

We make your Secondary Operations our primary responsibility

SEC-OPS



\*\*Certified Small Business with large business experience.

\*\*Service Disabled Veteran Owned.

\*\*SBA Certified HUBZone Firm.

\*\* Cage: 42HK3

DUNS: 199724894

Federal ID: 20-2752378

## Statement of Capabilities



**Submitted by:**

Sec-Ops, Inc

5729 Leopard Street, Building 8  
Corpus Christi, Texas 78408

**Point of Contact:**

Mr. Robert Lott, Chief Executive Officer  
Phone # 361-299-6767 Fax # 361-299-6769



## 1.0 Executive Summary

Thank you for taking the time to review Sec-Ops, Inc. sources sought response detailing our capabilities and qualifications. Sec-Ops is the “best value” contractor providing quality and reliable services directly supporting your mission requirements. The information that follows describes the experience, capability and qualifications of Sec-Ops, Inc. partnering with our clients to provide facility security services that are focused on quality customer service and low-risk approach to meeting the required security environment that may be requested.

### 1.1. A History of Success – Sec-Ops

Sec-Ops, Inc. was established in Texas in April of 2005 and maintains its corporate headquarters in Corpus Christi. Today, Sec-Ops operates a host of security and facility contracts for both commercial and government customers nationwide. Sec-Ops, Inc. is an SBA certified Small Disabled Business Enterprise, a (CVE) Certified Service Disabled Veteran Owned small business (SDVOSB), Federal HUBZone certified and Texas HUB Business Enterprise serving the commercial industry, and multiple counties, state, and federal government agencies. Sec-Ops reputation is built on delivering quality services that meet or exceed our clients’ requirements and expectations. Sec-Ops is registered in the System of Award Management (SAM) and our Representations and Certifications are current.

### 1.2. Sec-Ops approach to support our clients

We are providing clear and concise detail on the approach that Sec-Ops will utilize on your specific program/project. Some highlights include:

- **Supervision that minimizes performance risk.** Sec-Ops has the primary responsibility for supporting the client’s secondary facility operations. Sec-Ops managers and supervisors will coordinate all security operations per the client scope of work. Sec-Ops maintains responsibility for contract performance by empowering our program manager, and onsite supervisors for immediate response to the clients staff needs while reporting simultaneously to the Sec-Ops Contract Manager. This support of responsibility will ensure that the Sec-Ops staff is well informed and will interact with the client representatives as a single entity.
- **Required Licenses in place.** Our company is currently registered for business in Texas, Arizona, Louisiana, Florida, and Wyoming with current state security company licenses in Texas, Arizona and Wyoming supporting 147 Armed/Unarmed Security Officers. We have the capability to rapidly register and secure licensing in any additional state requested. Our staff is properly licensed and trained on all security operations and state requirements. Sec-Ops maintains its own licensed and certified training academy for initial and follow on training and certification of its officers. In short, we will be ready to begin work within the timelines requested.
- **Risk reduction through a knowledgeable staff.** Our team will utilize our experience of providing security operations and implement the required initiatives to support both the client’s facility security plan and their staff. Our current knowledgeable personnel are familiar with the

security process to get the personnel in place to provide continual services without interruption. Our team is able to immediately respond to any concerns that the client may have of any sort.

### **1.3. Sec-Ops Capabilities and Contract Benefits**

The Sec-Ops team has a unique set of qualifications that provide our client with assurances of consistent and operational support on this important security program. Some of the principal benefits of our partnership approach include:

- Sec-Ops has the Experience in Security Operations of large magnitude
- Our team brings a deep understanding of industrial security
- Sec-Ops is a highly capable small business with large business experience
- Our management team has a strong in-depth background in security operations

### **1.4. The Sec-Ops Team will support our client**

With a distinguished history of military service to our country, Sec-Ops brings a foundation of excellence and dedication for service to our customers. Our focus of providing safe and secure environments for all of our customers is unwavering and our commitment to professional service is unsurpassed. We are fully insured, licensed and registered in the System for Award Management (SAM). Leveraging our experience integrating security services for federal, state, local governments and commercial customers, we can successfully deliver customized security solutions under a variety of settings in nearly any environment Nationwide.

As threats and risk continue to arise in today's society, the need for professional, reliable, and an integrated security solution that ensures the effective protection of your facility, personnel and assets is absolutely critical. Sec-Ops takes pride in our professional security services we deliver. Our corporation can be counted on to protect our customers and their interests. Ranging from our security personnel you may encounter on a daily basis to the steadfast and expert corporate staff you regularly interact with. Sec-Ops embodies professionalism in every aspect of our security solutions that we offer.

Our federal, state and commercial clients throughout the nation rely on Sec-Ops to develop, integrate and oversee highly sophisticated security programs. Successfully operating in some of the most demanding working conditions in the industry, our professionals counter quickly with emerging threats with trusted and proven protection solutions and security services.

Our proposed security service solutions will meet all requirements requested by our clients and their respective Statements of Work (SOW). We work closely to confirm that all elements of the client SOW are reviewed, implemented and are understood. We acknowledge that our client's require an experienced and responsive security contractor with the management skills, flexibility, and technical capabilities to successfully meet the challenges of their projects. We provide the clients staff a security management team that is focused on customer satisfaction and responsive to a challenging and dynamic security program.

We succeed by taking care of our personnel and empowering them to do the best job. Our references will attest to our ability of providing quality personnel supported by the corporation. We



consistently demonstrate the ability to provide consistent and stable support for the project site and any other future requests. The Sec-Ops team will exceed the objectives listed requested in providing facility security services, and be a proud team member supporting the client mission and providing a successful quality security program.

## 2. Corporate Information and Business Qualifications

### 2.1. Corporate Information

Sec-Ops, Incorporated is a Texas C-Corp for profit business founded in April 26<sup>th</sup>, 2005 and has no parent company. We have operated continuously under no other name over the Past 13 years. We are headquartered at 5729 Leopard Street building 8 in Corpus Christi, Texas and operate a number of contracts in the local region as well as nationwide. We understand security guard labor markets, operating conditions, and need for flexible support in any region. We employ less than 500 personnel as we are a small business as certified by the SBA. We do operate nationwide and we are a federal contractor listed in the SAM database and maintain a facility security clearance. The principals of the corporation that are authorized to bind the corporation are Mr. Robert Lott, CEO and Mr. John Stout, Vice President/COO. Contact information is listed below:

Mr. Lott: 5729 Leopard Street Building 8 Corpus Christi, Texas 78408  
Phone: 361-299-6767  
Fax: 361-299-6769  
Cell: 361-688-4127  
Email: [robert@secopsinc.com](mailto:robert@secopsinc.com)

Mr. Stout: 5729 Leopard Street Building 8 Corpus Christi, Texas 78408  
Phone: 361-299-6767  
Fax: 361-299-6769  
Email: [john@secopsinc.com](mailto:john@secopsinc.com)

#### Corporate personnel contacts are listed below:

Director of Administration: Ms. Priscilla Robles  
Phone: 361-299-6767  
Fax: 361-299-6769  
Email: [priscilla@secopsinc.com](mailto:priscilla@secopsinc.com)

Director of training: Mrs. Rose Herrera  
Phone: 361-299-6770  
Fax: 361-299-6769  
Email: [rose@secopsinc.com](mailto:rose@secopsinc.com)

Wyoming Operations Manager: Mr. Victor Meyers  
Phone: 307-275-2205  
Fax: 361-299-6769  
Email: [victor@secopsinc.com](mailto:victor@secopsinc.com)

- ***Our Team Brings a Deep Understanding of Security Operations***

For more than 13 years, Sec-Ops has demonstrated its capability, compliance, and responsiveness as a partner with our clients. Sec-Ops has successfully answered the call for additional posts with no delay, responded with qualified personnel in all emergency situations and has a thorough understanding of our clients requirements regarding personnel recruiting, suitability processing, training, licensing, security protocol awareness, personnel polygraph checks, credit checks, security procedures, transportation safety, and ensure all posts are staffed in accordance with the client requests. We work effectively with our clients, law enforcement officers and the general public. This program interfaces very closely with the client to maintain the core mission and require our officers to have the professionalism and support working in the safest and most secure manner possible. Our team is highly familiar with all facets of the security operations and our personnel are able to work seamlessly with the client staff.

- ***Sec-Ops is a Highly Capable Small Business***

There is no doubt that the scope and importance of a strong security program and might prove more than many small businesses can handle. Sec-Ops has demonstrated that it is fully capable of handling the challenges of any security mission as our team was recognized by the Wyoming Army National Guard for our outstanding performance. Sec-Ops is well-managed, financially stable, and has the infrastructure to operate and sustain multi-site contracts. Sec-Ops is not involved in any claims or lawsuits, we have no judgments, arbitration proceedings, lawsuits pending against the corporation or the officers of the corporation. We have not filed any lawsuits or requested any arbitration against anyone with regard to security services contracts since the corporation was established (in the past 13 years). Sec-Ops has not been terminated for any reason for any contract that we have held. We have not failed to perform on any contract or failed to complete any contract term.

- ***Our Team Has A Strong Background in Security Projects***

The Sec-Ops management team has the experience in successfully running facility security operations under 23 separate contracts simultaneously nationwide. Sec-Ops is currently providing over 235,000 armed/unarmed security guard hours for our clients. We have the resources to support our client's security programs and we are confident in our ability to exceed any client requirements. Sec-Ops has built our business by providing the very best support to customers with requirements very similar to your facility.

### **3. Technical Support Information- Staffing Plan**

Perhaps the most critical component of the contractor security program is staffing – the ability to consistently provide the required number of capable, trained, and licensed personnel.

#### **3.1. Capability to Furnish and Retain Individual Teams**

Sec-Ops will provide quality personnel with the qualifications, flexibility, cultural sensibilities, reliability and licenses to successfully meet the project challenges while providing the quality of work expected. Sec-Ops is focused on meeting performance and customer satisfaction requirements.

### **3.1.1. Phase In Planning Requirements**

A Sec-Ops phase in check lists covers all items required to successfully start or transition a security contract. Our proven checklist must be completed to ensure success of any contract and are typically completed in less than 30 days from award. Upon notification of award, a Project Master Schedule would be specifically tailored and shared for a contract/task order issued by our new client.

Our transition checklist is a part of the Sec-Ops Project Planning and Control System that is used as a part of our established set of iterative processes from which plans are generated and information is distributed to managers. Development of plans is accomplished by defining and authorizing work, establishing budget and schedule base lines. Generation of feedback, which assists managers in controlling projects by allowing them to anticipate, rather than merely react to problems, is accomplished by accumulating data, analyzing and measuring performance, formulating corrective action plans, and making necessary changes to work scope, schedules, and budgets.

## **3.2. Personnel Qualifications**

Candidates for employment will meet all of the requirements presented by the client. All candidates for employment on this program will be U.S. citizens and at least 21 years old, have a high school diploma or GED, and able to safely follow procedures and properly use security equipment. Furthermore, we will ensure that guards speak, read, and write English fluently, and are able to understand, explain, interpret, and apply rules and regulations. In addition to these requirements, all candidates will have at least one of the following experience or education qualifications: one year of security experience, three years of military/National Guard experience, successfully completion of a state certified Police Officer's Standard Training academy or federal law enforcement academy, or a combination of experience and education.

During the screening process, we also conduct an extensive credit and criminal history check to ensure that candidates have good financial standing, and have no previous arrests or convictions. We also contact candidate references to verify that candidates have the demeanor and competence necessary to complete the work required under the Statement of Work. Furthermore, we ensure that all commissioned candidates comply with the Lautenberg Amendment in order to serve as a commissioned officer should the need arise. For further explanation of the Employee hiring process please request see our screening tool.

## **3.3. Training**

Training is a critical element in ensuring that the contractor's employees have the skills and qualifications to carry out their duties. All Sec-Ops personnel employed are or will be qualified and certified in accordance with the contract requirements and our training academy standards. It is important to note that all such personnel employed under this contract will remain certified throughout the contract term as our continuing education program maintains all certifications. In the instance of new employee hire and in support of ongoing employee training, Sec-Ops will draw on existing training personnel and resources currently residing in the region. The Sec-Ops training

academy has extensive experience providing Security Officer training, as we have provided training for hundreds of security officers working contracts with various federal government agencies. Sec-Ops provides training that equips our officers to handle their daily tasks, as well as any potential problems or situations which may arise. Sec-Ops brings a unique expertise to Security Officer training. Unlike other contractors in the security services field, Sec-Ops considers security training a cornerstone of its business offerings. Sec-Ops members invest heavily in training resources, course development, technology, and quality training facilities. Sec-Ops provides a training program that develops an officer's requirements of the assignment, the equipment, the firearms (if required), and the processes and procedures of Sec-Ops. Additionally, our training program reinforces the mission of our clients, the expectations of the Sec-Ops security officer, site procedures, and methods for de-escalation of conflict. Sec-Ops will further train its officers to recognize the threats applicable to the site assigned, to include medical emergencies.

The Sec-Ops training academy delivers all basic and advanced security training, refresher training, American Red Cross (ARC) first aid, non-lethal weapons and firearms training, as well as coordinates annual firearms qualifications. To support our security officers in the field, Sec-Ops employ a vast network of security, medical, ARC and firearms trainers. Our trainers are accredited through all required regulatory bodies, including the National Rifle Association (NRA), and various state agencies. Firearm re-qualifications are conducted to State standards. Repetitive training with quality instructors is the only answer to ensure effective response. This is not just an exercise, but includes real life scenarios and solutions.

## **4. Quality Control Plan**

Sec-Ops will provide a Quality Control Plan (QCP) that will describe the objectives and implementation of quality control activities which ensure that all work meets contractual standards and required performance metrics. All employees working on assigned tasks and associated support functions for contracted sites will comply with this plan.

We are committed to providing responsive and cost-effective services that comply with the quality standards of our clients. We will develop a Quality Control Plan (QCP) to define all quality-related activities and measures necessary to ensure the consistent delivery of services. Our QC activities are designed to verify, evaluate, take corrective action, and ensure continuous improvement in the following areas: management, contract compliance, quality of services provided, performance verification and evaluation, and client satisfaction.

Team Sec-Ops' approach to implementing the principles of the QCP includes three critical elements:

1. Frequently monitor and evaluate contract performance to identify areas for improvement or innovation.
2. Perform ongoing assessments of contract performance against quality benchmark metrics and best practices.
3. Communicate performance expectations to all personnel at all levels of the organization structure.

Sec-Ops' QCP is designed to ensure work performed under this program meets the requirements set forth in the client requirements. The plan includes continuous quality control at the contract and

project level, ongoing process improvements and monitoring of work activities through quality assurance inspections on the project site.

## **5. Additional Services**

The Sec-Ops integration team has an impressive performance history with the government in security technology. Please review our technology page of our website. Here are some of our additional services:

### **Design, Build, Engineer, & Install**

The Sec-Ops integration team has intimate knowledge of both hardware and software security solutions your industry budget. Whether you are prepared to invest in a full security system or need assistance with your network, Sec-Ops has the experienced personnel to complete the job. We do panel integration, Access Control systems, installation of IP cameras, and video analytics. Our team of highly trained technicians is up to the challenge. When it comes to the security of your facility, only a properly designed and well conceived comprehensive plan is adequate in order to protect your assets and we will design the system that fits both your budget and security mission.

### **Systems Integration Solutions**

- **Wide area surveillance and CCTV**
- **Access Control**
- **Mass notification Systems / Paging**
- **Gate Operators and perimeter sensors**
- **Emergency communication/Panic systems**
- **Outdoor / Perimeter Protection**
- **Intrusion Alarm**
- **Intercom systems**
- **IP Communication Systems**

### **IT & Communications Resource**

Sec-Ops is also capable of fulfilling your various Information security technology hardware needs. Our Integration staff can aid your organization with server room design, wide area networks, intrusion detection systems, storage area network design, hardwiring and cabling solutions as well as technology relocation and recovery installations. In today's IT driven network, communication systems, and security technology it pays to have an experienced and professional staff to ensure your security mission remains efficient. We provide:

- **Cabling / Conduit Installations**
- **Maintenance Services**
- **Wide Area Surveillance Network Design**
- **Remote Monitoring Solutions**
- **Technology Relocation**
- **Security Network Design**
- **Intrusion Detection Systems**
- **Security System Networking Specialists**

Sec-Ops is confident that if afforded the opportunity to provide any of our task functions in facility services, emergency management, security guard services, government compliant security/access control systems, design/install and CCTV/wide area surveillance system services for your industry you will be impressed with our commitment and quality services.

Sec-Ops is a leading industry provider of high quality facility and total security services with current government and commercial performance history. With our management experience, strategic partners, industry resources, and our fluid capabilities, we are capable of rapidly standing





## Sources Sought Response

up contracts meeting the most challenging requirements. Sec-Ops stands firm to deliver quality facility and/or security services at the Best Value. As a graduate of the Veteran Institute for Procurement, our processes and contracting abilities are stamped as procurement ready. We can contract under the CVE Certified SDVOSB or HUBZone procurement set-a-sides or sole source.

Please contact us should you have any questions concerning our capability. Thank you for your time.

Respectfully,

Robert D. Lott  
CEO  
Sec-Ops, Inc.  
A service disabled veteran owned corporation



**NOTE:** All certifications, Licenses, and Insurances are listed on our website for your convenience.  
<https://secopsinc.com>



**Government/Commercial/Industrial Facilities & Security Services**

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