

National Aeronautics and Space Administration

**Ames Research Center
Moffett Field, CA 94035-0001**

**Selection of Contractor
For
Ames Research Center Protective Services Office (PSO) Support Services
Contract
NNA12366339R**

April 27, 2015

On March 31, 2015, I, along with certain NASA Source Evaluation Board (SEB) Ex-Officio members, met with the SEB members appointed to evaluate proposals for the procurement of the Protective Services Office Support (PSO) Services contract at NASA Ames Research Center (ARC). During this meeting, the SEB presented its final evaluation findings to me, the Source Selection Authority (SSA), and we discussed those findings to assure that I had a full understanding of its evaluation.

I assessed the SEB's findings and evaluation of proposals. This Source Selection Statement reflects my independent judgment, which I based upon a comparative assessment of the relative strengths of the proposals and the evaluation criteria prescribed in the Request for Proposal (RFP). My selection is set forth below.

Procurement Description

ARC currently has a requirement for Protective Services at ARC, Ames Research Park and Moffett Federal Air Field. PSO will provide services that will include: uniformed security operations; infrastructure security; personnel security; international visit coordination; export control; visitor registration/pass processing; employee badging; dispatch; firefighting, fire prevention and fire protection engineering; aircraft rescue and firefighting (ARFF); emergency management; federal law enforcement and training. The Government's primary objective for this contract is to provide efficient and effective protection of human and property resources at ARC.

This procurement was conducted as a Competitive Small Disadvantage Business 8(a) Set-Aside. It will result in a single award, Firm Fixed-Price, Definitive Core and Indefinite-Delivery Indefinite-Quantity (IDIQ) contract. The minimum amount of the IDIQ supplies or services that will be ordered during the effective period of this contract is \$100,000.00, and the maximum amount is \$150,000,000.00. The period of performance consists of a one-year base (including a 60-day phase-in period), and four one-year options, resulting in a maximum performance period of five years.

Evaluation Procedure

Proposals were evaluated in accordance with the requirements of Federal Acquisition Regulation (FAR) Subpart 15.3, "Source Selection," as supplemented by NASA FAR Supplement (NFS) Subpart 1815.3, "Source Selection." Section M of the solicitation, paragraph M.2, "Evaluation Approach," advised Offerors that the Government may award a contract based solely on initial offers received, without discussion of such offers. Accordingly, each Offeror was required to submit its initial proposal to the Government using the most favorable terms from a cost/price and technical standpoint. However, the Government reserved the right to hold discussions if award on the basis of initial offers was determined not to be in the best interest of the Government.

The RFP identified three evaluation Factors: Mission Suitability (Volume I), Past Performance (Volume II), and Price (Volume III). Of these evaluation Factors, Past Performance is slightly more important than Mission Suitability and Mission Suitability is moderately more important than Price. Past Performance and Mission Suitability, when combined are significantly more important than Price.

The Mission Suitability Factor consists of two Subfactors, Management Approach and Technical Approach. The two Subfactors are shown below with their respective point allocation, which signifies their weight.

MISSION SUITABILITY	
Subfactors	Assigned Weight
1. Management Approach 1. Organizational Structure and Approach 2. Staffing, Recruitment, Retention and Training 3. Organizational Conflict of Interest Avoidance Plan 4. Total Compensation Plan 5. Safety and Health Plan	300
2. Technical Approach a. Overall Understanding, Technical Capabilities and Approach(es) b. Phase In Plan Approach c. Key Personnel	700

Each Offeror's Mission Suitability proposal was evaluated based on its ability to fulfill the technical requirements while meeting quality, schedule, and safety requirements. The compatibility between the proposed technical and management approaches and the proposed total compensation to accomplish the work will be an important consideration in the evaluation of this factor. The RFP stipulated that the overall Mission Suitability Factor would only receive a numerical score, and the Mission Suitability Subfactors would be assigned adjectival ratings and numerical scores. In accordance with NFS Subpart 1815.305(a)(3), "Technical Evaluation," the following were the potential Mission Suitability adjectival ratings: Excellent, Very Good, Good, Fair, and Poor. In Section M, paragraph M.2, "Evaluation Approach," the RFP defined these adjectival ratings as well as provided applicable percentile ranges at each rating level.

With regard to the Past Performance Factor, the RFP stated that the evaluation would be an assessment of the Government's level of confidence in the Offeror's ability to perform the solicitation requirements. The Past Performance evaluation was based on (1) an assessment of the information provided by the Offeror in its Past Performance Volume II, (2) an assessment of customer questionnaires submitted on behalf of each Offeror and of its major subcontractors, and (3) an assessment of information retrieved from the Past Performance Information Retrieval System (PPIRS) on the prime and major subcontractors. The SEB evaluated the currency and relevancy of the information, source of the information, context of the data, and general trends in performance of the Offeror, major subcontractors, predecessor companies, key personnel with relevant experience, and any organization that would substantially contribute to the proposed contract. Further, for each Offeror and its major subcontractors, the SEB evaluated overall Past Performance with respect to comparability in contract size, content, and complexity to the requirement of the current acquisition. The SEB evaluated the depth of the Offeror's relevant Past Performance and gave evaluative credit to the quality, as well as the quantity, of the Offeror's Past Performance. This Factor was designed to provide an opportunity to evaluate the quality of goods and services provided by the Offerors to the Government and other organizations as either a prime or subcontractor. The RFP required evaluation of the Past Performance Factor using the following Level of Confidence ratings: Very High Level of Confidence; High Level of Confidence; Moderate Level of Confidence; Low Level of Confidence; Very Low Level of Confidence and Neutral/Unknown Level of Confidence. In Section M, paragraph M.2, "Evaluation Approach," the RFP defined these Level of Confidence ratings.

The SEB conducted its evaluation of the Price Factor by performing a price analysis, in accordance with FAR Subpart 15.4. The SEB's Contract Price/Cost Analyst included a comparison of prices received in response to the solicitation, comparison of proposed prices with independent Government cost estimates and analysis of pricing information provided by the Offerors. The cost of phase-in was not included in the total evaluated price, but it was evaluated in terms of reasonableness. This included an evaluation of the extent to which proposed prices indicate a clear understanding of the PWS requirements, and reflect a sound approach to satisfying those requirements.

Solicitation and Receipt of Proposals

In an effort to better inform industry of NASA's requirements and to improve communications amongst all parties, ARC held an industry day conference to allow interested parties to ask questions of the technical and procurement staff. ARC also issued a draft RFP that allowed for industry recommendations and comments on all aspects of the Government's proposed approach in satisfying the requirements. ARC also electronically issued Acquisition Updates containing pertinent PSO information. ARC encouraged industry to ask questions about the PSO requirements and the procurement process. The questions and comments received in response to these communications with industry were carefully evaluated

and incorporated in the final RFP, as appropriate. A Government response to each question or comment was prepared and was made available electronically to the public.

All documents pertinent to the acquisition were posted electronically on the NASA Acquisition Internet Service (NAIS) Business Opportunities web portal (<https://prod.nais.nasa.gov/cgibin/eps/sol.cgi?acqid=149266>) as well as the Federal Business Opportunities web portal (<https://www.fbo.gov>).

The draft RFP was released on November 21, 2011. The industry day conference was held on February 28 and 29, 2012. The final RFP was released on November 8, 2012. Amendment 1 was posted on November 21, 2012, and it contained questions and answers to the RFP. Amendment 2 was posted on December 4, 2012, and it extended the due date for receipt of proposals. Amendment 3 was posted on December 5, 2012 and it contained questions and answers to the RFP. Amendment 4 was posted on December 7, 2012, and it made changes to the RFP. Amendment 5 was posted on December 10, 2012, and it corrected amendment 4, added the GFE list for fire support, adjusted the total page count and extended the due date of proposals. Amendment 6 was posted on December 11, 2012, and it corrected amendment 5. Amendment 7 was posted on December 19, 2012, and it corrected the issuing office address and the NASA Ames point of contact.

Amendments 8 through 16 were only provided to the four Offerors.

Amendment 8 was posted on August 20, 2014, and it revised the following documents: Request for Proposal, Performance Work Statement, Sample Task Orders, DD Form 254 and extended the due date of proposals. Amendment 9 was posted on August 29, 2014, and it corrected an administrative error on the Request For Proposal (RFP) issued in Amendment 8 and incorporated current Collective Bargaining Agreements (CBAs). Amendment 10 was posted on September 10, 2014, and it set the last day questions can be submitted. Amendment 11 was posted on September 11, 2014, and it contained questions and answers to the RFP. Amendment 12 was posted on September 13, 2014, and it corrected administrative errors from Amendment 11, posted questions and answers and clarified the last day Past Performance Questionnaires would be accepted from references. Amendment 13 was posted on September 15, 2014, and it contained questions and answers to the RFP. Amendment 14 was posted on September 16, 2014, and it extended the proposal due date and contained questions and answers to the RFP. Amendment 15 was posted on September 17, 2014, and it corrected an administrative error on Amendment 14. Amendment 16 was posted on September 20, 2014, and it contained questions and answers to the RFP.

With each Offeror's proposal submission, Offerors were to include a Standard Form 33 signed by an official authorized to contractually bind the Offeror and written acknowledgement of any solicitation amendments. Proposals in response to the final RFP were due on September 26, 2014.

Four proposals were received in response to the RFP. The Offerors' names and addresses (listed alphabetically) are as follows:

American Paragon Protective Services, LLC (American Paragon)
 7700 Chevy Chase Drive,
 Suite 230
 Austin, TX 78752-1562

HBC Management Services, Inc. (HBC)
 Davies Pacific Center, Suite 1160
 841 Bishop Street, Honolulu, HI 96813

VendTech Enterprises, LLC (VendTech)
 250 North Rock Road, Suite 360
 Wichita, KS 67206-2265

The Whitestone Group (Whitestone)
 4100 Regent St. Suite C
 Columbus, OH 43219

Proposals, including a cover letter, were received from each Offeror. Each proposal consisted of three separate volumes, corresponding to the three respective evaluation Factors, in accordance with Section L of the solicitation and FAR Subparts 15.101 and 15.306. A copy of each proposal for the four Offerors was issued to each of the three voting members and the Contract Price/Cost Analyst (non-voting member) of the SEB.

The proposals included the following components:

WRITTEN REQUIREMENT

Proposal Component	Page Limit
Cover Letter	No Limit
Vol. I, Mission Suitability Proposal	75
A. Management Approach	
Organizational Structure and Approach	
Staffing , Recruitment, Retention and Training	
Total Compensation Plan	No Limit
Organizational Conflicts of Interest Avoidance Plan	No Limit
Safety and Health Plan	25 (Not included in the 75 page limit Mission Suitability Proposal)
B. Technical Approach	
Overall Understanding, Technical Capabilities and Approach(es)	
Phase-In Plan Approach	
Key Personnel	

Vol. II, Past Performance Proposal	20 (Does not apply to past performance questionnaire responses)
Vol. III, Price Proposal	No Limit

Evaluation Process

After receipt of the proposals, the SEB members individually reviewed each proposal and met to discuss individual findings. Following review of each of the Mission Suitability proposals, the SEB identified strengths and weaknesses for each proposal.

For the Past Performance Factor, the SEB members evaluated and identified findings based on the Offerors' proposals, questionnaires received, and the information from the PPIRS database. NFS 1815.305(a)(2) gives discretion to the individual NASA Centers on whether to assign strengths or weaknesses in Past Performance. For purposes of this procurement, ARC decided not to assign strengths or weaknesses in the Past Performance Factor. The SEB's evaluation documented each Offeror's relevant Past Performance and the currency of the Past Performance to assess and assign the Offeror's overall Level of Confidence rating. No adverse Past Performance information or weaknesses were identified for any of the Offerors.

In the Mission Suitability Factor, the identified strengths and weaknesses were categorized, by SEB voting member consensus, either as a "Significant Strength" or "Significant Weakness" or, if not significant, as a "Strength" or "Weakness." Following NFS Subpart 1815.305, strength and weakness findings were used to establish consensus adjectival ratings and numerical scores for each Mission Suitability Subfactor. Then, a numerical score was assigned for the overall Mission Suitability Factor. The SEB did not identify any "Deficiencies" in any of the Mission Suitability proposals.

The SEB, including the Contract Price/Cost Analyst, reviewed all of the Price Proposals and performed a price analysis in accordance with FAR 15.4 and NFS Subpart 1815.305(a)(1)(B). Neither a numerical score nor an adjectival rating was assigned for the Price Factor.

The SEB briefed me on its initial findings on March 31, 2015. I reviewed the findings and Level of Confidence ratings for Past Performance. I reviewed the SEB's findings for Mission Suitability and the resultant adjectival ratings and numerical scores. I reviewed the Price evaluation results. I fully considered all of this information prior to making my final selection decision.

Evaluation Findings of the SEB

Past Performance Factor

The following addresses the Past Performance evaluation for each of the four Offerors. In accordance with NFS 1815.305(a)(2)(A), strengths or weaknesses were

not assigned.

American Paragon

The evaluation of American Paragon's Past Performance resulted in a Very High Level of Confidence rating. The Offeror and its major subcontractors demonstrated relevant past performance that is of exceptional merit, is very highly pertinent to this acquisition, and indicates exemplary performance in a timely, efficient, and economical manner. The Past Performance contracts cited in the American Paragon proposal along with other past performance checks conducted by the SEB revealed past performance experience in every major section and subsection of the Performance Work Statement (PWS). American Paragon's past performance indicates exceptional performance on contracts comparable in size, scope, and complexity to the NASA/Ames Protective Services Office (PSO) Support Services Contract. American Paragon and its major subcontractors received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in all of the major sections and subsections of the PWS. American Paragon's performance record as reflected in its Past Performance proposal, questionnaires, and CPARS evaluations creates a Very High level of confidence that American Paragon will successfully perform the required effort.

HBC

The evaluation of HBC's Past Performance resulted in a Very High Level of Confidence rating. The Offeror and its major subcontractors demonstrated relevant past performance that is of exceptional merit, is very highly pertinent to this acquisition, and indicates exemplary performance in a timely, efficient, and economical manner. HBC's past performance indicates exceptional performance on contracts comparable in size, scope, and complexity to the NASA/Ames Protective Services Office (PSO) Support Services Contract. The Past Performance contracts cited in the HBC proposal along with other past performance checks conducted by the SEB revealed past performance experience in every major section and subsection of the PWS except in the "Disaster, Assistance and Rescue Team (DART)" subsection of the PWS. The lack of experience in this area was given a "Neutral" rating by the SEB. Nonetheless, HBC and its major subcontractors received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in all of the major sections of the PWS. HBC's performance record as reflected in its Past Performance proposal, questionnaires, and CPARS evaluations creates a Very High level of confidence that HBC will successfully perform the required effort.

VendTech

The evaluation of VendTech's Past Performance resulted in a High Level of Confidence rating. The Offeror and its major subcontractors relevant past performance is highly pertinent to this acquisition; demonstrating very effective performance that would be fully responsive to NASA/Ames Protective Services Office (PSO) Support Services contract requirements. The Past Performance contracts cited in the

VendTech proposal along with other past performance checks conducted by the SEB revealed past performance experience in every major section and subsection of the PWS except for the major section of "Handling of Export Control" and the subsection of "Disaster, Assistance and Rescue Team (DART)". The lack of experience in these two areas was given a "Neutral" rating by the SEB. VendTech and its major subcontractors received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in all of the other areas of the PWS. VendTech's performance record as reflected in its Past Performance proposal, questionnaires, and CPARS evaluations creates a High level of confidence that VendTech will successfully perform the required effort.

Whitestone

The evaluation of Whitestone's Past Performance resulted in a High Level of Confidence rating. The Offeror and its major subcontractors relevant past performance is highly pertinent to this acquisition; demonstrating very effective performance that would be fully responsive to NASA/Ames Protective Services Office (PSO) Support Services contract requirements. The Past Performance contracts cited in the Whitestone proposal along with other past performance checks conducted by the SEB revealed past performance experience in every major section and subsection of the PWS except for the subsections of "Canine (K-9) Operations", "Resource Protection Program", "Information Security and Communication Security", and "Technical Security". The lack of experience in these areas was given "Neutral" ratings by the SEB. Whitestone and its major subcontractors received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in all of the other areas of the PWS. Whitestone's performance record as reflected in its Past Performance proposal, questionnaires, and CPARS evaluations creates a High level of confidence that Whitestone will successfully perform the required effort.

Mission Suitability Factor

American Paragon

The Mission Suitability proposal submitted by American Paragon received 955 points (out of a possible 1000) and is the highest score.

In the Management Approach Subfactor, American Paragon received an adjectival rating of Excellent with a numerical score of 276 points (out of a possible 300). No Significant Weaknesses or Weaknesses were identified. Two (2) Significant Strengths and two (2) Strengths were identified. The two (2) Significant Strengths were assigned to American Paragon for (1) A very detailed highly effective approach to providing staffing that includes plans to overcome staffing difficulties or fluctuations that may occur during the life of the contract; and (2) A highly effective management approach by assigning a Quality Control Monitor responsible for training and maintaining performance standards in the area of security requirements. The two (2) Strengths were assigned to American Paragon for (1) Its very effective program of supplemental

training, subsidized fitness programs, assignment rotations, performance awards and a "promote-from-within" advancement paradigm which are all aimed at employee development; and (2) As part of its fringe benefit program, much better than the negotiated collective bargaining agreement Long Term Disability insurance coverage in its compensation plan for both fire and security personnel.

In the Technical Approach Subfactor, American Paragon received an adjectival rating of Excellent with a numerical score of 679 points (out of a possible 700). No Significant Weaknesses or Weaknesses were identified. One (1) Significant Strength and one (1) Strength were identified. The one (1) Significant Strength was assigned to American Paragon for its highly effective risk mitigation plan to capture the incumbent's and a highly effective and efficient approach to phase-in by utilizing an experienced Phase-In Team. The one (1) Strength was assigned to American Paragon for its very effective approach to cross training individual managers to perform multiple functions where workload demands and skill set compatibility allows.

HBC

The Mission Suitability proposal submitted by HBC received 560 points (out of a possible 1000) and is the second lowest score.

In the Management Approach Subfactor, HBC received an adjectival rating of Good with a numerical score of 210 points (out of a possible 300). No Significant Strengths, Significant Weaknesses or Weaknesses were identified. One (1) Strength was identified. The one (1) Strength was assigned to HBC for its management approach that implements a very effective process for dealing with underperforming employees.

In the Technical Approach Subfactor, HBC received an adjectival rating of Fair with a numerical score of 350 points (out of a possible 700). No Significant Strengths, Strengths, or Significant Weaknesses were identified. One (1) Weakness was identified. The one (1) Weakness was assigned to HBC for not providing sufficient rationale for its approach to staffing various security requirements. The lack of sufficient rationale supporting the HBC's staffing approach for the Uniformed Operations and Infrastructure Security Task Orders, PWS Sections 3 and 4 does not demonstrate an effective approach to staffing the requirements therefore increasing the risk of unsuccessful contract performance. More specifically, HBC did not provide sufficient rationale to justify its staffing approach for Security Police Officers (SPO), Security Officers (SO), Access Control and Armorer. The number of contractor staff proposed does not appear reasonable based on the requirements outlined in the PWS.

VendTech

The Mission Suitability proposal submitted by VendTech received 479 points (out of a possible 1000) and is the lowest score.

In the Management Approach Subfactor, VendTech received an adjectival rating of

Fair with a numerical score of 150 points (out of a possible 300). No Significant Strengths or other Weaknesses were identified. One (1) Strength and one (1) Significant Weakness were identified. The one (1) Strength was assigned to VendTech for its very effective incentive compensation approach aimed at employee retention, morale, and productivity. The one (1) Significant Weakness was assigned to VendTech for not supplying adequate details and rationale to assess the reasonableness, effectiveness and efficiency of the mitigations proposed for the VendTech-identified risks.

In the Technical Approach Subfactor, VendTech received an adjectival rating of Fair with a numerical score of 329 points (out of a possible 700). No Significant Strengths were identified. One (1) Strength, one (1) Significant Weaknesses and one (1) Weakness were identified. The one (1) Strength was assigned to VendTech for its very effective and efficient approach to utilizing personnel from one unique group of employees who could effectively serve as backups for absent key personnel under their Staffing/Labor Mix Rationale. The one (1) Significant Weakness was assigned to VendTech for not effectively and efficiently addressing the support required to perform the Criminal Justice Information System (CJIS) and California Law Enforcement Telecommunication System (CLETS) personnel access suitability checks. The one (1) Weakness was assigned to VendTech for not providing sufficient rationale to support its proposed staffing of the Emergency Operations Center (EOC).

Whitestone

The Mission Suitability proposal submitted by Whitestone received 627 points (out of a possible 1000) and is the second highest score.

In the Management Approach Subfactor, Whitestone received an adjectival rating of Good with a numerical score of 207 points (out of a possible 300). No Significant Strengths, Significant Weaknesses or Weaknesses were identified. One (1) Strength was assigned to Whitestone for its proposed employee awards program which was assessed to be a very effective approach aimed at employee retention, morale, and productivity.

In the Technical Approach Subfactor, Whitestone received an adjectival rating of Good with a numerical score of 420 points (out of a possible 700). No Significant Strengths, Significant Weaknesses or Weaknesses were identified.

Price Factor

The SEB, with the assistance of the Contract Price/Cost Analyst, evaluated each Offeror's Price proposal.

American Paragon had the lowest total proposed Price.

HBC had the second highest total proposed Price.

VendTech had the second lowest total proposed Price.

Whitestone had the highest total proposed Price.

Selection Decision

FAR 15.308, Source Selection Decision, states:

The source selection authority's (SSA) decision shall be based on a comparative assessment of proposals against all source selection criteria in the solicitation. While the SSA may use reports and analyses prepared by others, the source selection decision shall represent the SSA's independent judgment. The source selection decision shall be documented, and the documentation shall include the rationale for any business judgments and tradeoffs made or relied on by the SSA, including benefits associated with additional costs. Although the rationale for the selection decision must be documented, that documentation need not quantify the tradeoffs that led to the decision.

My selection decision represents my independent judgment. I carefully reviewed all of the SEB's findings to ensure a full understanding. I did not simply count and compare the numbers of findings; rather, I considered the potential impact of each finding and its relevance to this proposed effort, against the selection criteria prescribed in the RFP. I carefully reviewed all of the findings of the SEB, and I concur with and adopt all of them without exception. I am fully satisfied that the SEB conducted a thorough and well-reasoned analysis of each of the proposals submitted and that their findings are appropriate and reasonable.

To reiterate, Past Performance is slightly more important than Mission Suitability and Mission Suitability is moderately more important than Price. Past Performance and Mission Suitability when combined are significantly more important than Price.

VendTech's Past Performance level of confidence rating was assessed as "High" by the SEB. VendTech and its major subcontractors relevant past performance was determined to be highly pertinent to this acquisition and received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in most areas of the PWS. However, I note that the SEB determined that the Past Performance contracts cited in the VendTech proposal along with other past performance checks conducted by the SEB revealed a lack of past performance experience in the major PWS section of "Handling of Export Control" and the subsection of "Disaster, Assistance and Rescue Team (DART)". Based upon these findings, the Past Performance level of confidence rating of "High" assessed by the SEB is the appropriate rating.

VendTech's Mission Suitability proposal received the lowest Mission Suitability score of 479. In the Mission Suitability factor, the VendTech proposal earned two Strengths

and three Weaknesses, two of which were "Significant Weaknesses." I acknowledge that VendTech received strengths for its very effective incentive compensation approach to enhance employee retention, morale, and productivity, and for its very effective and efficient approach to utilizing personnel from one unique group of employees who could effectively serve as backups for absent key personnel. However, I am particularly concerned with the two "Significant Weaknesses" for (1) not supplying adequate details and rationale to assess the reasonableness, effectiveness and efficiency of its proposed mitigations for the VendTech-identified risks, and (2) not effectively and efficiently addressing the support required to perform the CJIS and CLETS personnel access suitability checks. These significant weaknesses appreciably increase the risk of unsuccessful contract performance.

With regard to price, VendTech had the second lowest price. In summary, VendTech's Past Performance level of confidence rating of "High" was one of the two lowest rated and its Mission Suitability score was the lowest Mission Suitability score. Therefore, with one of the two lowest Past Performance ratings, the lowest Mission Suitability score, and the second lowest price, I do not select VendTech for contract award.

Whitestone's Past Performance level of confidence rating was assessed as "High" by the SEB. Whitestone and its major subcontractors relevant past performance was determined to be highly pertinent to this acquisition and received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in most of the areas of the PWS. However, I note that the SEB determined that the Past Performance contracts cited in the Whitestone proposal along with other past performance checks conducted by the SEB revealed a lack of past performance experience in the PWS subsections of "Canine (K-9) Operations", "Resource Protection Program", "Information Security and Communication Security", and "Technical Security". Based upon these findings, the Past Performance level of confidence rating of "High" assessed by the SEB is the appropriate rating.

Whitestone's Mission Suitability proposal received the second highest Mission Suitability score of 627. In the Mission Suitability factor, the Whitestone proposal earned one Strength and no Weaknesses. While I acknowledge the one strength that Whitestone received for a very effective employee awards program, I must also highlight that there were no other strengths assessed for the Whitestone proposal. Admittedly, there were also no weaknesses assessed for this proposal. Basically, with the absence of any additional Mission Suitability findings, the SEB determined that for all other evaluated areas of the Whitestone proposal, the proposal provided adequate information that met the RFP requirements and in meeting these requirements Whitestone neither created nor disclosed any additional areas of strength or weakness. The Mission Suitability score of 627 is properly assessed and supported by the SEB's findings.

With regard to price, Whitestone had the highest price. In summary, Whitestone's Past Performance level of confidence rating of "High" was one of the two lowest rated and its Mission Suitability score was the second highest Mission Suitability score.

Therefore, with one of the two lowest Past Performance ratings, the second highest Mission Suitability score, and the highest price; I do not select Whitestone for contract award.

HBC's Past Performance level of confidence rating was assessed as "Very High" by the SEB. I note that HBC and its major subcontractors demonstrated relevant past performance that is of exceptional merit, is very highly pertinent to this acquisition, and indicates exemplary performance in a timely, efficient, and economical manner. The Past Performance contracts cited in the HBC proposal along with other past performance checks conducted by the SEB revealed a lack of past performance experience in the "Disaster, Assistance and Rescue Team (DART)" subsection of the PWS. Based upon these findings, the Past Performance level of confidence rating of "Very High" assessed by the SEB is the appropriate rating. This was one of the two highest Past Performance level of confidence ratings.

HBC's Mission Suitability proposal received the second lowest Mission Suitability score of all proposals with a score of 560. In the Mission Suitability factor, the HBC proposal earned one Strength and one Weakness. I acknowledge HBC's very effective proposed approach for dealing with underperforming employees, and yet I must also acknowledge that HBC's proposal received a weakness for the lack of sufficient rationale supporting its staffing approach. The SEB correctly assessed this weakness in the Technical Approach subfactor and its impact on the Technical Approach subfactor score. The absence of any additional Mission Suitability findings of strengths and weaknesses indicate that the SEB determined that for all other evaluated areas of the HBC proposal provided adequate information that simply met the RFP requirements. The Mission Suitability score of 560 is properly assessed and supported by the SEB's findings.

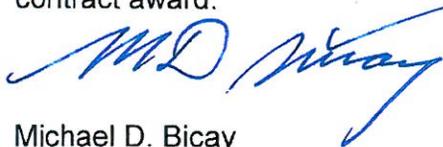
With regard to price, HBC had the second highest price. In summary, HBC's Past Performance level of confidence rating of "Very High" was one of the two highest rated and its Mission Suitability score was the second lowest Mission Suitability score. Therefore, with a "Very High" Past Performance rating, the second lowest Mission Suitability score, and the second highest price, I do not select HBC for contract award.

American Paragon's Past Performance level of confidence rating was assessed as "Very High" by the SEB. I note that American Paragon and its major subcontractors demonstrated relevant past performance that is of exceptional merit, is very highly pertinent to this acquisition, and indicates exemplary performance in a timely, efficient, and economical manner. American Paragon and its major subcontractors received a mix of "Excellent" and "Very Good" ratings on their past performance questionnaires in every major section and subsection of the PWS. Based upon these findings, the Past Performance level of confidence rating of "Very High" assessed by the SEB is the appropriate rating. This was one of the two highest Past Performance level of confidence ratings.

American Paragon's Mission Suitability proposal earned the highest Mission Suitability score of all proposals with a score of 955 out of a possible 1000 points – 328 points

higher than the next highest score of Whitestone. In the Mission Suitability factor, the American Paragon proposal earned three Significant Strengths, three Strengths and no Weaknesses. I am impressed with American Paragon's significant strength for its detailed highly effective approach to providing staffing that includes plans to overcome staffing difficulties or fluctuations that may occur during the life of the contract. I am also positively influenced by American Paragon's proposed highly effective and unique management approach to assign a Quality Control Monitor to be responsible for training and maintaining performance standards in the area of security requirements. I am additionally impressed with American Paragon's significant strength for its robust and detailed risk mitigation plan for phase-in, its highly efficient and effective approach to phase-in, and its proposed use of an experienced phase-in team. It is abundantly clear from the SEB's findings that American Paragon submitted an exceptionally strong proposal. The Mission Suitability score of 955 is properly assessed and supported by the SEB's findings. And finally, American Paragon offered the lowest price of all of the Offerors.

In conclusion, American Paragon's "Very High" Level of Confidence rating for Past Performance and the superiority of its Mission Suitability proposal along with its lowest price clearly substantiate that American Paragon will provide the best value to the Government. Therefore, I select American Paragon Protective Services, LLC for contract award.



Michael D. Bicay
Source Selection Authority