other extended and elaborate informative monologues.*
3. *Can reliably elicit information and informed opinion from native speakers.*
4. *Structural inaccuracy is rarely the major cause of misunderstanding.*
5. *Use of structural devices is flexible and elaborate.*
6. *Without searching for words or phrases, the individual uses the language clearly and relatively naturally to elaborate concepts freely and make ideas easily understandable to native speakers.*
7. *Errors occur in low frequency and highly complex structures.*