



State Term Contract No. 92121500-20-1
For
Security Guard Services

This Contract is between the State of Florida, Department of Management Services (Department), an agency of the State of Florida and **G4S Secure Solutions (USA) Inc.** (Contractor), collectively referred to herein as the “Parties.”

The Contractor was awarded to provide Security Guard Services in the following Region(s): Regions 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11.

Accordingly, the Parties agree as follows:

I. Initial Contract Term.

The Initial Contract Term shall be for five (5) years unless terminated earlier in accordance with the Special Contract Conditions. The Initial Contract Term shall begin on 03/03/2020 or on the last date the contract is signed by all Parties, whichever is later.

II. Renewal Term.

Upon mutual written agreement, the Parties may renew this Contract, in whole or in part, for a Renewal Term not to exceed the Initial Contract Term, pursuant to the incorporated Special Contract Conditions.

III. Contract.

As used in this document, “Contract” (whether or not capitalized) shall, unless the context requires otherwise, include this document and all incorporated Attachments, which set forth the entire understanding of the Parties and supersedes all prior agreements. All modifications to this Contract must be in writing and signed by all Parties.

All Attachments listed below are incorporated in their entirety into, and form part of this Contract. The Contract Attachments shall have priority in the order listed:

- a) Price Sheet, Attachment A
- b) Scope of Work, Attachment B
- c) Special Contract Conditions (Florida), Attachment C
- d) Addenda to Solicitation, (in reverse order of issuance)
- e) RFP and RFP attachments
- f) Contractor’s submitted Technical Proposal

**State Term Contract No. 92121500-20-1
For
Security Guard Services**

IV. Contract Management.

Department's Contract Manager:

Frank Miller

Division of State Purchasing

Florida Department of Management Services

4050 Esplanade Way, Suite 360.9X

Tallahassee, Florida 32399-0950

Telephone: (850) 488-8855

Email: Frank.Miller2@dms.myflorida.com

Contractor's Contract Manager:

Jennifer Kuchler

G4S Secure Solutions (USA) Inc.

1225 Broken Sound Pkwy., Suite E

Boca Raton, FL 33487

Telephone: (561) 386-0469

Email: Jennifer.Kuchler@usa.g4s.com

IN WITNESS THEREOF, the Parties hereto have caused this Contract, which includes the incorporated Attachments, to be executed by their undersigned officials as duly authorized. This Contract is not valid and binding until signed and dated by the Parties.

**CONTRACTOR
G4S Secure Solutions (USA) Inc.**

**STATE OF FLORIDA,
DEPARTMENT OF
MANAGEMENT SERVICES**

**Tami Fillyaw
Chief of Staff**

**8/31/20
Date:**

Date:

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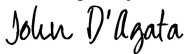
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**CONTRACTOR
G4S Secure Solutions (USA) Inc.**

DocuSigned by:



John D'Agata

Senior Vice President, South Florida

3/6/2020 | 08:12 EST

Date:

**STATE OF FLORIDA,
DEPARTMENT OF
MANAGEMENT SERVICES**

DocuSigned by:



Tami Fillyaw
Chief of Staff

3/9/2020 | 3:49 PM EDT

Date:

Attachment B

Scope of Work (SOW)

1. Purpose

To provide Security Guard Services pursuant to the terms in State Term Contract 92121500-20-1 for use by Customers. A map of the regions of service is set forth in Attachment L – Region Map.

2. Commodity Code List

UNSPSC	Class/Commodity Description
92121500	Guard Services
92121502	Burglary protection services
92121504	Security guard services

3. Overview

The Contractor will provide Security Guard Services for the awarded regions of service as set forth in the Contract. The Contractor shall ensure Security Guards and any provided Security Guard Services properly carry out the primary duty of safeguarding Customer employees, the general public, and the applicable property. The Contractor shall provide all labor, supervision, materials, and equipment necessary to perform and complete the services in all respects in accordance with this Contract and any Customer Service Level Agreement (SLA), referenced in SOW Section 9. The Contractor hereby warrants that all services shall be performed in a timely and professional manner and in accordance with the terms of this Contract and any Customer SLA.

4. Operational Hours

4.1 Contractor will maintain an administrative office during the term of this Contract, and any renewals, which shall be open from 8:00 a.m. through 5:00 p.m., Eastern Time, on business days. The administrative office does not need to be open on holidays observed by state agencies as defined by SOW Section 21.2.

4.2 Provision of Security Guard Services and Ancillary Equipment will vary based on each Customer's service needs. Length of service may vary, as well as number of hours worked in a day, which may range from one (1) hour to twenty-four (24) hours per day. An employee's workweek will vary based on each Customer's service needs and will be a fixed and regularly recurring period of 168 hours—seven consecutive 24-hour periods. Service lengths are as follows:

Long Term Commitment: One or more years of Security Guard Services provided to a Customer

Short Term Commitment: Less than one year of Security Guard Services provided to a Customer

Full Time: 35 to 40 hours per workweek of Security Guard Services provided to a Customer

Part-Time: 1 to 34 hours per workweek of Security Guard Services provided to a Customer

Occasional: Days, hours, and frequency of Security Guard Services provided to a Customer may vary. This type of length of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.

4.3 Security Guards may not work more than 40 hours per workweek unless authorized to do so by the Customer in writing prior to the provision of services in excess of 40 hours per workweek.

4.4 No Security Guard shall work more than twelve (12) consecutive hours, in any 24-hour period. This limitation may be waived by the Customer in emergency situations that are beyond the control of the Contractor, i.e., weather conditions preventing the next shift from getting to the facility. The Contractor must notify the Facility Manager and/or the Customer's designated point of contact about any emergency situation as it occurs and request an advance waiver of this term for each occurrence.

5. Licensing Requirements/Eligibility Criteria

5.1 All armed and unarmed Security Guards must have the applicable state of Florida Department of Agriculture and Consumer Services Security Guard Class license(s) necessary for the position they serve under this Contract, which are to be kept current and on the Security Guard's person while on duty.

5.2 The Contractor is to hold a current state of Florida Department of Agriculture and Consumer Services Class "B" Security Agency license.

5.3 The Contractor shall ensure that its company, and all employees, have valid, current licenses in accordance with Chapter 493, Florida Statutes, to perform Security Guard Services throughout the Contract term, including any renewals. The Contractor shall provide copies of licenses and certificates to the Department or Customer upon request.

5.4 This Contract, and any Customer SLA, may be subject to termination if an unlicensed employee performs services under this Contract for any Customer.

5.5 All armed and unarmed Security Guards employed by the Contractor must have at a minimum of one (1) year of similar Security Guard Services experience.

5.6 All supervisory staff must have at least three (3) years of active Security Guard Services experience.

5.7 All unarmed and armed Security Guards must notify the Contractor in writing within one (1) day if they no longer have a valid, active license necessary to provide Security Guard Services. Upon such notification, the Contractor will arrange for a replacement Security Guard to provide Security Guard Services for the impacted Customers within a time frame mutually agreed upon by the Contractor and the Customer.

6. Position Descriptions

The following are descriptions of Security Guard positions which may be offered under this Contract for Customers. For the purposes of this section, "background in law enforcement" shall mean employment as a law enforcement officer.

6.1 Security Guard Level I: An unarmed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and a minimum of one (1)

year prior experience as a Class "D" licensed Security Guard Officer is required. A one (1) year background in law enforcement may be substituted for prior years of experience.

6.2 Security Guard Level II: An unarmed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and a minimum of two (2) years prior experience as a Class "D" licensed Security Guard Officer is required. A two (2) year background in law enforcement may be substituted for prior years of experience.

6.3 Security Guard Level III: An armed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. A minimum of two (2) years prior experience as a Class "D" licensed Security Guard Officer is required. A two (2) year background in law enforcement may be substituted for prior years of experience.

6.4 Security Guard Level IV: An armed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. A minimum of five (5) years prior experience as a Class "D" licensed Security Guard Officer and a minimum of two (2) years prior experience serving as a Class "D" licensed Security Guard with a Class "G" Statewide Firearm license. A five (5) year background in law enforcement may be substituted for prior years of experience.

6.5 Security Guard Level V: An armed or unarmed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. A minimum of five (5) years prior experience as a Class "D" licensed Security Guard with a Class "G" Statewide Firearm license. A five (5) year background in law enforcement may be substituted for prior years of experience. The individual shall also have the ability to supervise, monitor, and regulate individuals with a Class "D" Security Guard license and a Class "G" Statewide Firearm license in their performance of their assigned duties under this Contract. This level of Security Guard may be a site-supervisor when a Customer requires multiple Security Guards present at the same time to coordinate security service efforts.

6.6 Security Guard Level VI: An armed or unarmed individual with Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. A minimum of ten years' experience as a Class "D" licensed Security Guard with a Class "G" Statewide Firearm license. A ten (10) year background in law enforcement may be substituted for prior years of experience. The individual shall have the ability to supervise, monitor, and regulate Security Guard individuals with a Class "D" Security Guard license and a Class "G" Statewide Firearm license in their performance of assigned duties. When a Customer requires multiple site-supervisors for large or complex sites, this level of Security Guard may be a project manager responsible for coordination of all security service efforts, including managing site-supervisors.

6.7 Emergency Response Security Guards: These are licensed Security Guards, either armed or unarmed, who provide services when an Executive Order has been issued by a governmental entity. An unarmed Emergency Response Security Guard shall have a Florida Department of Agriculture and Consumer Services Class "D" Security Guard

license. An armed Emergency Response Security Guard shall have a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. Contractor will be required to provide Emergency Response Security Guards as specified by the Executive Order and/or at the Customer's request. Emergency Response Security Guards must have training in first response and may be required to work irregular hours, work more than eight (8) hours per day, work extended periods (including weekends and holidays), work at locations other than their official headquarters, and/or work in adverse conditions. Travel expenses for the Emergency Response Security Guards shall be on a cost reimbursement basis, in accordance with Section 112.061, F.S. Customers may have additional policies regulating travel which the Emergency Response Security Guards may need to adhere to.

7. Tasks/Deliverables

The Contractor will be responsible for the following tasks/deliverables at/for each location:

- 7.1 Furnishing trained and qualified armed and unarmed Security Guards to provide services as requested by the Customer. This service will be continuous, regardless of weather, disaster, and/or threatened or actual organized labor actions.
- 7.2 Provide supervision of Security Guards, as required by the Customer's SLA.
- 7.3 Requiring Security Guards enforce the Customer's and the Contractor's security policies, procedures and orders and ensuring Security Guards perform all duties in accordance with the terms of this Contract and the written instructions in a Customer's SLA.
- 7.4 Designating a single point of contact to be the liaison for the State and Contractor staff in order to handle the day-to-day operations.
- 7.5 Working with the Customer to develop site-specific instructions and post orders within thirty (30) days from SLA execution. These instructions and post orders may include, but are not limited to: standing security post, roving security patrols, monitoring security systems, supervising other security guards maintaining security infrastructure, and carrying out other basic security tasks as required by individual properties. All site-specific instructions and post orders are to be approved by the Customer prior to finalizing and distributing to Security Guards. Security Guards are responsible for reviewing and complying with the instructions and post orders.
- 7.6 Create a Standards of Conduct that the Security Guards must abide by and provide a copy of the Standards of Conduct document to the Department's Contract Manager or designee upon request.
- 7.7 Maintain a duty roster of all Security Guards and security management employees, to be provided to the Customer on a monthly basis. Any person(s) who reports for work and identify themselves as someone other than a person listed upon the official Security Guard duty roster shall be denied access to the facility and reported to the proper authorities.
- 7.8 Ensure all Security Guards display a picture I.D. when working at a Customer's site.
- 7.9 The Contractor Security Guard Services provided to Customers will include, but not be limited to, ensuring Security Guards perform the following:

- 7.9.1. Maintain discipline, excellent appearance in accordance with Section 12 of this Scope of Work, professional demeanor, integrity, and attention to duty
- 7.9.2. Review and administer the Customer's site security procedures, instructions, and post orders.
- 7.9.3. Review and comply with the applicable Customer standards of conduct and ethics.
- 7.9.4. Perform access control of persons, vehicles, and other property.
- 7.9.5. Perform site surveillance (by either foot or vehicle).
- 7.9.6. Identify and provide a written report of security and safety violations within 24 hours to the Customer, unless immediate action is necessary. Security Guards are to have effective report writing skills.
- 7.9.7. Ensure Security Guard maintains files for security-related documentation at each security station (Post Orders, Site-Specific instructions, training materials, etc.)
- 7.9.8. Assist the Customer's personnel in emergency situations as identified by the Customer. If an emergency extends beyond the normal working hours, the Security Guard will be paid for additional hours at the standard rate of pay unless the work performed in the emergency situation exceeds 40 hours and such overtime has been authorized by the Customer. Security Guards may be diverted by the Customer from normal assignment duties to respond to emergency situations or special duty assignments. No additional costs shall be charged to the Customer for such diversion of Security Guards for emergency situations; however, the Contractor will not be penalized for any regular daily work task not completed by the Security Guard due to their participation in such emergency activities
- 7.9.9. Take prompt action to prevent or minimize losses, accidents, fires, property damages, safety hazards and security incidents. The Security Guard will take appropriate action on any breach of security, suspicious activity or safety hazard by notifying local Law Enforcement, Emergency Medical Services (EMS) and the Customer's facility manager.
- 7.9.10. Assist Customer staff in the execution of testing a facility's Fire and Life Safety Program.
- 7.9.11. Operate the Customer's security console, security system, elevator system, fire and life safety system, and other safety devices installed and maintained by the Customer as reviewed, discussed and provided during onsite training.
- 7.9.12. Monitor alarms, surveillance screens, and recording devices. This includes monitoring the fire alarm system and responding to any sites where an alarm has been activated, taking appropriate action when needed, and communicating

findings to the Customer to determine if the situation warrants contacting the police or the fire department.

- 7.9.13. Investigate unusual occurrences in and about the premises and maintain an awareness of special activities taking place throughout the facility and property.
- 7.9.14. Conduct random walking patrols at least two (2) times every hour throughout the Customer's facility (including interior stair wells), grounds, and parking lots, being alert for suspicious persons, suspicious packages, personal and Customer's property exposed to theft, and safety concerns. Security Guards shall vary their rounds so as not to be predictable in the arrival times or the time spent at each location.
- 7.9.15. Inspect exterior doors for proper lock down at the facility's set closing time.
- 7.9.16. Where applicable, ensure availability of non-emergency Occasional Security Guards Levels I – VI as required for situations where Customer provides Contractor with 24 hours advanced notice. Ensure availability of Emergency Response Security Guards in accordance with subsection 6.7. Ensure availability of Full-time and Part-time Security Guards Levels I – VI where Customer provides Contractor with 72 hours advanced notice.
- 7.9.17. On-site Security Guards must be capable of responding to any on-site call received within five (5) minutes.
- 7.9.18. Where applicable, comply with the Customer's hazardous materials communication program and the Customer's asbestos operations and maintenance program, which the Customer will provide to the Contractor upon Contract execution.
- 7.9.19. Read and become familiar with applicable State of Florida and Customer's security policies and procedures, to include evacuation procedures.
- 7.9.20. Provide Customer with a replacement Security Guard(s) when Customer requests to rotate or transfer Security Guard(s) when deemed necessary, or at time intervals specified in the SLA.

8. Hiring Standards/Maintaining Employment

The Contractor shall ensure the Security Guards meet or exceed the minimum hiring standards set forth below before assignment to a Customer. The Contractor shall ensure the Security Guards maintain these standards for employment throughout the Contract term, including any renewal term. The Customer reserves the right to request proof of compliance with standards, interview employees, and reject any employee that it deems unqualified.

8.1 Minimum Hiring Standards: The Department requires the Contractor's Security Guards meet or exceed the minimum standards set forth below before assignment to the premises:

- 8.1.1. Must possess a state issued identification card.

- 8.1.2. Must possess a valid and active driver's license if assigned to drive a motor vehicle to provide security guard services.
- 8.1.3. Successfully pass a drug test upon hire.
- 8.1.4. Prior to assignment to the Customer premises, and when Contractor performs refresh background screening, successfully pass a background check, ordered and paid for by the Contractor, through a law enforcement agency or a Professional Background Screener accredited by the National Association of Professional Background Screeners or a comparable standard which will include a check of the following databases:
 - Social security number trace, and
 - Criminal records (Federal, State and County criminal felony and misdemeanor, national criminal database for all states which make such data available).
- 8.1.5. Successfully pass any other background investigations as required by the Customer SLA.
- 8.1.6. Successfully pass a pen and paper literacy test administered by the Contractor including, but not limited to, spelling and grammar. Contractor shall furnish results to Customer or DMS upon request.
- 8.1.7. Complete all required training courses as mandated in state and locality of employment.
- 8.1.8. Meet state licensing requirements for the applicable Security Guard position prior to placement in accordance with the applicable provisions in Chapter 943, Florida Statutes, and Chapter 5N-1, Florida Administrative Code
- 8.1.9. The Contractor's employees must be able to read, write, speak, and understand English clearly. Additionally, upon Customer's request, Security Guards must be bilingual, with English as the primary language and Spanish as the secondary language. This requirement will be exercised on a case-by-case basis and will be specified in the Customer SLA.
- 8.1.10. Physically able to accomplish various tasks that must be performed including, but not limited to, quickly ascending and descending multiple flights of stairs and lifting weight of at least 40 pounds (unless written approval is obtained from the Department that either of or both of these physical requirements are not necessary).
- 8.1.11. Maintain a well-developed level of maturity necessary for professional interaction.
- 8.1.12. Maintain a neat, clean, well-groomed, and professional appearance while providing services in accordance with Section 12 of this Scope of Work.
- 8.1.13. Act in accordance with the terms and conditions of the Contract and the Customer SLAs.
- 8.1.14. Be familiar with, and ensure the facilities are in compliance with, all

existing standards, codes, rules and regulations. Report to Customer any failures or insufficiencies in the delivery of any service.

8.1.15. Be responsive at all levels of service to meet Customer needs.

8.2 The Contractor's hiring practices will be in conformance with all relevant federal and state employment laws.

8.3 The Contractor must have a written drug, alcohol, and other contraband policy pertaining to the use, possession, or transfer of illegal drugs, alcohol, and other contraband items, (including simulated (look-alike) drugs, drug paraphernalia, alcohol, unapproved firearms, explosives, and other weapons). The written policy must include procedures for maintaining a comprehensive drug and alcohol testing program. The Contractor will be solely responsible for ensuring that employees assigned to a facility have been informed of and understand the Contractor's written policy. The Contractor will ensure that copies of said policy are provided to all Security Guards and to the Customer and/or the Department upon request.

8.4 Security Guards found in violation of the Contractor's written policy, including personnel who return a positive test on a drug screen in violation of the Contractor's approved policy, will not be assigned to a facility or must immediately cease providing services under this Contract and it will be the responsibility of the Contractor to timely provide replacement services at the Customer location. The Contractor will be required to comply with and enforce this policy, with respect to the Contractor's employees, as part of employment.

8.5 The use or possession of property belonging to the Department, Customer, or another person without the permission of the rightful owner of such property is not permitted. Security guards found in violation of this term must immediately cease providing services under this Contract and it will be the responsibility of the Contractor to timely provide replacement services.

8.6 The Customer shall reserve the right to contact local authorities to conduct reasonable searches of Security Guards, including privately owned vehicles, while on the property at any time, if permissible under applicable state and local laws.

8.7 Security Guards will not leave assigned posts at any time during or at the end of a shift, unless relieved by the appropriate duty personnel, or unless specifically authorized by the Customer's Contract Manager or Facility Manager to leave the post. Security Guards shall bring their necessary meals for consumption on the premises. Security Guards are allowed to eat at desk/post.

9. Service Level Agreements

9.1 For those awarded regions of service, as set forth in the Contract, where the Contractor can offer Security Guard Services to Customers, the Contractor is required to enter into an SLA with each Customer prior to providing any Security Guard Services for the Customer. The Customer shall request at least two (2) quotes where there are multiple Vendors awarded in a region. Prior to the execution of the SLA, the Contractor shall discuss with the Customer the Security Guard Services requested and perform an on-site assessment, if necessary, to determine the most cost-effective methods of Security Guard Services. Customers shall create a SLA using

Attachment K – Draft SLA, describing the specific Security Guard Services required by the Customer, as well as any unique requirements, prior to purchasing Security Guard Services from this Contract. Each Customer's SLA shall be attached to the purchase requisition in MyFloridaMarketPlace (MFMP) or formal contract between the Customer and the Contractor. Customers are permitted to negotiate terms and conditions which supplement those contained in this Contract. Such additional terms shall not conflict with the terms and conditions established by this Contract. Specific terms and conditions within a SLA are only applicable to that SLA and shall not be construed as an amendment to this Contract. The Contractor agrees it will not subcontract any of the Security Guard Services it provides pursuant to this Contract.

9.2 The Contractor shall:

9.2.1 Provide supervision of security guards, as required by the Customer's SLA.

9.2.2 Ensure that current, applicable security licenses and driver's licenses or state identification cards are kept on the security guard's person while he/she is on duty.

9.2.3 Ensure that security guards perform all services in accordance with written instructions provided by the Customer's SLA.

9.3 At a minimum, each Customer's SLA may include the following:

- a. Term of services, not to exceed the term in the Contract
- b. Contact information, including the Contract Manager, primary and secondary emergency call procedures
- c. Additions to the Contract SOW (if applicable)
- d. Deliverables
- e. Performance Measures
- f. Customer specific terms and conditions

9.4 All SLA changes, modifications, deletions or additions shall be in writing and must be mutually agreed upon by the Contractor and Customer prior to any such change, modification, deletion or addition taking effect, except as stated in the SLA.

9.5 Upon termination of any SLA or the termination of this Contract, the Contractor shall cooperate with the Customer in transferring, in a format mutually agreed upon, all of Customer's documents, books, records, and other property relating to the applicable facility or facilities in Contractor's possession or control, as may be reasonably requested by the Customer, to the Customer or such party as the Customer may designate in writing and in otherwise providing for the orderly and professional change in performance of services at such facility or facilities.

10. Customer Service

In addition to the Tasks/Deliverables listed in SOW Section 7, Contractor will be responsible for the following customer service tasks/deliverables:

10.1 The Contractor is to provide Customers with contact information for both the Contractor's financial, operations, and Contract administrators. He/she must have the requisite authority to solve problems and respond to Customer representatives on behalf of the company for all matters concerning the Contract. This information shall include:

- a. Name
 - b. Title
 - c. Email address
 - d. Office Telephone number(s)
 - e. Cellular Telephone number(s)
- 10.2 The Contractor shall maintain a 24-hours a day, 365 days per year call service so that Customers may order Security Guard Services and report any failures, insufficiencies, or other concerns in the delivery of Security Guard Services. This call center must be accessible by means of a single toll-free telephone number. This information should be displayed as signage on the Customer's premises at no additional cost to the Customer. Signage design, quantity, materials, and locations shall be approved by the Customer prior to posting in a Customer's facility, which will be outlined in the Customer's SLA.
- 10.3 The Contractor shall respond within one hour to a Customer's report of failures, insufficiencies, or other concerns in the delivery of Security Guard Services.
- 10.4 The Contractor shall promptly resolve all contractual and Customer concerns, issues, or complaints to the satisfaction of the Customer and the Department within the timeframe established by Customer and/or the Department.
- 10.5 The Contractor shall notify the Customer and/or the Department's Contract Manager immediately if it believes it cannot meet the level of service required in a Customer's SLA.

11. Contractor Inspections

In addition to the Tasks/Deliverables listed in SOW Section 7, Contractor will be responsible for the following inspection tasks/deliverables at/for each location:

- 11.1 The Contractor shall provide a manager (i.e. Regional and Corporate Headquarters) who will conduct regular, unannounced inspections to ensure Security Guards' compliance with established terms and conditions. The frequency of Inspections will be determined in the Customer's SLA.
- 11.2 Inspections performed pursuant to the terms of this Contract will be documented by the Contractor and the observations from the inspections will be submitted monthly to the Customer Contract Manager.
- 11.3 The Contractor shall utilize inspections as an opportunity to identify areas requiring improvement and subsequently conduct further training and testing for the Security Guard(s) inspected and identified as needing additional improvement.

12. Uniforms and Equipment

- 12.1 Security Guards providing services under this Contract shall report to work in uniforms provided by, and paid for by, the Contractor, unless otherwise specified by the Customer in the SLA. All Security Guards shall be appropriately uniformed in accordance with section 493.6305, F.S. The uniform must clearly identify the employee as a Security Guard working for the Contractor and include a picture ID

badge prominently placed on the uniform. Badges may not resemble those of local law enforcement agencies. The uniform shall be neat, clean, pressed, and present a professional appearance. Shoes shall be shined in a manner that is satisfactory to the Customer. Security personnel reporting to work with a uniform that does not meet this standard will be required to change before reporting to work. Customers will provide the Contractor with notice of a security personnel reporting to work not in compliance with the terms set forth herein, and the Contractor shall provide an immediate replacement, as necessary, to avoid any lapse in coverage.

- 12.2 If the Customer requires a nonuniformed Security Guard, the Customer may also choose to waive the name badge requirement for those Security Guards.
- 12.3 Security Guards shall be equipped with redundant communication equipment, furnished by the Contractor, to be able to communicate with their supervisor, their home office, 911, the local police, and the Customer's Contract Manager.
- 12.4 Keys or access cards to the Customer's property may be issued to Security Guards by the Customer for specific sites. The Contractor is responsible for securing and maintaining the keys or access cards in good working condition. Customers will replace lost keys or access cards at the Contractor's expense. Reports will be written by (Security Guard) on all lost keys or access cards.
- 12.5 Ancillary security vehicles, as set forth in Attachment H – Cost Proposal and Section 14 herein, requested by Customer are to be owned or leased, licensed, and insured by the Contractor. Vehicles used by the Contractor operated on Customer's premises shall prominently display the company's name and telephone number on the exterior of the vehicle. Security vehicles offered by the Contractor shall be operational, kept clean, in good repair, and well maintained at all times. The Customer shall not be responsible for any costs associated with Contractor's upkeep of the security vehicle(s). Parking terms for any security vehicles will be set forth in the Customer's SLA. The following insurance terms and conditions are applicable to Contractor service vehicles offered to Customers through a Contract with the Department to provide ancillary service vehicles.
 - 12.5.1. Automobile Liability Insurance:

Contractor shall obtain and maintain automobile liability insurance, including coverage for liability contractually assumed, which shall cover all owned, non-owned, and hired autos used in connection with this Contract. The minimum combined limits (inclusive of any amounts provided by an umbrella or excess policy) shall be \$500,000 for each occurrence-bodily injury and property damage combined and \$5,000 medical payment.
 - 12.5.2. Self-Insurance:

For any insurance coverage required hereby, Contractor may use a self-insurance program, provided such program has received prior written approval of the Department.

Insurance coverage as minimum liability:

 - Bodily injury - \$500,000 per individual
 - Bodily injury - \$1,000,000 per accident
 - Property Damage - \$1,000,000
 - Comprehensive - Non Deductible
 - Collision - Non Deductible

- 12.6 The Customer will be responsible for making adequate workspace available for the Contractor at each facility. The Customer may furnish, without cost to the Contractor, materials, equipment, and space in connection with the Contractor's performance of Security Guard Services. Such materials, equipment, and space will be detailed in the Customer's SLA. The Contractor assumes full responsibility for all equipment and materials issued by the Customer for performance of the services specified in the Customer's SLA. The Security Guards will keep the Customer's space provided in connection with the Contractor's performance of Security Guard Services clean and will not damage the Customer's space. The Contractor shall reimburse the Customer for any repairs to the Customer's space necessary due to the fault of the Contractor or Contractor's agents or employees. Upon termination of the Contract or any SLA, all Customer provided materials, equipment, and space shall be returned to the Customer in good operating condition, less reasonable wear and tear.
- 12.7 The Contractor warrants that all products furnished under the Contract by the Contractor shall be free of defective material and workmanship for the life of the Contract, including renewal terms, and will be done so as to avoid noncompliance.
- 12.8 If the Contractor damages the Customer's equipment, the Contractor shall, replace all equipment and/or materials lost, damaged, or otherwise unavailable due to the fault of the Contractor or Contractor's agents or employees:
- 12.8.1. In addition, the Contractor will be charged a \$100.00 per day penalty for equipment damage that results in any disruption of facility operations and/or the inability of the Contractor to perform the required contracted services, plus the cost of any employee productivity lost if the facility must be shut down or employees furloughed. The Customer, in coordination with the tenants of the facility affected, shall determine the costs of this productivity interruption. However, the Customer shall make the final decision on the costs. All such costs will be deducted from the Contractor's invoice.

13. Training

In addition to the Tasks/Deliverables listed in SOW Section 7, Contractor will be responsible for the following training tasks/deliverables:

- 13.1 Each Security Guard shall complete all trainings as required by this Contract and the Customer prior to being assigned to a facility. The Contractor shall be responsible for submitting all lesson plans for Contractor training courses and training records of employees to Customer's Contract Manager on a quarterly basis, and/or upon request.
- 13.2 The Contractor shall provide a designated Training Coordinator to serve as a point of contact for Customer representatives to ensure adequate training is conducted for all the Contractor's personnel. The Training Coordinator position may be held by a branch trainer or account manager as appropriate to the Contractor size. All formal training of Security Guards is to be administered by an experienced individual with strong subject matter expertise, if required by the Customer, who is appropriately certified (by an accredited institution of learning or governmental/educational certification body). All training will be at the sole cost and expense of the Contractor, unless stipulated otherwise in the Customer's SLA. The Training Coordinator is responsible for the following:

- 13.2.1. Ensuring Security Guards receive ongoing training to maintain licensure in accordance with Chapter 493, Part III, Florida Statutes.
- 13.2.2. Training all staff in the Customer's initiative, customer service, code of conduct, ethics, conflict management, and sexual harassment.
- 13.2.3. Coordinating and facilitating staff development, licenses, permits, and certifications.
- 13.2.4. Administering monthly tests as determined by the Customer for staff and re-training any Security Guard who fails an administered test.
- 13.2.5. Conducting Americans with Disabilities Act (ADA) training, to include service animal training.
- 13.2.6. Conducting Emergency Operation Procedures (EOP) training specific to the Customer's property/building.
- 13.2.7. Ensuring each Security Guard completes sixteen (16) hours of orientation and basic security training related to general high-rise and mid-rise building issues.
- 13.2.8. Ensuring each Security Guard completes sixteen (16) hours of Contractor supervised on-the-job training to include the Customer's designed trainings on an as needed basis.
- 13.2.9. Conducting quarterly Customer training for Account Managers as required.
- 13.2.10. Coordinating any specialized Security Guard training that is required by a Customer, which must be specified in the SLA. Customer shall cover the cost of specialized training and the hourly rate for the Security Guard attending the training.

13.3 The premises shall not be used as a training site for the Contractor's personnel.

13.4 Mandatory Guard and Supervisor Training

- 13.4.1. The Contractor, at the Contractor's expense, shall ensure that newly assigned Security Guards and supervisors are trained at a minimum in the following areas:

- 13.4.1.1. Orientation and basic security training related to general high-rise and mid-rise building issues.
- 13.4.1.2. Patrol and observation techniques.
- 13.4.1.3. Report writing.
- 13.4.1.4. Customer service and public relations.
- 13.4.1.5. Fire safety and prevention.
- 13.4.1.6. Bomb recognition.
- 13.4.1.7. Conflict management.
- 13.4.1.8. Interpersonal skills.
- 13.4.1.9. Incident investigation.
- 13.4.1.10. Crime prevention.
- 13.4.1.11. Handling threatening/hostile individuals.
- 13.4.1.12. Handling violence in the workplace.
- 13.4.1.13. Computer operations.
- 13.4.1.14. Emergency call procedures to notify the police/sheriff department of appropriate jurisdiction.
- 13.4.1.15. Compiling employee log sheets to log the inspections and observations of rounds.

- 13.4.1.16. Operation of a two-way radio, cellular telephone or other device, to be able to call into the Contractor's headquarters.
- 13.4.1.17. Emergency call procedures to notify the Customer of a problem.
- 13.4.1.18. Procedures for identifying and handling suspicious packages.
- 13.4.1.19. Procedures for identifying and safely responding to bio-medical hazards.
- 13.4.1.20. Cardiopulmonary Resuscitation (CPR), First Aid, Blood Borne Pathogens, and the use of an Automated External Defibrillator (AED).
- 13.4.1.21. Americans with Disabilities Act (ADA) training, to include service animal training.
- 13.4.1.22. Emergency Operation Procedures (EOP) training specific to the Customer's property/building.
- 13.4.1.23. Where required by Customer, Contractor supervised on-the-job training to include Customer's designed trainings.

13.5 Mandatory On-Going Guard Training

- 13.5.1. Each Security Guard shall also receive a minimum of four (4) hours of training every 12 months at the sole cost and expense of the Contractor. Subjects shall include, but are not limited to:

- 13.5.1.1. Customer service.
- 13.5.1.2. Conflict management.
- 13.5.1.3. Report writing.
- 13.5.1.4. Interpersonal skills, including sexual harassment training.
- 13.5.1.5. Incident investigation.
- 13.5.1.6. Crime prevention.
- 13.5.1.7. Handling threatening/hostile individuals.
- 13.5.1.8. Computer operations.
- 13.5.1.9. Fire prevention.
- 13.5.1.10. Observation skills.
- 13.5.1.11. Effective patrol techniques.

13.6 Vehicle Operating Training

- 13.6.1. Defensive driving training for all vehicle operators is required.

14. Ancillary Equipment

The Contractor may provide Ancillary Equipment in addition to Security Guards. Ancillary Equipment must support the Customer's Security Guard Services. Such equipment shall be detailed in the Customer's SLA and are limited to the following:

- 14.1 **Vehicles** – Equipment, to include motorized and non-motorized, used in conjunction with providing security guard services. The type of vehicles may vary depending upon the location of services: bicycle, golf cart, automobile, SUV, and 4WD truck.

15. Background Screening and Record Retention

All the Contractor's employees, subcontractors and agents performing work under the Contract must comply with all security and administrative requirements of the Customer,

as described in Section 13 (Background Screening and Security) of Attachment B, Special Contract Conditions.

15.1 Self-Disclosure

The Contractor shall ensure that all persons have a responsibility to self-report within three (3) calendar days to the Contractor any updated court disposition regarding any disqualifying offense, regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict). The Contractor shall immediately reassess whether to disallow that person access to any State of Florida premises or from directly performing services under the Contract. Additionally, the Contractor shall require that the person complete an annual certification that they have not received any additional criminal misdemeanor or felony records regardless of adjudication (adjudication withheld, a plea of guilty or nolo contendere, or a guilty verdict) for the disqualifying offenses and shall maintain that certification in the employment file.

In addition, the Contractor shall ensure that all persons have a responsibility to self-report to the Contractor within three (3) calendar days, any arrest for any disqualifying offense. The Contractor shall notify the Contract Manager within twenty-four (24) hours of all details concerning any reported arrest.

15.2 Duty to Provide Secure Data

The Contractor will maintain the security of State of Florida data including, but not limited to, a secure area around any display of such data or data that is otherwise visible. The Contractor will also comply with all HIPAA requirements and any other state and federal rules and regulations regarding security of information. Data cannot be disclosed to any person or entity who is not directly approved to participate in the scope of work set forth in this Contract.

15.3 Customer's Ability to Audit Screening Compliance and Inspect Locations

The Customer reserves the right to audit the Contractor's background screening process upon two (2) days prior written notice to the Contractor during the term of the Contract. The Customer will have the right to inspect the Contractor's working area, computer systems, and/or location upon two (2) business days prior written notice to the Contractor to ensure that the Contractor's background screening process is in compliance with the Contract and all applicable state and federal rules and regulations.

15.4 Record Retention

The Contractor shall retain a list of all persons with access to data, including a statement confirming that each person has passed the background screening required herein. Such a statement shall not include the substance of the screening results, only that the person has passed the screening. The Contractor shall create a written policy for the protection of data, including a policy and procedure for access to data. The Customer reserves the right to provide its own data policy for the Contractor to adhere to. The Contractor shall document and record, with respect to each instance of access to data:

- 1) The identity of all individual(s) who accessed data in any way, whether those individuals are authorized persons or not;
- 2) The duration of the individual(s)' access to data, including the time and date at which the access began and ended;
- 3) The identity, form and extent of data accessed, including, but not limited to,

whether the individual accessed partial or redacted versions of data, read-only versions of data, or editable versions of data; and

- 4) The nature of the access to data, including whether data was edited or shared with any other individual or entity during the duration of the access, and, if so, the identity of the individual or entity.

The Contractor shall retain the written policy and information required in this subsection for the duration of this Contract and a period of no less than five (5) years from the date of termination of this Contract and any Contract extensions. The written policy and information required in this subsection shall be included in the Customer's audit and screening abilities as defined in subsection 15.3. The written policy and information required in this subsection shall also be subject to immediate disclosure upon written or oral demand at any time by the Customer or its designated agents or auditors. Failure to compile, retain and disclose the written policy and information as required in this subsection shall be considered a breach of the Contract. The resulting damages to the Customer from a breach of this subsection are by their nature impossible to ascertain presently and will be difficult to ascertain in the future. The issues involved in determining such damages will be numerous, complex and unreasonably burdensome to prove. The Parties acknowledge these financial consequences are liquidated damages, exclusive of any other right to damages, not intended to be a penalty and solely intended to compensate for unknown and unascertainable damages. The Contractor therefore agrees to credit the Customer the sum of \$1,000 for each breach of this subsection.

16. Staff Assignments

- 16.1 The Contractor shall maintain Security Guards and supervisors that are ready to assist the Customer immediately in the event of flood, fire, natural/manmade disaster, or any other emergency. The Contractor will provide evidence of available utility/reinforcement Security Guards to the Customer's Contract Manager and Facility Manager when requested.
- 16.2 The Contractor is responsible for creating a master schedule for Security Guards provided in accordance with a Customer's SLA and providing to the Customer in writing when requested. Prior to a Security Guard being assigned to a facility, whether a permanent employee or temporary replacement, the Contractor shall certify that all requirements of this Contract have been met. The Customer reserves the right to interview all new permanent or temporary employees prior to placement. The Contractor will supply the Customer's Contract Manager or Facility Manager with notification of any changes to the master schedule or vacation schedules no less than seven (7) days in advance.
- 16.3 Contractor will maintain a group of substitute/alternate Security Guards trained on the Customer's facility for assignment as required. The Contractor will supply an updated list of trained Security Guards trained to perform security guard services at the Customer's facility on a quarterly basis or as requested by the Customer.
- 16.4 In the event the assigned Security Guard is unable to perform the services as required, the Contractor shall supply another Security Guard(s), as necessary, at no additional cost to the Customer, to ensure that all assignments are performed.
- 16.5 The Contractor shall provide coverage of additional shifts or special requests as

approved by the Customer at the applicable hourly billing rates unless the additional shifts or special requests results in working more than 40 hours per workweek and such overtime has been authorized by the Customer.

17. Staffing Requirement and Security Guard Turnover Rate

- 17.1 It is the responsibility of the Contractor to ensure the Customer facility(ies) are staffed in accordance with the Customer's facility list as incorporated through the SLA for all scheduled shifts. Allowances shall not be granted to compensate for additional cost or personnel required to satisfy the staffing requirements in the event of illness, personnel absence, tardiness or relief. The Contractor shall be solely responsible and liable for filling these positions including, but not limited to, finding replacement Security Guard(s) to work at a Customer facility(ies) as needed. A one (1) week advanced notification is required for any Security Guard taking approved leave time, and the Contractor must provide the name of the replacement Security Guard to the Customer's Contract Manager or Facility Manager seven (7) days in advance. In the event a scheduled Security Guard is unexpectedly not available for a duty shift, the Contractor shall ensure the Customer facility is timely provided a replacement Security Guard to cover the shift. The Contractor will not be compensated for any additional services performed unless approved and authorized under separate agreement by the Customer.
- 17.2 The Contractor shall make Security Guard Services available to the Customer based on established scheduled hours for the proposed length of the Contract. Security Guards are not to work more than 40 hours in a workweek, unless overtime is requested and authorized in advance by the Customer. For authorized overtime work, Customer may be invoiced up to one and one-half times the applicable contracted hourly rate. The Contractor will not invoice the Customer for unauthorized overtime hours worked and will be financially responsible for any additional compensation owed to an individual for overtime hours worked, beyond that invoiced to the Customer, in accordance with the Fair Labor Standards Act as set forth in 29 U.S.C. Chapter 8. This includes when Contractor employees are called in by Contractor to re-staff vacated shifts that do not have a permanent Security Guard stationed. The Customer reserves the right to add or subtract hours from a schedule as identified in the Customer's SLA with a thirty (30) day written notice.
- 17.3 The Customer reserves the right to add and delete facilities as required in each Region. These facilities will be charged at the same established hourly rate for the Region. The Customer also reserves the right to delete facilities as deemed necessary.
- 17.4 The Contractor may be authorized or required to furnish unscheduled uniformed Security Guards for the premises or other location(s) designated by the Customer according to the rates established in the pricing schedules and pursuant to all other provisions of this Contract.
- 17.5 If required by the Customer's SLA, the Contractor shall submit job descriptions for all positions to be approved by the Customer's Contract Manager.
- 17.6 Security Guard turnover rates are of primary concern to the Customer. The Contractor agrees to employ a continuous effort to achieve minimal turnover rates. Turnover shall mean the number of Security Guards hired to replace those leaving or dropped from the Contractor's work force. Turnover rates shall include Security Guards who willingly

leave the company, are laid off from the work force, or are terminated for cause (not to include personnel changes at the Customer's request).

- 17.7 The Customer reserves the right to reject any employee of the Contractor whom the Customer deems is not qualified.

18.Coverage

Contractor is responsible for maintaining sufficient staffing to ensure Security Guards are available to work at the Customer's facility list as incorporated through the SLA. Customer's facility(ies) shall be staffed in accordance with the Customer's SLA. In the event there is no Security Guard available for any duty shift, the Contractor shall hire and pay an off-duty Florida law enforcement officer to cover the shift at no additional cost to the Customer. An off-duty Florida law enforcement officer will provide services wearing a law enforcement issued uniform.

19.Security Guard Supervision

The Contractor will provide assigned operations manager(s) to assure adequate supervision of all Contractor's personnel. All operations managers shall have earned their positions with proven performance records and may be interviewed by the Customer's Contract Manager prior to assignment. Operations managers' duties/responsibilities shall include, but are not limited to, the following:

- 19.1 Interview and approve all newly hired staff for the Customer's property portfolio.
- 19.2 Participate in the creation and quarterly updates of the Building Fire/Disaster Plans and Building Post Orders.
- 19.3 Ensure Security Guards maintain contract compliance (i.e., training, licenses, certifications, etc.)
- 19.4 Facilitate effective communication with the Customer's on-site Facility Manager and Security Guards.
- 19.5 Recommend staffing, as needed.

20.Reporting and Documenting Procedures

- 20.1 The Contractor shall provide the Customer monthly written reports relating to key performance indicators and other matters including, but not limited to, cost minimization activities, service exception reports, satisfaction and performance surveys, periodic service requests, and monthly call center logs (with issue status reports).
- 20.2 The Contractor shall prepare written monthly reports for the Customer detailing the previous month's security-related activity and crime incidents that occurred at each post. Specific tables, charts, summaries, etc., will be included in these reports. The Contractor shall also summarize and submit these reports to the Customer on an annual basis on the anniversary date of the commencement of the Contract.
- 20.3 An Extraordinary Single Incident Report must be completed by the Contractor when a firearm is discharged, someone is injured, or a major criminal act or significant event occurs. Security Guards should consult with Contract supervisors to determine when a

special report may be required. An incident that requires an Extraordinary Single Incident Report will also be verbally reported by the Contractor to the Customer's Contract Manager and/or Facility Manager immediately after the incident occurs, with a preliminary report provided to the Customer's Contract Manager and Facility Manager the same day the incident occurs. A finalized Extraordinary Single Incident Report will be provided to the Customer's Contract Manager and Facility Manager within one (1) business day of the incident occurring.

- 20.4 Reports shall be submitted timely in accordance with table Reports/Documents Submission Timeline to the Customer of the Scope of Work and provided to the Customer via the method of choice as described in their SLA.
- 20.5 On a monthly basis, the Contractor shall provide a spreadsheet to the Customer listing the name and other unique identifier for each employee assigned to each facility, indicating the location of deployment. As part of the Contractor's hiring process, the Contractor shall be responsible for screening prospective employees in order to be able to certify to the Customer in writing that each new employee has met the minimum requirements of this Contract. The Contractor shall use, and shall make available to the Customer at no additional cost, internet and intranet solutions to provide all such reports to the Customer upon demand for any applicable period during the term of the Contract.
- 20.6 Any unusual and/or significant events occurring during a shift (for example a flood, fire, stabbing, homicide) will be summarized briefly by the Security Guard in the post logbook maintained at each facility for identification of the principals later if further investigation is needed. Each shift will start with a new log entry listing any abnormal conditions or indicating that conditions were normal. The log shall reflect at a minimum all security, safety, or building maintenance events, the time that they occurred and the corrective actions that were taken. The bound post logbook will become the property of the Customer upon termination of this Contract. The Contractor shall preserve the bound post logbooks for each post from the inception of the Contract and must make the post logbooks immediately available to the Customer upon request.
- 20.7 Provide a detailed tracking and investigation system ensuring the thorough and professional monitoring and resolution of all complaints brought forth regarding the performance of the work pursuant to this Contract.
- 20.8 The Contractor shall issue quarterly reports to the Customer detailing a professional observation of current security practices maintained by the Contractor and, if applicable, any recommended changes to the current security practices. Any recommended changes may or may not be implemented at the discretion of the Customer.
- 20.9 In the case of any action or unusual incidents, the Customer's Contract Manager will be notified by the Security Guard and the action or unusual incident will be recorded in the security log. The security log will be copied and sent to the Customer's designee after any action or unusual incident.
- 20.10 Security Guards shall log in and out of each facility.

21. Contractor's Responsibilities

21.1 Administration

The Contractor shall provide all management, administrative, clerical, and supervisory functions required for the effective and efficient performance of all scopes of work it accepts, and shall have sole responsibility for the supervision, daily direction and control, payment of salary (including withholding of income taxes and social security), and any benefits for its personnel. The Contractor is accountable to the Customer for the actions of its personnel.

Contractor's management responsibilities include, but are not limited to, the following:

1. Ensuring personnel understand the work to be performed on Customer scopes of work to which they are assigned;
2. Ensuring personnel know their management chain and adhere to Contractor policies and exhibit professional conduct to perform in the best interest of the Customer;
3. Ensuring personnel adhere to applicable laws, regulations, and Contract conditions governing Contractor performance and relationships with the Customer;
4. Regularly assessing personnel performance and providing feedback to improve overall task performance; and
5. Ensuring high quality results are achieved through task performance.

21.2 Holidays

The Contractor shall provide Customers all services during business days. The following days are observed as holidays by state agencies in accordance with section 110.117, F.S.:

- New Year's Day
- Birthday of Martin Luther King, Jr.
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

If any of these holidays falls on Saturday, the preceding Friday shall be observed as a holiday. If any of these holidays falls on Sunday, the following Monday shall be observed as a holiday.

Customers may have additional holiday(s) observed specifically by the Customer which will be detailed in the Customer's SLA.

21.3 Routine Communications

All routine communications and reports related to the Contract shall be sent to the Department's Contract Manager. All routine communications and reports related to the Customer's SLA shall be sent to the Customer's Contract Manager. If any information listed on the Vendor Information attachments changes during the life of the Contract, then the Contractor shall update the attachments and submit to the Department's

Contract Manager. Communications relating to a specific order should be addressed to the contact person identified on the order. Communications may be by e-mail, regular mail, or telephone.

21.4 Contract Reporting

The Contractor shall report information on orders received from Customers associated with this contract. The Contractor shall submit reports to the Department's Contract Manager in accordance with the following schedule:

Report	Period Covered	Due dates
MFMP Transaction Fee Report	Calendar month	Fifteen (15) calendar days after the end of each month
Quarterly Sales Report	State's Fiscal Quarter	Fifteen (15) calendar days after close of the period
Diversity Report (submitted to the Customer)	State Fiscal Year	Ten (10) business days after close of the period
Preferred Pricing Affidavit	Annual	Contract anniversary date
Proof of Insurance	Annual	Upon policy renewal

21.5 MFMP Transaction Fee Report

The Contractor is required to submit monthly Transaction Fee Reports in the Department's electronic format. Reports are due fifteen (15) calendar days after the end of the reporting period. For information on how to submit Transaction Fee Reports online, please reference the detailed fee reporting instructions and vendor training presentations available online at the Transaction Fee & Reporting section and Training for Vendors subsections under Vendors on the MFMP website. Assistance with Transaction Fee Reporting is also available from the MFMP Customer Service Desk by email at feeprocessing@myfloridamarketplace.com or telephone 866-FLA-EPRO (866-352-3776) from 8:00 a.m. to 6:00 p.m. Eastern Time.

21.6 Quarterly Sales Reports

The Contractor shall submit a quarterly sales report electronically, in the required format, to the Department's Contract Manager within fifteen (15) calendar days after close of each quarter. The required format for the quarterly sales report is available at https://www.dms.myflorida.com/business_operations/state_purchasing/vendor_resources/quarterly_sales_report_format. The Department reserves the right to require the Contractor to provide additional reports within thirty (30) calendar days written notice. Failure to provide the quarterly sales report, or other reports requested by the Department, may result in the imposition of financial consequences or the Contractor being found in default and may result in Contract termination. Initiation and submission of the quarterly sales report are the responsibility of the Contractor without prompting or notification by the Department. Sales will be reviewed on a quarterly basis. If no sales are recorded during

the period, the Contractor must submit a report stating that there was no activity. If the Contractor fails to submit three consecutive quarterly sales reports, this may be considered a breach of the Contract and the Contract may be terminated or the Department may choose to not renew the Contract. Sales will be reviewed on a quarterly basis. If no sales are recorded in three consecutive Contract quarters, the Department may terminate the Contract.

Quarter 1 (July-September) - due fifteen (15) calendar days after the close of the period.

Quarter 2 (October-December) - due fifteen (15) calendar days after the close of the period.

Quarter 3 (January-March) - due fifteen (15) calendar days after the close of the period.

Quarter 4 (April-June) - due fifteen (15) calendar days after the close of the period.

21.7 Diversity Report

The Contractor shall report to each Customer spend with certified and other minority business enterprises. These reports shall include the period covered, the name, minority code and Federal Employer Identification Number of each minority business utilized during the period, commodities and services provided by the minority business enterprise, and the amount paid to each minority business on behalf of each purchasing agency ordering under the terms of this Contract.

21.8 Ad-hoc Report

The Department may require additional Contract information such as copies of purchase orders, or ad hoc sales reports. The Contractor shall submit these specific ad hoc requests for reports within the specified amount of time as requested by the Department.

21.9 Business Review Meetings

In order to maintain the partnership between the Department and the Contractor, each quarter the Department may request a business review meeting. The business review meeting may include, but is not limited to, the following:

- Successful completion of deliverables
- Review of the Contractor's performance
- Review of minimum required reports
- Addressing of any elevated Customer issues
- Review of continuous improvement ideas that may help lower total costs and/or improve business efficiencies.

21.10 Financial Consequences

Financial consequences may be assessed on a daily basis for each individual failure of the listed performance metric(s) until the performance or submittal is accomplished to the Department's and/or Customer's satisfaction and will apply to each covered period beginning with the first full month or quarter of the Contract's performance and each and every month and quarter thereafter. See the financial consequences table below:

Performance Metric	Description	Period Covered	Financial Consequences for Non-Performance; Per Occurrence
Timely submission of complete and accurate Quarterly Sales Report	Submit Quarterly Sales Report fifteen (15) calendar days after close of the reporting period	State's Fiscal Quarter	\$250
Timely submission of complete and accurate Monthly Transaction Fee Report	Submit Monthly Transaction Fee Report fifteen (15) calendar days after close of the reporting period	Calendar Month	\$100
Timely submission of Contractor's signed Preferred Pricing Affidavit	Submit Preferred Pricing Affidavit on Contract Anniversary Date	Annual	\$100
Timely submission of Proof of Insurance	Submit Proof of Insurance upon policy renewal	Annual	\$100
Staff Customer facility(ies) in accordance with the Customer's SLA.	Unless otherwise specified in a Customer's SLA, Contractor will provide the Customer facility with a replacement Security Guard within four (4) hours of a scheduled Security Guard not arriving for their duty shift.	Per Occurrence	\$500

The Department and Customers reserve the right to withhold payment or implement other appropriate remedies, such as Contract termination or non-renewal, when the Contractor has failed to perform/comply with the provisions of the Contract. These consequences for nonperformance shall not be considered penalties.

21.11 Price Adjustments

Prices may be adjusted no earlier than twelve (12) months after the start date of the initial or renewal term of the Contract, or no earlier than twelve (12) months after the effective date of the previous price adjustment, whichever is later. Price increases must be supported by a change in the Producer Price Index (PPI) for the Series ID(s) shown in the table below. This information is published by the U.S. Department of Labor, Bureau of Labor Statistics (BLS), and is available at <http://www.bls.gov/data/>.

Series ID	Product
561612561612	Security guards and patrol services

The change in PPI for the first price adjustment after the start date of the initial or renewal term shall be determined using the PPI for the month in which the initial Contract or renewal was executed and the latest available non-preliminary PPI at the

time of the price adjustment request; a preliminary PPI is indicated on the BLS website with a "(P)" notation. The change in PPI for second and subsequent price adjustments shall be determined using the latest PPI that was used to support the previous price adjustment and the latest available non-preliminary PPI at the time of the request.

When requesting a price increase, the Contractor shall submit a written justification to the Contract Manager detailing the reason(s) for the request; an increase in the PPI is not sufficient justification for a price increase by itself. Price increases shall not exceed the percent change in PPI or three percent (3%), whichever is less. The percent change in PPI shall be calculated using the following formula:

$$(B - A) / A = Z$$

Where:

A = earliest PPI (PPI at time of initial Contract or renewal execution or previous price adjustment)

B = latest PPI (latest available non-preliminary PPI at time of price adjustment request)

Z = percent change in PPI

The Department reserves the exclusive right to accept or reject any price adjustment request. Price adjustments will not be considered for any Contractor with any contractual non-performance issues including, but not limited to, outstanding fees or monies due under this Contract or overdue reports or documentation including, but not limited to, a Quarterly Sales Report or an MFMP Transaction Fee Report. Price adjustments are effective only upon written approval by the Department and may not be applied retroactively. The Department reserves the right to request price decreases at any time during the term of the Contract if it is found to be in the best interest of the State. Price decreases issued by the Contractor are permissible at any time during the initial and renewal terms.

21.12 Contract Transition

Upon Contract expiration or termination, the incumbent Contractor shall ensure a seamless transfer of Contract responsibilities with any subsequent Contractor necessary to transition the products and services of this Contract. The incumbent Contractor and subsequent Contractor assume any and all expenses related to the Contract transition.

21.13 Purchasing Card

The state of Florida has implemented a purchasing card program, using the Visa platform. The Contractor may receive payments via the state's Purchasing Card in the same manner as any other Visa purchases. Purchasing Card/Visa acceptance for purchase is a mandatory requirement for the Contract but is not the exclusive method of payment. If the state of Florida changes its Purchasing Card platform during the term of Contract, the Contractor shall make any necessary changes to accommodate the State of Florida's new Purchasing Card platform within thirty (30) days of notification of such change.

SPECIAL CONTRACT CONDITIONS JULY 1, 2019 VERSION

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In accordance with Rule 60A-1.002(7), F.A.C., Form PUR 1000 is included herein by reference but is superseded in its entirety by these Special Contract Conditions.

SECTION 1. DEFINITION.

The following definition applies in addition to the definitions in Chapter 287, Florida Statutes (F.S.), and Rule Chapter 60A-1, Florida Administrative Code (F.A.C.):

1.1 Customer.

The agency or eligible user that purchases commodities or contractual services pursuant to the Contract.

SECTION 2. CONTRACT TERM AND TERMINATION.

2.1 Initial Term.

The initial term will begin on the date set forth in the Contract documents or on the date the Contract is signed by all Parties, whichever is later.

2.2 Renewal.

Upon written agreement, the Department and the Contractor may renew the Contract in whole or in part only as set forth in the Contract documents, and in accordance with section 287.057(13), F.S.

2.3 Suspension of Work and Termination.

2.3.1 Suspension of Work.

The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so. The Customer may suspend a resulting contract or purchase order, at any time, when in the best interest of the Customer to do so. The Department or Customer will provide the Contractor written notice outlining the particulars of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the performance of the Contract or purchase order. Suspension of work will not entitle the Contractor to any additional compensation. The Contractor will not resume performance of the Contract or purchase order until so authorized by the Department.

2.3.2 Termination for Convenience.

The Contract may be terminated by the Department in whole or in part at any time, in the best interest of the State of Florida. If the Contract is terminated before performance is completed, the Contractor will be paid only for that work satisfactorily performed for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the Contract price as the amount of work satisfactorily performed. All work in progress will become the property of the Customer and will be turned over promptly by the Contractor.

2.3.3 Termination for Cause.

If the performance of the Contractor is not in compliance with the Contract requirements or the Contractor has defaulted, the Department may:

- (a) immediately terminate the Contract;
- (b) notify the Contractor of the noncompliance or default, require correction, and specify the date by which the correction must be completed before the Contract is terminated; or
- (c) take other action deemed appropriate by the Department.

SECTION 3. PAYMENT AND FEES.

3.1 Pricing.

The Contractor will not exceed the pricing set forth in the Contract documents.

3.2 Price Decreases.

The following price decrease terms will apply to the Contract:

3.2.1 Quantity Discounts. Contractor may offer additional discounts for one-time delivery of large single orders;

3.2.2 Preferred Pricing. The Contractor guarantees that the pricing indicated in this Contract is a maximum price. Additionally, Contractor's pricing will not exceed the pricing offered under comparable contracts. Comparable contracts are those that are similar in size, scope, and terms. In compliance with section 216.0113, F.S., Contractor must annually submit an affidavit from the Contractor's authorized representative attesting that the Contract complies with this clause.

3.2.3 Sales Promotions. In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, the Contractor may conduct sales promotions involving price reductions for a specified lesser period. The Contractor must submit documentation identifying the proposed: (1) starting and ending dates of the promotion, (2) commodities or contractual services involved, and (3) promotional prices compared to then-authorized prices.

3.3 Payment Invoicing.

The Contractor will be paid upon submission of invoices to the Customer after delivery and acceptance of commodities or contractual services is confirmed by the Customer. Invoices must contain sufficient detail for an audit and contain the Contract Number and the Contractor's Federal Employer Identification Number.

3.4 Purchase Order.

A Customer may use purchase orders to buy commodities or contractual services pursuant to the Contract and, if applicable, the Contractor must provide commodities or contractual services pursuant to purchase orders. Purchase orders issued pursuant to the Contract must be received by the Contractor no later than the close of business on the last day of the Contract's term. The Contractor is required to accept timely purchase orders specifying delivery schedules that extend beyond the Contract term even when such extended delivery will occur after expiration of the Contract. Purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the Contract shall survive the termination or expiration of the Contract and apply to the Contractor's performance. The duration of purchase orders for recurring deliverables shall not exceed the expiration of the Contract by more than twelve months. Any purchase order terms and conditions conflicting with these Special Contract Conditions shall not become a part of the Contract.

3.5 Travel.

Travel expenses are not reimbursable unless specifically authorized by the Customer in writing and may be reimbursed only in accordance with section 112.061, F.S.

3.6 Annual Appropriation.

Pursuant to section 287.0582, F.S., if the Contract binds the State of Florida or an agency for the purchase of services or tangible personal property for a period in excess of one fiscal year, the State of Florida's performance and obligation to pay under the Contract is contingent upon an annual appropriation by the Legislature.

3.7 Transaction Fees.

The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), F.S. All payments issued by Customers to registered Vendors for purchases of commodities or contractual services will be assessed Transaction Fees as prescribed by rule 60A-1.031, F.A.C., or as may otherwise be established by law. Vendors must pay the Transaction Fees and agree to automatic deduction of the Transaction Fees when automatic deduction becomes available. Vendors will submit any monthly reports required pursuant to the rule. All such reports and payments will be subject to audit. Failure to comply with the payment of the Transaction Fees or reporting of transactions will constitute grounds for declaring the Vendor in default and subject the Vendor to exclusion from business with the State of Florida.

3.8 Taxes.

Taxes, customs, and tariffs on commodities or contractual services purchased under the Contract will not be assessed against the Customer or Department unless authorized by Florida law.

3.9 Return of Funds.

Contractor will return any overpayments due to unearned funds or funds disallowed pursuant to the terms of the Contract that were disbursed to the Contractor. The Contractor must return any overpayment within forty (40) calendar days after either discovery by the Contractor, its independent auditor, or notification by the Department or Customer of the overpayment.

SECTION 4. CONTRACT MANAGEMENT.

4.1 Composition and Priority.

The Contractor agrees to provide commodities or contractual services to the Customer as specified in the Contract. Additionally, the terms of the Contract supersede the terms of all prior agreements between the Parties on this subject matter.

4.2 Notices.

All notices required under the Contract must be delivered to the designated Contract Manager in a manner identified by the Department.

4.3 Department's Contract Manager.

The Department's Contract Manager, who is primarily responsible for the Department's oversight of the Contract, will be identified in a separate writing to the Contractor upon Contract signing in the following format:

Department's Contract Manager Name

Department's Name
 Department's Physical Address
 Department's Telephone #
 Department's Email Address

If the Department changes the Contract Manager, the Department will notify the Contractor. Such a change does not require an amendment to the Contract.

4.4 Contractor's Contract Manager.

The Contractor's Contract Manager, who is primarily responsible for the Contractor's oversight of the Contract performance, will be identified in a separate writing to the Department upon Contract signing in the following format:

Contractor's Contract Manager Name
 Contractor's Name
 Contractor's Physical Address
 Contractor's Telephone #
 Contractor's Email Address

If the Contractor changes its Contract Manager, the Contractor will notify the Department. Such a change does not require an amendment to the Contract.

4.5 Diversity.

4.5.1 Office of Supplier Diversity.

The State of Florida supports its diverse business community by creating opportunities for woman-, veteran-, and minority-owned small business enterprises to participate in procurements and contracts. The Department encourages supplier diversity through certification of woman-, veteran-, and minority-owned small business enterprises and provides advocacy, outreach, and networking through regional business events. For additional information, please contact the Office of Supplier Diversity (OSD) at osdinfo@dms.myflorida.com.

4.5.2 Diversity Reporting.

Upon request, the Contractor will report to the Department its spend with business enterprises certified by the OSD. These reports must include the time period covered, the name and Federal Employer Identification Number of each business enterprise utilized during the period, commodities and contractual services provided by the business enterprise, and the amount paid to the business enterprise on behalf of each agency purchasing under the Contract.

4.6 RESPECT.

Subject to the agency determination provided for in section 413.036, F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES THAT ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM A NONPROFIT AGENCY FOR THE BLIND OR FOR THE SEVERELY HANDICAPPED THAT IS QUALIFIED PURSUANT TO CHAPTER 413, FLORIDA STATUTES, IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 413.036(1) AND (2), FLORIDA STATUTES;

AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THE STATE AGENCY INsofar AS DEALINGS WITH SUCH QUALIFIED NONPROFIT AGENCY ARE CONCERNED.

Additional information about RESPECT and the commodities or contractual services it offers is available at <https://www.respectofflorida.org>.

4.7 PRIDE.

Subject to the agency determination provided for in sections 287.042(1) and 946.515, F.S., the following statement applies:

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES WHICH ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM THE CORPORATION IDENTIFIED UNDER CHAPTER 946, F.S., IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 946.515(2) AND (4), F.S.; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THIS AGENCY INsofar AS DEALINGS WITH SUCH CORPORATION ARE CONCERNED.

Additional information about PRIDE and the commodities or contractual services it offers is available at <https://www.pride-enterprises.org>.

SECTION 5. COMPLIANCE WITH LAWS.

5.1 Conduct of Business.

The Contractor must comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and authority. For example, the Contractor must comply with section 274A of the Immigration and Nationality Act, the Americans with Disabilities Act, Health Insurance Portability and Accountability Act, if applicable, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status. The provisions of subparagraphs 287.058(1)(a)-(c), and (g), F.S., are hereby incorporated by reference.

5.2 Dispute Resolution, Governing Law, and Venue.

Any dispute concerning performance of the Contract shall be decided by the Department's designated Contract Manager, who will reduce the decision to writing and serve a copy on the Contractor. The decision of the Contract Manager shall be final and conclusive. Exhaustion of this administrative remedy is an absolute condition precedent to the Contractor's ability to pursue legal action related to the Contract or any other form of dispute resolution. The laws of the State of Florida govern the Contract. The Parties submit to the jurisdiction of the courts of the State of Florida exclusively for any legal action related to the Contract. Further, the Contractor hereby waives all privileges and rights relating to venue it may have under Chapter 47, F.S., and all such venue privileges and rights it may have under any other statute, rule, or case law, including, but not limited to, those based on convenience. The Contractor hereby submits to venue in the county chosen by the Department.

5.3 Department of State Registration.

Consistent with Title XXXVI, F.S., the Contractor and any subcontractors that assert status, other than a sole proprietor, must provide the Department with conclusive evidence of a certificate of status, not subject to qualification, if a Florida business entity, or of a certificate of authorization if a foreign business entity.

5.4 Suspended, Convicted, and Discriminatory Vendor Lists.

In accordance with sections 287.042, 287.133, and 287.134, F.S., an entity or affiliate who is on the Suspended Vendor List, Convicted Vendor List, or Discriminatory Vendor List may not perform work as a contractor, supplier, subcontractor, or consultant under the Contract. The Contractor must notify the Department if it or any of its suppliers, subcontractors, or consultants have been placed on the Suspended Vendor List, Convicted Vendor List, or Discriminatory Vendor List during the term of the Contract.

5.5 Scrutinized Companies - Termination by the Department.

The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under section 287.135(5), F.S., or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

5.6 Cooperation with Inspector General and Records Retention.

Pursuant to section 20.055(5), F.S., the Contractor understands and will comply with its duty to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing. Upon request of the Inspector General or any other authorized State official, the Contractor must provide any information the Inspector General deems relevant to the Contractor's integrity or responsibility. Such information may include, but will not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the Contract. The Contractor will retain such records for the longer of five years after the expiration of the Contract, or the period required by the General Records Schedules maintained by the Florida Department of State, at the Department of State's Records Management website. The Contractor agrees to reimburse the State of Florida for the reasonable costs of investigation incurred by the Inspector General or other authorized State of Florida official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the State of Florida which results in the suspension or debarment of the Contractor. Such costs will include but will not be limited to: salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor agrees to impose the same obligations to cooperate with the Inspector General and retain records on any subcontractors used to provide goods or services under the Contract.

SECTION 6. MISCELLANEOUS.

6.1 Subcontractors.

The Contractor will not subcontract any work under the Contract without prior written consent of the Department. The Contractor is fully responsible for satisfactory completion of all its subcontracted work. The Department supports diversity in its procurements and contracts, and requests that the Contractor offer subcontracting opportunities to certified woman-, veteran-, and minority-owned small businesses. The

Contractor may contact the OSD at osdhelp@dms.myflorida.com for information on certified small business enterprises available for subcontracting opportunities.

6.2 Assignment.

The Contractor will not sell, assign, or transfer any of its rights, duties, or obligations under the Contract without the prior written consent of the Department. However, the Contractor may waive its right to receive payment and assign same upon notice to the Department. In the event of any assignment, the Contractor remains responsible for performance of the Contract, unless such responsibility is expressly waived by the Department. The Department may assign the Contract with prior written notice to the Contractor.

6.3 Independent Contractor.

The Contractor and its employees, agents, representatives, and subcontractors are independent contractors and not employees or agents of the State of Florida and are not entitled to State of Florida benefits. The Department and Customer will not be bound by any acts or conduct of the Contractor or its employees, agents, representatives, or subcontractors. The Contractor agrees to include this provision in all its subcontracts under the Contract.

6.4 Inspection and Acceptance of Commodities.

6.4.1 Risk of Loss.

Matters of inspection and acceptance are addressed in section 215.422, F.S. Until acceptance, risk of loss or damage will remain with the Contractor. The Contractor will be responsible for filing, processing, and collecting all damage claims. To assist the Contractor with damage claims, the Customer will: record any evidence of visible damage on all copies of the delivering carrier's bill of lading; report damages to the carrier and the Contractor; and provide the Contractor with a copy of the carrier's bill of lading and damage inspection report.

6.4.2 Rejected Commodities.

When a Customer rejects a commodity, Contractor will remove the commodity from the premises within ten (10) calendar days after notification of rejection, and the risk of loss will remain with the Contractor. Commodities not removed by the Contractor within ten (10) calendar days will be deemed abandoned by the Contractor, and the Customer will have the right to dispose of such commodities. Contractor will reimburse the Customer for costs and expenses incurred in storing or effecting removal or disposition of rejected commodities.

6.5 Safety Standards.

Performance of the Contract for all commodities or contractual services must comply with requirements of the Occupational Safety and Health Act and other applicable State of Florida and federal requirements.

6.6 Ombudsman.

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this office are found in section 215.422, F.S., which include disseminating information relative to prompt payment and assisting contractors in receiving their payments in a timely manner from a Customer. The Vendor Ombudsman may be contacted at (850) 413-5516.

6.7 Time is of the Essence.

Time is of the essence regarding every obligation of the Contractor under the Contract. Each obligation is deemed material, and a breach of any such obligation (including a breach resulting from untimely performance) is a material breach.

6.8 Waiver.

The delay or failure by the Department or the Customer to exercise or enforce any rights under the Contract will not constitute waiver of such rights.

6.9 Modification and Severability.

The Contract may only be modified by written agreement between the Department and the Contractor. Should a court determine any provision of the Contract is invalid, the remaining provisions will not be affected, and the rights and obligations of the Parties will be construed and enforced as if the Contract did not contain the provision held invalid.

6.10 Cooperative Purchasing.

Pursuant to their own governing laws, and subject to the agreement of the Contractor, governmental entities that are not Customers may make purchases under the terms and conditions contained herein, if agreed to by Contractor. Such purchases are independent of the Contract between the Department and the Contractor, and the Department is not a party to these transactions. Agencies seeking to make purchases under this Contract are required to follow the requirements of Rule 60A-1.045(5), F.A.C.

SECTION 7. LIABILITY AND INSURANCE.**7.1 Workers' Compensation Insurance.**

The Contractor shall maintain workers' compensation insurance as required under the Florida Workers' Compensation Law or the workers' compensation law of another jurisdiction where applicable. The Contractor must require all subcontractors to similarly provide workers' compensation insurance for all of the latter's employees. In the event work is being performed by the Contractor under the Contract and any class of employees performing the work is not protected under Workers' Compensation statutes, the Contractor must provide, and cause each subcontractor to provide, adequate insurance satisfactory to the Department, for the protection of employees not otherwise protected.

7.2 General Liability Insurance.

The Contractor must secure and maintain Commercial General Liability Insurance, including bodily injury, property damage, products, personal and advertising injury, and completed operations. This insurance must provide coverage for all claims that may arise from performance of the Contract or completed operations, whether by the Contractor or anyone directly or indirectly employed by the Contractor. Such insurance must include the State of Florida as an additional insured for the entire length of the resulting contract. The Contractor is responsible for determining the minimum limits of liability necessary to provide reasonable financial protections to the Contractor and the State of Florida under the resulting contract.

7.3 Florida Authorized Insurers.

All insurance shall be with insurers authorized and eligible to transact the applicable line of insurance business in the State of Florida. The Contractor shall provide Certification(s) of Insurance evidencing that all appropriate coverage is in place and showing the Department to be an additional insured.

7.4 Performance Bond.

Unless otherwise prohibited by law, the Department may require the Contractor to furnish, without additional cost to the Department, a performance bond or irrevocable letter of credit or other form of security for the satisfactory performance of work hereunder. The Department shall determine the type and amount of security.

7.5 Indemnification.

To the extent permitted by Florida law, the Contractor agrees to indemnify, defend, and hold the Customer and the State of Florida, its officers, employees, and agents harmless from all fines, claims, assessments, suits, judgments, or damages, including consequential, special, indirect, and punitive damages, including court costs and attorney's fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret, or intellectual property right or out of any acts, actions, breaches, neglect, or omissions of the Contractor, its employees, agents, subcontractors, assignees, or delegates related to the Contract, as well as for any determination arising out of or related to the Contract that the Contractor or Contractor's employees, agents, subcontractors, assignees, or delegates are not independent contractors in relation to the Customer. The Contract does not constitute a waiver of sovereign immunity or consent by the Customer or the State of Florida or its subdivisions to suit by third parties. Without limiting this indemnification, the Customer may provide the Contractor (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense.

7.6 Limitation of Liability.

Unless otherwise specifically enumerated in the Contract or in the purchase order, neither the Department nor the Customer shall be liable for special, indirect, punitive, or consequential damages, including lost data or records (unless the Contract or purchase order requires the Contractor to back-up data or records), even if the Department or Customer has been advised that such damages are possible. Neither the Department nor the Customer shall be liable for lost profits, lost revenue, or lost institutional operating savings. The Department or Customer may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs, and the like asserted by or against them. The State may set off any liability or other obligation of the Contractor or its affiliates to the State against any payments due the Contractor under any contract with the State.

SECTION 8. PUBLIC RECORDS, TRADE SECRETS, DOCUMENT MANAGEMENT, AND INTELLECTUAL PROPERTY.

8.1 Public Records.

8.1.1 Termination of Contract.

The Department may terminate the Contract for refusal by the Contractor to comply with this section by not allowing access to all public records, as defined in Chapter 119, F. S., made or received by the Contractor in conjunction with the Contract.

8.1.2 Statutory Notice.

Pursuant to section 119.0701(2)(a), F.S., for contracts for services with a contractor acting on behalf of a public agency, as defined in section 119.011(2), F.S., the following applies:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE TELEPHONE NUMBER, EMAIL ADDRESS, AND MAILING ADDRESS PROVIDED IN THE RESULTING CONTRACT OR PURCHASE ORDER.

Pursuant to section 119.0701(2)(b), F.S., for contracts for services with a contractor acting on behalf of a public agency as defined in section 119.011(2), F.S., the Contractor shall:

- (a) Keep and maintain public records required by the public agency to perform the service.
- (b) Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law.
- (c) Ensure that public records that are exempt or confidential and exempt from public records disclosure are not disclosed except as authorized by law for the duration of the Contract term and following the completion of the Contract if the Contractor does not transfer the records to the public agency.
- (d) Upon completion of the Contract, transfer, at no cost, to the public agency all public records in possession of the Contractor or keep and maintain public records required by the public agency to perform the service. If the Contractor transfers all public records to the public agency upon completion of the Contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

8.2 Protection of Trade Secrets or Otherwise Confidential Information.

8.2.1 Contractor Designation of Trade Secrets or Otherwise Confidential Information. If the Contractor considers any portion of materials to be trade secret under section 688.002 or 812.081, F.S., or otherwise confidential under Florida or federal law, the Contractor must clearly designate that portion of the materials as trade secret or otherwise confidential when submitted to the Department. The Contractor will be

responsible for responding to and resolving all claims for access to Contract-related materials it has designated trade secret or otherwise confidential.

8.2.2 Public Records Requests.

If the Department receives a public records request for materials designated by the Contractor as trade secret or otherwise confidential under Florida or federal law, the Contractor will be responsible for taking the appropriate legal action in response to the request. If the Contractor fails to take appropriate and timely action to protect the materials designated as trade secret or otherwise confidential, the Department will provide the materials to the requester.

8.2.3 Indemnification Related to Confidentiality of Materials.

The Contractor will protect, defend, indemnify, and hold harmless the Department for claims, costs, fines, and attorney's fees arising from or relating to its designation of materials as trade secret or otherwise confidential.

8.3 Document Management.

The Contractor must retain sufficient documentation to substantiate claims for payment under the Contract and all other records, electronic files, papers, and documents that were made in relation to this Contract. The Contractor must retain all documents related to the Contract for five (5) years after expiration of the Contract or, if longer, the period required by the General Records Schedules maintained by the Florida Department of State available at the Department of State's Records Management website.

8.4 Intellectual Property.

8.4.1 Ownership.

Unless specifically addressed otherwise in the Contract, the State of Florida shall be the owner of all intellectual property rights to all property created or developed in connection with the Contract.

8.4.2 Patentable Inventions or Discoveries.

Any inventions or discoveries developed in the course, or as a result, of services in connection with the Contract that are patentable pursuant to 35 U.S.C. § 101 are the sole property of the State of Florida. Contractor must inform the Customer of any inventions or discoveries developed or made through performance of the Contract, and such inventions or discoveries will be referred to the Florida Department of State for a determination on whether patent protection will be sought. The State of Florida will be the sole owner of all patents resulting from any invention or discovery made through performance of the Contract.

8.4.3 Copyrightable Works.

Contractor must notify the Department or State of Florida of any publications, artwork, or other copyrightable works developed in connection with the Contract. All copyrights created or developed through performance of the Contract are owned solely by the State of Florida.

SECTION 9. DATA SECURITY.

The Contractor will maintain the security of State of Florida data including, but not limited to, maintaining a secure area around any displayed visible data and ensuring data is stored and secured when not in use. The Contractor and subcontractors will not perform any of the services from outside of the United States, and the Contractor will not allow any State of Florida data to be sent by any medium, transmitted, or accessed outside the United States due to Contractor's action or inaction. In the event of a security breach involving State of Florida data, the Contractor shall give notice to the Customer and the Department within one business day. "Security breach" for purposes of this section will refer to a confirmed event that compromises the confidentiality, integrity, or availability of data. Once a data breach has been contained, the Contractor must provide the Department with a post-incident report documenting all containment, eradication, and recovery measures taken. The Department reserves the right in its sole discretion to enlist a third party to audit Contractor's findings and produce an independent report, and the Contractor will fully cooperate with the third party. The Contractor will also comply with all HIPAA requirements and any other state and federal rules and regulations regarding security of information.

SECTION 10. GRATUITIES, LOBBYING, AND COMMUNICATIONS.

10.1 Gratuities.

The Contractor will not, in connection with this Contract, directly or indirectly (1) offer, give, or agree to give anything of value to anyone as consideration for any State of Florida officer's or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone anything of value for the benefit of, or at the direction or request of, any State of Florida officer or employee.

10.2 Lobbying.

In accordance with sections 11.062 and 216.347, F.S., Contract funds are not to be used for the purpose of lobbying the Legislature, the judicial branch, or the Department. Pursuant to section 287.058(6), F.S., the Contract does not prohibit the Contractor from lobbying the executive or legislative branch concerning the scope of services, performance, term, or compensation regarding the Contract after the Contract is executed and during the Contract term.

10.3 Communications.

10.3.1 Contractor Communication or Disclosure.

The Contractor shall not make any public statements, press releases, publicity releases, or other similar communications concerning the Contract or its subject matter or otherwise disclose or permit to be disclosed any of the data or other information obtained or furnished in compliance with the Contract, without first notifying the Customer's Contract Manager and securing the Customer's prior written consent.

10.3.2 Use of Customer Statements.

The Contractor shall not use any statement attributable to the Customer or its employees for the Contractor's promotions, press releases, publicity releases, marketing, corporate communications, or other similar communications, without first notifying the Customer's Contract Manager and securing the Customer's prior written consent.

SECTION 11. CONTRACT MONITORING.

11.1 Performance Standards.

The Contractor agrees to perform all tasks and provide deliverables as set forth in the Contract. The Department and the Customer will be entitled at all times, upon request, to be advised as to the status of work being done by the Contractor and of the details thereof.

11.2 Performance Deficiencies and Financial Consequences of Non-Performance.

11.2.1 Proposal of Corrective Action Plan.

In addition to the processes set forth in the Contract (e.g., service level agreements), if the Department or Customer determines that there is a performance deficiency that requires correction by the Contractor, then the Department or Customer will notify the Contractor. The correction must be made within a time-frame specified by the Department or Customer. The Contractor must provide the Department or Customer with a corrective action plan describing how the Contractor will address all performance deficiencies identified by the Department or Customer.

11.2.2 Retainage for Unacceptable Corrective Action Plan or Plan Failure.

If the corrective action plan is unacceptable to the Department or Customer, or implementation of the plan fails to remedy the performance deficiencies, the Department or Customer will retain ten percent (10%) of the total invoice amount. The retainage will be withheld until the Contractor resolves the performance deficiencies. If the performance deficiencies are resolved, the Contractor may invoice the Department or Customer for the retained amount. If the Contractor fails to resolve the performance deficiencies, the retained amount will be forfeited to compensate the Department or Customer for the performance deficiencies.

11.3 Performance Delay.

11.3.1 Notification.

The Contractor will promptly notify the Department or Customer upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion (or delivery) of any commodity or contractual service. The Contractor will use commercially reasonable efforts to avoid or minimize any delays in performance and will inform the Department or the Customer of the steps the Contractor is taking or will take to do so, and the projected actual completion (or delivery) time. If the Contractor believes a delay in performance by the Department or the Customer has caused or will cause the Contractor to be unable to perform its obligations on time, the Contractor will promptly so notify the Department and use commercially reasonable efforts to perform its obligations on time notwithstanding the Department's delay.

11.3.2 Liquidated Damages.

The Contractor acknowledges that delayed performance will damage the Department/Customer, but by their nature such damages are difficult to ascertain. Accordingly, the liquidated damages provisions stated in the Contract documents will apply. Liquidated damages are not intended to be a penalty and are solely intended to compensate for damages.

11.4 Force Majeure, Notice of Delay, and No Damages for Delay.

The Contractor will not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the Contractor or its employees or agents contributed to the delay, and the delay is due directly to fire, explosion, earthquake, windstorm, flood, radioactive or toxic chemical hazard, war, military hostilities, terrorism, civil emergency, embargo, riot, strike, violent civil unrest, or other similar cause wholly beyond the Contractor's reasonable control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the Contractor. The foregoing does not excuse delay which could have been avoided if the Contractor implemented any risk mitigation required by the Contract. In case of any delay the Contractor believes is excusable, the Contractor will notify the Department in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) calendar days after the cause that created or will create the delay first arose, if the Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) calendar days after the date the Contractor first had reason to believe that a delay could result. The foregoing will constitute the Contractor's sole remedy or excuse with respect to delay. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages will be asserted by the Contractor. The Contractor will not be entitled to an increase in the Contract price or payment of any kind from the Department for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the Contractor will perform at no increased cost, unless the Department determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State of Florida or to Customers, in which case the Department may (1) accept allocated performance or deliveries from the Contractor, provided that the Contractor grants preferential treatment to Customers and the Department with respect to commodities or contractual services subjected to allocation, or (2) purchase from other sources (without recourse to and by the Contractor for the related costs and expenses) to replace all or part of the commodity or contractual services that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

SECTION 12. CONTRACT AUDITS.

12.1 Performance or Compliance Audits.

The Department may conduct or have conducted performance and/or compliance audits of the Contractor and subcontractors as determined by the Department. The Department may conduct an audit and review all the Contractor's and subcontractors' data and records that directly relate to the Contract. To the extent necessary to verify the Contractor's fees and claims for payment under the Contract, the Contractor's agreements or contracts with subcontractors, partners, or agents of the Contractor, pertaining to the Contract, may be inspected by the Department upon fifteen (15) calendar days' notice, during normal working hours and in accordance with the Contractor's facility access procedures where facility access is required. Release statements from its subcontractors, partners, or agents are not required for the Department or its designee to conduct compliance and performance audits on any of the Contractor's contracts relating to this Contract. The Inspector General, in accordance with section 5.6, the State of Florida's Chief Financial Officer, the Office of the Auditor General also have authority to perform audits and inspections.

12.2 Payment Audit.

Records of costs incurred under terms of the Contract will be maintained in accordance with section 8.3 of these Special Contract Conditions. Records of costs incurred will include the Contractor's general accounting records, together with supporting documents and records of the Contractor and all subcontractors performing work, and all other records of the Contractor and subcontractors considered necessary by the Department, the State of Florida's Chief Financial Officer, or the Office of the Auditor General.

SECTION 13. BACKGROUND SCREENING AND SECURITY.

13.1 Background Check.

The Department or Customer may require the Contractor to conduct background checks of its employees, agents, representatives, and subcontractors as directed by the Department or Customer. The cost of the background checks will be borne by the Contractor. The Department or Customer may require the Contractor to exclude the Contractor's employees, agents, representatives, or subcontractors based on the background check results. In addition, the Contractor must ensure that all persons have a responsibility to self-report to the Contractor within three (3) calendar days any arrest for any disqualifying offense. The Contractor must notify the Contract Manager within twenty-four (24) hours of all details concerning any reported arrest. Upon the request of the Department or Customer, the Contractor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.

13.2 E-Verify.

The Contractor must use the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired during the term of the Contract for the services specified in the Contract. The Contractor must also include a requirement in subcontracts that the subcontractor must utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term. In order to implement this provision, the Contractor must provide a copy of its DHS Memorandum of Understanding (MOU) to the Contract Manager within five (5) calendar days of Contract execution. If the Contractor is not enrolled in DHS E-Verify System, it will do so within five (5) calendar days of notice of Contract award and provide the Contract Manager a copy of its MOU within five (5) calendar days of Contract execution. The link to E-Verify is <https://www.uscis.gov/e-verify>. Upon each Contractor or subcontractor new hire, the Contractor must provide a statement within five (5) calendar days to the Contract Manager identifying the new hire with its E-Verify case number.

13.3 Disqualifying Offenses.

If at any time it is determined that a person has been found guilty of a misdemeanor or felony offense as a result of a trial or has entered a plea of guilty or nolo contendere, regardless of whether adjudication was withheld, within the last six (6) years from the date of the court's determination for the crimes listed below, or their equivalent in any jurisdiction, the Contractor is required to immediately remove that person from any position with access to State of Florida data or directly performing services under the Contract. The disqualifying offenses are as follows:

- (a) Computer related crimes;
- (b) Information technology crimes;

- (c) Fraudulent practices;
- (d) False pretenses;
- (e) Frauds;
- (f) Credit card crimes;
- (g) Forgery;
- (h) Counterfeiting;
- (i) Violations involving checks or drafts;
- (j) Misuse of medical or personnel records; and
- (k) Felony theft.

13.4 Confidentiality.

The Contractor must maintain confidentiality of all confidential data, files, and records related to the commodities or contractual services provided pursuant to the Contract and must comply with all state and federal laws, including, but not limited to sections 381.004, 384.29, 392.65, and 456.057, F.S. The Contractor's confidentiality procedures must be consistent with the most recent version of the Department security policies, protocols, and procedures. The Contractor must also comply with any applicable professional standards with respect to confidentiality of information.

SECTION 14. WARRANTY OF CONTRACTOR'S ABILITY TO PERFORM.

The Contractor warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Contractor's ability to satisfy its Contract obligations. The Contractor warrants that neither it nor any affiliate is currently on the Suspended Vendor List, Convicted Vendor List, or the Discriminatory Vendor List, or on any similar list maintained by any other state or the federal government. The Contractor shall immediately notify the Department in writing if its ability to perform is compromised in any manner during the term of the Contract.



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 6 – RFP Timeline Revision

Contained herein are revisions to the RFP Timeline. The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 6 does not need to be returned with a vendor's proposal.

1. RFP NO. 92121500-19-A is hereby amended as follows:

Timeline of Events

The table below contains the Timeline of Events for this solicitation. It is the responsibility of the Respondent to check for any changes. The dates and times within the Timeline of Events may be subject to change. All changes to the Timeline of Events will occur through an addendum to the solicitation and noticed on the [Vendor Bid System \(VBS\)](#).

Respondents shall not rely on the MyFloridaMarketPlace (MFMP) sourcing time clock. It is not the official submission date and time deadline. The official solicitation closing time and deadlines are reflected in the Timeline of Events listed below.

Timeline of Events		
Events	Event Time	Event Date
Solicitation posted on the VBS and in MFMP Sourcing		September 30, 2019
Deadline to submit questions in MFMP Sourcing	2:00 P.M.	October 8, 2019
Department's anticipated posting of answers		November 19, 2019
Deadline to submit Proposal and all required documents in MFMP Sourcing	2:00 P.M.	December 3, 2019
Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	December 3, 2019
Anticipated period of formal evaluations conducted		December 16, 2019 – January 13, 2020
Anticipated date to post Notice of Intent to Award		February 4, 2020 February 10, 2020
Anticipated Contract start date		March 3, 2020

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk.



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 5 – RFP Timeline Revision

Contained herein are revisions to the RFP Timeline. The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 5 does not need to be returned with a vendor's proposal.

1. RFP NO. 92121500-19-A is hereby amended as follows:

Timeline of Events

The table below contains the Timeline of Events for this solicitation. It is the responsibility of the Respondent to check for any changes. The dates and times within the Timeline of Events may be subject to change. All changes to the Timeline of Events will occur through an addendum to the solicitation and noticed on the [Vendor Bid System \(VBS\)](#).

Respondents shall not rely on the MyFloridaMarketPlace (MFMP) sourcing time clock. It is not the official submission date and time deadline. The official solicitation closing time and deadlines are reflected in the Timeline of Events listed below.

Timeline of Events		
Events	Event Time	Event Date
Solicitation posted on the VBS and in MFMP Sourcing		September 30, 2019
Deadline to submit questions in MFMP Sourcing	2:00 P.M.	October 8, 2019
Department's anticipated posting of answers		November 19, 2019
Deadline to submit Proposal and all required documents in MFMP Sourcing	2:00 P.M.	December 3, 2019
Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	December 3, 2019
Anticipated period of formal evaluations conducted		December 16, 2019 – January 13, 2020
Anticipated date to post Notice of Intent to Award		January 28, 2020 February 4, 2020
Anticipated Contract start date		March 3, 2020

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk.



Security Guard Services

Request for Proposals, No. 92121500-19-A

**Addendum No. 4 – RFP Revisions and Questions and
Answers**

Contained herein are revisions to the RFP, attachments, and answers to the questions timely submitted to the Department of Management Services (Department). The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. In the event of a conflict between information contained in RFP No. 92121500-19-A previously released on the Vendor Bid System on September 30, 2019, and the information contained herein, the information herein shall control. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 4 does not need to be returned with a Respondent's proposal.

1. RFP No. 92121500-19-A, Section 6. Basis of Award, first paragraph is hereby amended as follows:

a. 6. Basis of Award

Contract(s) will be awarded to the responsible and responsive Vendor(s) per region that are determined to be the most advantageous to the state with the highest total final score for a region. The highest total final score will be determined by combining the average of the evaluator technical scores and the cost proposal score for a region. The Department reserves the right to issue multiple awards in a region to Respondents whose total final score is within 20% of the highest total final score for that region. The Department will consider the total cost for each year of the Contract, including initial and renewal years as submitted by the Respondent.

2. Attachment C - Scope of Work (SOW) is hereby amended as follows:

a. Subsection 4.2

Provision of Security Guard Services and Ancillary Equipment will vary based on each Customer's service needs. Length of service may vary, as well as number of hours worked in a day, which may range from one (1) hour to twenty-four (24) hours per day. An employee's workweek will vary based on each Customer's service needs and will be a fixed and regularly recurring period of 168 hours—seven consecutive 24-hour periods. Service lengths are as follows:

Long Term Commitment: One or more years of Security Guard Services provided to a Customer

Short Term Commitment: Less than one year of Security Guard Services provided to a Customer

Full Time: 35 to 40 hours per week workweek of Security Guard Services provided to a Customer

Part-Time: 1 to 34 hours per week workweek of Security Guard Services provided to a Customer

Occasional: Days, hours, and frequency of Security Guard Services provided to a Customer may vary. This type of length of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.

b. Subsection 4.3

Security Guards may not work more than 40 hours per week workweek unless authorized to do so by the Customer in writing prior to the provision of services in excess of 40 hours per week workweek.

c. Subsection 5.7

All unarmed and armed Security Guards must notify the Contractor in writing within one (1) day if they no longer have a valid, active license necessary to provide Security Guard Services.

Upon such notification, the Contractor will arrange for a ~~new armed replacement~~ Security Guard to provide Security Guard Services for the impacted Customers within a time frame mutually agreed upon by the Contractor and the Customer.

d. Section 6. Position Descriptions

The following are descriptions of Security Guard positions which may be offered under this Contract for Customers. For the purposes of this section, "background in law enforcement" shall mean employment as a law enforcement officer.

e. Subsection 6.1

Security Guard Level I: An unarmed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and a minimum of one (1) year prior experience as a Class "D" licensed Security Guard Officer is required. A one (1) year background in law enforcement may be substituted for prior years of experience.

f. Subsection 6.7

Emergency Response Security Guards: These are licensed Security Guards, either armed or unarmed, who provide services when an Executive Order has been issued by a governmental entity. An unarmed Emergency Response Security Guard shall have a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license. An armed Emergency Response Security Guard shall have a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license and Class "G" Statewide Firearm license. Contractor will be required to provide Emergency Response Security Guards as specified by the Executive Order and/or at the Customer's request. Emergency Response Security Guards must have training in first response and may be required to work irregular hours, work more than eight (8) hours per day, work extended periods (including weekends and holidays), work at locations other than their official headquarters, and/or work in adverse conditions. Travel expenses for the Emergency Response Security Guards shall be on a cost reimbursement basis, in accordance with Section 112.061, F.S. Customers may have additional policies regulating travel which the Emergency Response Security Guards may need to adhere to.

g. Subsection 7.9.8.

Assist the Customer's personnel in emergency situations as identified by the Customer. If an emergency extends beyond the normal working hours, the Security Guard will be paid for additional hours at the standard rate of pay unless the work performed in the emergency situation exceeds 40 hours and such overtime has been authorized by the Customer. Security Guards may be diverted by the Customer from normal assignment duties to respond to emergency situations or special duty assignments. No additional costs shall be charged to the Customer for such diversion of Security Guards for emergency situations; however, the Contractor will not be penalized for any regular daily work task not completed by the Security Guard due to their participation in such emergency activities.

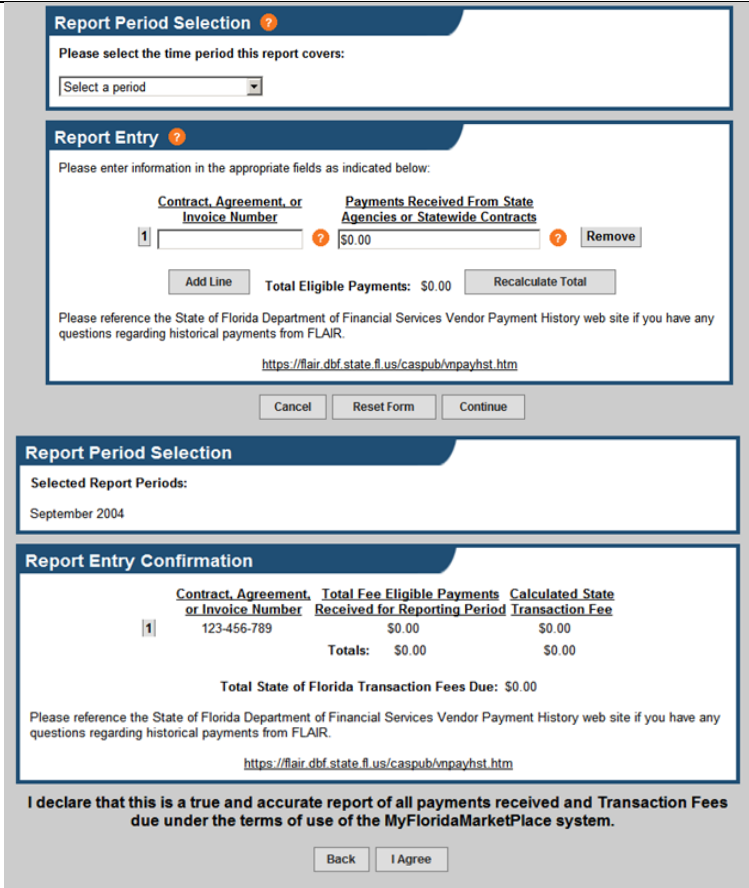
h. Subsection 7.9.16

Where applicable, ensure availability of non-emergency Occasional Security Guards Levels I – VI as required for ~~special events and~~ situations where Customer provides Contractor with 24 hours advanced notice. Ensure availability of Emergency Response Security Guards in accordance with subsection 6.7. Ensure availability of Full-time and Part-time Security Guards Levels I – VI where Customer provides Contractor with 72 hours advanced notice.

- i. Subsection 7.9.17.
On-site Security Guards must be capable of responding to any on-site call received within five (5) minutes.
- j. Subsection 12.3
Security Guards shall be equipped with redundant communication equipment, furnished by the Contractor, to be able to communicate with their supervisor, their home office, 911, the local police, and the Customer's Contract Manager. This redundant communication equipment may include, but is not limited to:
 - Stationary Telephone
 - Cellular telephone with long distance calling capabilities
 - Two-Way Radio
 - Fax Machine
- k. Subsection 13.2
The Contractor shall provide a designated Training Coordinator to serve as a point of contact for Customer representatives to ensure adequate training is conducted for all the Contractor's personnel. The Training Coordinator position may be held by a branch trainer or account manager as appropriate to the Contractor size. All formal training of Security Guards is to be administered by an experienced individual with strong subject matter expertise, if required by the Customer, who is appropriately certified (by an accredited institution of learning or governmental/educational certification body) and experienced individual with strong subject matter expertise. All training will be at the sole cost and expense of the Contractor, unless stipulated otherwise in the Customer's SLA. The Training Coordinator is responsible for the following:
- l. Subsection 16.5
The Contractor shall provide coverage of additional shifts or special requests as approved by the Customer pursuant to this Section 5 at standard the applicable hourly billing rates unless the additional shifts or special requests results in working more than 40 hours per workweek and such overtime has been authorized by the Customer.
- m. Section 18. Coverage
Contractor is responsible for maintaining sufficient staffing to ensure Security Guards are available to work at the Customer's facility list as incorporated through the SLA. Customer's facility(ies) shall be staffed in accordance with the Customer's SLA. In the event there is no Security Guard available for any duty shift, the Contractor shall hire and pay an duly qualified off-duty Florida law enforcement officer to cover the shift at no additional cost to the Customer. An off-duty Florida law enforcement officer will provide services wearing a law enforcement issued uniform.

No.	Question	Answer
1.	What companies are currently vendors for these services outlined in RFP 92121500-19-A and what are their billing rates for "full time", "part time", and "occasional" for all regions?	<p>Current Contractors for the Security Officers contract are:</p> <ol style="list-style-type: none"> 1. Allied Universal Security Services 2. Dynamic Security, Inc. 3. G4S Secure Solutions (USA) Inc. 4. U.S. Security Associates, Inc. <p>Current Contractor rates can be found on the Security Officer Services state term contract website: Security Officer Services - Pricing.</p>
2.	Is there a set- aside to this RFP?	No. Reference RFP sub-section 3.2 Commitment to Diversity in Government Contracting.
3.	Attachment E - Should a respondent submit his prices to all regions, or can provide pricing for specific districts of his choice?	The Respondent may respond to one or more region(s). The Respondent is not required to respond to all regions. Reference RFP sub-section 6.2 Cost Proposal and Attachment H – Price Sheet instructions. The Department will not consider or evaluate a proposal for any region(s) that fails to provide pricing for all security guard positions, service lengths, and hours within in a region for both the Initial Term and Renewal Term.
4.	RFP file- section 3.2 - Is there a preferred score for a woman-, veteran-, and minority-owned business enterprises? If yes, is any action need to be taken?	See answer to Question 2.
5.	RFP file- section 4.3.1- 4.4 - Can the attachments be submitted as one file (as part of the main respondent proposal), or alternatively will the respondent will be given the option to upload each attachment separately when uploading the files?	Respondents should upload each attachment separately in MyFloridaMarketPlace Sourcing.
6.	Attachment F- what "VENDOR FEID MFMP LOCATION SEQUENCE NO" stands for? Where can I see the number associated with my company vendor account?	Vendor FEID MFMP Location Sequence No. stands for Vendor Federal Employer Identification Number MyFloridaMarketPlace Location Sequence Number. Vendors can see their MyFloridaMarketPlace Location Sequence Number on the location section of their Vendor Information Portal account.
7.	Attachment F- what "MFMP CATALOG" stands for?	MFMP Catalog stands for the MyFloridaMarketPlace Catalog. This is an electronic catalog that provides agency customers with direct access to State Term Contract and Alternate Contract Source Pricing within the State of Florida's eProcurement system.
8.	Can a respondent register an RFP mailing list, in order to	The Vendor Bid System and MyFloridaMarketPlace Sourcing may provide automated notifications to the Vendor community, as a courtesy, based on commodity

	receive alerts about uploading files?	<p>codes that are tied to a Vendor's registration in the MFMP VIP. Vendors with a commodity code that matches the commodity code of the MFMP Sourcing event will be able to 'Join' the MFMP Sourcing event. If a Vendor does not have a matching commodity code, VBS and MFMP Sourcing will not provide a courtesy notification and the Vendor will not be able to 'Join' the MFMP Sourcing event. Vendors have the ability to access and update their registration in VIP by adding commodity codes to their business profile. Changes made in MFMP VIP, including new registrations, may take forty-eight (48) hours to take effect.</p> <p>The MFMP VIP can be accessed via this link: https://vendor.myfloridamarketplace.com/</p> <p>For additional questions regarding MFMP, please contact the vendor help desk at: 1-866-352-3776.</p>
9.	Attachment C- section - 13.2 – which certifications does a training coordinator has to possess?	See Addendum No. 4, 2.k., revised Attachment C – Scope of Work subsection 13.2 listed above.
10.	Attachment C- section 13.5- can a site supervisor do the 4-hour ongoing training?	The training requirements may be more specifically defined between the Contractor and the Customer in a Service Level Agreement.
11.	RFP file- section - 6.2- regarding the cost proposal - 400 Available Points- a. Will each region stand by its own evaluation and rating?	The Respondent shall be awarded up to 400 points for a region where the Respondent submitted all required pricing information for that region in the Cost Proposal.
	b. Can one region evaluation affect the evaluation of another region and hurt the chances of winning it?	No, see Addendum No. 4, 1.a., revised RFP Section 6 Basis of Award listed above.
12.	Who are the incumbent companies in each region?	See the answer to question 1.
13.	What is the incumbent companies' bill rates for each position in each region? (Long/short term, levels 1-6, full/part time)	See the answer to question 1.
14.	How many billable hours each region has in 2018?	The Department is not in possession of this information.
15.	Attachment C- section 21.5 MFMP Transaction Fee Report-	A Transaction Fee Report includes a vendor's business activity relating to the Contract and are completed and submitted using the MFMP online Billing and Collection System (BCS) in the Vendor Information Portal (VIP). Also see Rule 60A-1.031(2), Florida Administrative Code.

	a. what is the MFMP Transaction Fee Report?	
	b. can you please provide an example of this report and completed MFMP Transaction Fee Report from one of the incumbent?	 <p>The screenshot displays the MFMP Transaction Fee Report interface. It includes sections for 'Report Period Selection', 'Report Entry', and 'Report Entry Confirmation'. The 'Report Entry' section shows a table with columns for 'Contract, Agreement, or Invoice Number' and 'Payments Received From State Agencies or Statewide Contracts'. The 'Report Entry Confirmation' section shows a summary table with columns for 'Contract, Agreement, or Invoice Number', 'Total Fee Eligible Payments Received for Reporting Period', and 'Calculated State Transaction Fee'.</p>
16.	Can you provide us with a completed quarterly sales report from one of the incumbent?	Yes, see Exhibit 1 of Addendum No. 4.
17.	What do we need to do/ fill-out in Exhibit A?	Service Level Agreement Exhibit A – Facility List is a document completed by the Contractor as part of a Service Level Agreement with a Customer.
18.	Will the state accept proposed exceptions or modifications to the contractual documents for review and consideration?	No. Please reference Attachment E – Responsive Requirements. Signature of the Attachment E – Responsiveness Requirements certifies that the Respondent accepts and will comply with all terms and conditions listed in the Draft Contract and the Special Contract Conditions and is in compliance with Section 9 of the PUR 1001 form as modified by the General Instructions section of the RFP. See also RFP subsection 4.1, General Instructions, modification of PUR 1001 Section 9, in submitting a response, each respondent understands, represents, and acknowledges the product offered by the Respondent will conform to the specifications without exception.

19.	What are the standard payment terms for the state, and can payment terms be negotiated in SLA's?	See Attachment B – Special Contract Conditions, Section 3, Payment and Fees. See also Attachment C – Scope of Work Section 9, Service Level Agreements. Customers are permitted to negotiate terms and conditions which supplement those contained in this Contract. Such additional terms shall not conflict with the terms and conditions established.
20.	Current Rates – Have the incumbent vendors received rates increase since the initial contract date? If so, can those rates be provided?	There have been no rate increases since the initial contracts were executed.
21.	Contractors right to termination – will the contractor have the right to terminate or suspend services due to issues such as non payment or circumstances beyond the contractors control?	The Department strongly encourages each Respondent to thoroughly review Attachment B – Special Contract Conditions and all other attachments in their entirety.
22.	Transaction Fees, Attachment B, 3.7 – Can you confirm that the transaction fee is 1% for services provided under this agreement?	Per chapter 2019-116, Laws of Florida, the transaction fee is seven-tenths of one (0.70%) percent for the 2019-2020 fiscal year only. The Legislature reviews this transaction fee annually and the fee may be subject to change.
23.	Attachment C, 4.3 – Can security officers exceed 40 hours per week if no overtime is billed?	All hours in excess of 40 hours per week are considered overtime. Security Guard Services will be provided in accordance with the requirements set forth in the RFP No. 92121500-19-A, including, but not limited to, compliance with the Fair Labor Standards Act as set forth in 29 U.S.C. Chapter 8. The hours needed per week will be more specifically defined between the Contractor and Customer. Also see Addendum No. 4, 2.b., revised Attachment C – Scope of Work subsection 4.3 listed above.
24.	Attachment C, 7.9.16 – Can you expound on this subject? Is there a limit to number of personnel that can be requested within 24 hours. Are these emergency situations able to be billed at overtime rates?	The state term contract does not have a cap for number of Emergency Response Security Guards or personnel that can be requested where the Contractor receives 24 hours advanced notice from the Customer. The Department cannot anticipate Customer needs, which may vary. The Contractor must provide services within the applicable timeframes which will be billed in accordance with the applicable submitted rates in accordance with Attachment C – Scope of Work subsection 17 and either the Attachment H – Cost Proposal or the Customer's SLA.
25.	Attachment C, 21.13 – What are the fees, if any,	The State of Florida currently contracts with the Bank of America for purchasing card services. The contract and pricing can be found here:

	associated with the purchasing card?	https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/state_term_contracts/purchasing_card_services/pricing
26.	Attachment J. Is this form required to be returned with our response? It is not included on the list of required documentation under Tab 1 or Tab 2 as a form to be submitted.	Attachment J – Preferred Pricing is not documentation submitted with a Respondent's proposal and is completed prior to execution of a contract with the Department and is submitted annually in accordance with Attachment B – Special Contract Conditions Section 3.
27.	Exhibit A. Please clarify the purpose of this form. Is this form required to be returned with our response? It is not included on the list of required documentation under Tab 1 or Tab 2 as a form to be submitted.	See the answer to Question 17.
28.	What major problem do we want to solve?	This question is unclear. RFP subsection 1.1 Objective contains the objective for RFP No. 92121500-19-A.
29.	What are specific requirements for this project?	See the Request for Proposals and Attachment C – Scope of Work.
30.	What specific experience do vendors need to have to qualify?	See to the response to Question 29.
31.	What are the scope priorities?	See to the response to Question 29.
32.	What role will pricing play in the final decision?	See Addendum No. 4, 1.a., revised RFP Section 6 Basis of Award listed above.
33.	What is your available budget?	This is a state term contract with no specified budget. See RFP subsections 1.1, Objective, and 1.2, Background Information.
34.	Can you provide a detailed on how many officers is required for this project?	See the Request for Proposals and Attachment C – Scope of Work. The specific Security Guard Services to be provided for a Customer will be more specifically defined between the Contractor and Customer.
35.	What can tactically go wrong?	The question is unclear.
36.	In which region will this project located?	The Respondent may submit a response to provide Security Guard Services in one or more region. The Respondent is not required to respond to all regions. See Attachment L – Region Map for a map of the regions.
37.	Does this bid have a mandatory set aside for M/WBE , DBE or SBE or is it just encouraged and the prime can elect not to have one.	See to the response to Question 2.
38.	Attachment B, 3.2.2 Preferred Pricing. Indicates "The Contractor guarantees that	Prices may only be adjusted pursuant to Attachment C – Scope of Work subsection 21.11, Price Adjustments.

	<p>the pricing indicated in this Contract is a maximum price.” Will the State permit changes to bill rates when mandated minimum/living wage changes become effective in the various state, county, city or other agencies using this contract?</p>	
39.	<p>Attachment B, 3.4 Purchase Order states “The Contractor is required to accept timely purchase orders specifying delivery schedules that extend beyond the Contract term even when such extended delivery will occur after expiration of the Contract.”</p> <p>a. Since pricing is provided at a maximum price, is the contractor required to accept only purchase orders at the maximum price provided on the contract?</p>	<p>The Contractor shall not exceed the pricing set forth in the Contract but may propose decreases in pricing for Customer specific purchases.</p>
	<p>b. Can the State please clarify if the contractor is required to accept timely purchase orders from State Agencies, other governmental entities and/or cooperative purchasing users?</p>	<p>The Contractor is required to accept timely purchase orders from Customers for this Contract which includes state agencies and eligible users as defined in 60A-1.001, Florida Administrative Code. See also Section 43, Cooperative Purchasing, in the PUR 1001.</p>
40.	<p>Attachment B, 3.4 Purchase Order states “Purchase orders shall be valid through their specified term and performance by the Contractor, and all terms and conditions of the Contract shall survive the termination or expiration of the Contract and apply to the Contractor’s performance. The duration of purchase orders for recurring deliverables shall not exceed the expiration of the Contract by more than twelve months.” Is the term of performance considered to be the term</p>	<p>Attachment B Special Contract Conditions subsection 3.4 Purchase Order applies to the Contract Term. A Customer’s specific needs will be defined in the SLA, including the period of performance.</p>

	specified under the contract itself or as specified in the Service Level Agreement?"	
41.	Attachment B, 3.7 Transaction Fees states "The State of Florida, through the Department of Management Services, has instituted MyFloridaMarketPlace, a statewide eProcurement system pursuant to section 287.057(22), F.S. All payments issued by Customers to registered Vendors for purchases of commodities or contractual services will be assessed Transaction Fees as prescribed by rule 60A-1.031, F.A.C., or as may otherwise be established by law. Vendors must pay the Transaction Fees and agree to automatic deduction of the Transaction Fees when automatic deduction becomes available." Will the State permit changes to bill rates if mandated transaction fees are increased?	No. Also, see answer to Question 38.
42.	Attachment B, 6.10 Cooperative Purchasing states "Pursuant to their own governing laws, and subject to the agreement of the Contractor, governmental entities that are not Customers may make purchases under the terms and conditions contained herein, if agreed to by Contractor. Such purchases are independent of the Contract between the Department and the Contractor, and the Department is not a party to these transactions. Agencies seeking to make purchases under this Contract are required to follow the	Currently, the transaction fee of 0.70% is assessed for payments made by agencies unless specifically exempt by Rule 60A-1.031(3), Florida Administrative Code.

	requirements of Rule 60A-1.045(5), F.A.C.” Is the transaction fee applicable to cooperative purchasing agreements?	
43.	Attachment B, 7.4 Performance Bond states “Unless otherwise prohibited by law, the Department may require the Contractor to furnish, without additional cost to the Department, a performance bond or irrevocable letter of credit or other form of security for the satisfactory performance of work hereunder. The Department shall determine the type and amount of security.” This is a significant expense to the contractor. Should this cost be accounted for in all pricing or can an additional fee be added to account for this cost in when it is required?	No, an additional fee cannot be added for a performance bond.
44.	Attachment B, 11.2.1 Proposal of Corrective Action Plan states “In addition to the processes set forth in the Contract (e.g., service level agreements), if the Department or Customer determines that there is a performance deficiency that requires correction by the Contractor, then the Department or Customer will notify the Contractor. The correction must be made within a time-frame specified by the Department or Customer. The Contractor must provide the Department or Customer with a corrective action plan describing how the Contractor will address all performance deficiencies identified by the Department or Customer.” Can the Department provide the	The timeframe for correcting a performance deficiency is dependent on the type of performance deficiency that requires correction and will be identified by the Department or Customer.

	specified timeframe that will be expected for corrective action to occur (or at least provide range in the timeframes) so that the impact of this response time can be determined?	
45.	Attachment B, 11.2.2 Retainage for Unacceptable Corrective Action Plan or Plan Failure states "If the corrective action plan is unacceptable to the Department or Customer, or implementation of the plan fails to remedy the performance deficiencies, the Department or Customer will retain ten percent (10%) of the total invoice amount." Can the Department provide the template that will be used for the corrective action plan and the parameters for what is considered acceptable or unacceptable?	There is no corrective action plan template. The corrective action plan must describe how the Contractor will address all performance deficiencies identified by the Department or Customer.
46.	Attachment B, SECTION 12. CONTRACT AUDITS states "12.1 Performance or Compliance Audits. The Department may conduct or have conducted performance and/or compliance audits of the Contractor and subcontractors as determined by the Department. The Department may conduct an audit and review all the Contractor's and subcontractors' data and records that directly relate to the Contract. To the extent necessary to verify the Contractor's fees and claims for payment under the Contract, the Contractor's agreements or contracts with subcontractors, partners, or agents of the Contractor, pertaining to the Contract, may be inspected by the	There is not a template used for a performance and/or compliance audit and the parameters for what is considered acceptable or unacceptable will depend on the audit and contractual requirements.

	<p>Department upon fifteen (15) calendar days' notice, during normal working hours and in accordance with the Contractor's facility access procedures where facility access is required." Can the Department provide the template that will be used for the performance and compliance audit and the parameters for what is considered acceptable or unacceptable?</p>	
47.	<p>Attachment C, 5.7 All unarmed and armed Security Guards must notify the Contractor in writing within one (1) day if they no longer have a valid, active license necessary to provide Security Guard Services. Upon such notification, the Contractor will arrange for a new <u>armed</u> Security Guard to provide Security Guard Services for the impacted Customers within a time frame mutually agreed upon by the Contractor and the Customer."</p> <p>a. If an unarmed security guard no longer has a valid license is it required that they be replaced with a new Armed Security Guard?</p>	<p>See Addendum No. 4, 2.c., revised Attachment C – Scope of Work subsection 5.7 listed above.</p>
	<p>b. Will the Armed rates then become applicable and charged appropriately to the agency?</p>	<p>See answer to Question 47 a.</p>
48.	<p>Attachment C, 5.5 states "All armed and unarmed Security Guards employed by the Contractor must have at a minimum of one (1) year of similar Security Guard Services experience." So, section 6.1 Security Guard</p>	<p>See Addendum No. 4, 2.d. and 2.e., revised Attachment C – Scope of Work Section 6, Position Descriptions, and subsection 6.1 listed above.</p>

	Level I: An unarmed individual with a Florida Department of Agriculture and Consumer Services Class "D" Security Guard license should be amended to state that it now requires a minimum of one (1) year of experience.	
49.	Attachment C, 6 states that "A two (2) year background in law enforcement may be substituted for prior years of experience." Will two (2) year background in Department of Corrections and Military also apply?	No, only employment as a law enforcement officer may substitute for prior years of experience as a Security Guard Officer.
50.	Attachment C, 7.9.8.) states "Assist the Customer's personnel in emergency situations as identified by the Customer. If an emergency extends beyond the normal working hours, the Security Guard will be paid for additional hours at the standard rate of pay. Security Guards may be diverted by the Customer from normal assignment duties to respond to emergency situations or special duty assignments. No additional costs shall be charged to the Customer for such diversion of Security Guards for emergency situations; however, the Contractor will not be penalized for any regular daily work task not completed by the Security Guard due to their participation in such emergency activities." a. Can the State please clarify if the contractor will be required to pay security guards at regular rates for the emergency extended hours?	Work performed in an emergency that extends beyond normal working hours will be billed in accordance with Attachment C – Scope of Work subsection 17 and either the Attachment H – Cost Proposal or the Customer's SLA. The applicable contracted rate of pay will apply in all situations unless overtime has been authorized by the Customer. See Addendum No. 4, 2.g. and 2.l., revised Attachment C – Scope of Work subsections 7.9.8. and 16.5 listed above. Contractor's payments to its employees are determined by the Contractor and its employees but must comply with the Fair Labor Standards Act as set forth in 29 U.S.C. Chapter 8.
	b. Will the contractor still be penalized for not	No, see Addendum No. 4, 2.g., revised Attachment C – Scope of Work subsection 7.9.8., listed above "Contractor

	completing regularly assigned tasks as a result of the emergency?	will not be penalized for any regular daily work task not completed by the Security Guard due to their participation in such emergency activities.”
	c. Will the 40-hour maximum work week requirement still apply?	See Addendum No. 4, 2.g. and 2.i., revised Attachment C – Scope of Work subsections 7.9.8. and 16.5 listed above. See also Attachment C Scope of Work subsection 17.2.
	d. Could meeting these emergency needs result in the contractor being given a fine?	The Department will not penalize the Contractor for any regular daily work task not completed by the Security Guard due to his/her participation in such emergency activities. See Addendum No. 4, 2.g., revised Attachment C – Scope of Work subsection 7.9.8., listed above.
51.	Attachment C, 7.9.16. states “Where applicable, ensure availability as required for special events and situations where Customer provides Contractor with 24 hours advanced notice.” The standard industry notification time for special events is typically 72-hours in advance. To clarify, which rate with the contractor be permitted to use in these circumstances the Occasional rate or whatever rate is currently in effect. Therefore, should the 24-hour advanced notification timeframe be priced into the Occasional rates or into ALL rates?	The 24-hours advance notice only applies to emergency response security guards and occasional security guards. See Addendum No. 4, 2.f., and 2.h., revised Attachment C – Scope of Work subsections 6.7 and 7.9.16., listed above. Coverage will be billed in accordance with the applicable submitted rates in accordance with Attachment C – Scope of Work subsection 17 and either the Attachment H – Cost Proposal or the Customer’s SLA.
52.	Attachment C, 7.9.17. Be capable of responding to any on-site call received within five (5) minutes. a. Can you please clarify what type of response is required within the 5-minute required response timeframe?	On-site personnel must be able to respond to the situation within five (5) minutes. See Addendum No. 4, 2.i., revised Attachment C – Scope of Work subsection 7.9.17., listed above. A response to an on-site call is intended to mean take the appropriate action to address the issue identified in the received call.
	b. Should 5-minute response timeframe requirement be priced into all rates?	See Addendum No. 4, 2.i., revised Attachment C – Scope of Work subsection 7.9.17., listed above. All proposed pricing must be listed in Attachment H – Cost Proposal and shall be based on meeting or exceeding the terms and conditions in RFP No. 92121500-19-A.
53.	Attachment C, 8.1.6 states “Successfully pass a pen and	No.

	<p>paper literacy test administered by the Contractor including, but not limited to, spelling and grammar. Contractor shall furnish results to Customer or DMS upon request." Will the State provide the required literacy test?</p>	
54.	<p>Attachment C, 11.1 states "The Contractor shall provide a manager (i.e. Regional and Corporate Headquarters) who will conduct regular, unannounced inspections to ensure Security Guards' compliance with established terms and conditions. The frequency of Inspections will be determined in the Customer's SLA." Can the State please define the period of inspections required so that they can be accounted for in contractor provided pricing?</p>	<p>Please refer to Attachment C - Scope of Work, subsection 11.1. "The frequency of Inspections will be determined in the Customer's SLA." The Contractor will not exceed the pricing set forth in the Contract but may propose decreases in pricing for Customer specific purchases.</p>
55.	<p>Attachment C, Section 12.3 states that phones and radios required. Most security companies are now providing some type of guard tour system. Would the State consider adding an additional line item for guard tour systems?</p>	<p>All proposed pricing must be listed in Attachment H – Cost Proposal and shall be based on meeting or exceeding the terms and conditions in RFP No. 92121500-19-A. The Department will not consider any additional pricing information other than the pricing provided in the yellow highlighted cells on the Cost Proposal.</p>
56.	<p>Attachment C, 12.1 Security Guards providing services under this Contract shall report to work in uniforms provided by, and paid for by, the Contractor, unless otherwise specified by the Customer in the SLA. Some security guard companies pay for these uniforms but then deduct these costs from the security officer payroll. Is this acceptable? If not acceptable, how will this be audited?</p>	<p>The provision of uniforms will be addressed between the Contractor and their employee.</p>

57.	<p>Attachment C, 12.3 Security Guards shall be equipped with redundant communication equipment, furnished by the Contractor, to be able to communicate with their supervisor, their home office, 911, the local police, and the Customer's Contract Manager. This redundant communication equipment may include, but is not limited to:</p> <p>Stationary Telephone Cellular telephone with long distance calling capabilities Two-Way Radio Fax Machine</p> <p>a. Please specify which redundant communication will need to be priced into the contractor's bill rates? This will be a significant cost item and expensive to the agencies. In addition, contractors may not have the ability to install Stationary Telephones on client property.</p>	See Addendum No. 4, 2.j., revised Attachment C – Scope of Work subsection 12.3 listed above.
	b. Please define if it's possible that the contractor will need to provide all of these redundant communication methods?	Please refer to the answer for question 57.a.
	c. Please define any other communication equipment that may be required beyond this list?	Please refer to the answer for question 57.a.
58.	Attachment C, 16.5 states "The Contractor shall provide coverage of additional shifts or special requests as approved by the Customer pursuant to this Section 5 at standard hourly billing rates."	See Addendum No. 4, 2.l., revised Attachment C – Scope of Work subsection 16.5 listed above.

	Are these additional shifts and special requests billable at the Occasional rates or are contractors required to price in this overtime within the standard bill rates?	
59.	Attachment C, 17.3 17.4 states "The Contractor may be authorized or required to furnish unscheduled uniformed Security Guards for the premises or other location(s) designated by the Customer according to the rates established in the pricing schedules and pursuant to all other provisions of this Contract." Since this contract requires contractors to furnish unscheduled security guards according to the standard pricing schedules while state law requires contractors to pay overtime all vendors will need to account for overtime in the standard bill rates. Would the State consider adding an overtime bill rate so that all agencies don't bear the additional costs of overtime costs included within the standard rates when they may not be applicable to them?	An additional billing rate for overtime is not necessary. See Attachment C – Scope of Work subsection 17.2. The Department will not consider any additional pricing information other than the pricing provided in the yellow highlighted cells on the Cost Proposal.
60.	Attachment C, 18. Coverage states "Contractor is responsible for maintaining sufficient staffing to ensure Security Guards are available to work at the Customer's facility list as incorporated through the SLA. Customer's facility(ies) shall be staffed in accordance with the Customer's SLA. In the event there is no Security Guard available for any duty shift, the Contractor shall hire and pay a duly qualified off-duty Florida law	See Addendum No. 4, 2.m., revised Attachment C – Scope of Work Section 18, Coverage, listed above.

	enforcement officer to cover the shift at no additional cost to the Customer.” Can the State please define a “duly qualified off-duty Florida law enforcement officer”?	
61.	Attachment C, Section 21.10 Financial Consequences states “Financial consequences may be assessed on a daily basis for each individual failure of the listed performance metric(s) until the performance or submittal is accomplished to the Department’s and/or Customer’s satisfaction and will apply to each covered period beginning with the first full month or quarter of the Contract’s performance and each and every month and quarter thereafter.” Can the State please clarify how these financial consequences will accrue on a daily basis and is there any maximum financial consequences?	Financial consequences may be assessed on a daily basis for each individual failure of the listed performance metric(s) until the performance or submittal is accomplished to the Department’s and/or Customer’s satisfaction. There is no cap for the assessment of the financial consequences listed in Attachment C – Scope of Work subsection 21.10, Financial Consequences. Customers may impose additional specific financial consequences in the Service Level Agreement between the Customer and the Contractor.
62.	Attachment C, Section 21.11 Price Adjustments a. Would the State consider including annual pricing for Year 1 through Year 5 in lieu of the request for increases by 12 month periods?	The Department will not make the requested modifications to Attachment C – Scope of Work.
	This would be beneficial to the Agencies and Users since contractors could bid more aggressively rather than trying to predict 5-year wage rates which has become increasingly more difficult to predict. b. Can the State please clarify if the PPI annual adjustment will be applicable to both the Initial Term Pricing and the Renewal Term Pricing?	Yes. Initial and renewal term price adjustments are applicable pursuant to Section 21.11 of Attachment C, Scope of Work.

	<p>c. For example, can the contractor request an increase in the Year 2 pricing with the bid submission?</p>	<p>The Respondent cannot request adjustments as part of the response to this solicitation. Initial Term Pricing provided on Attachment H - Cost Proposal is the Respondent's proposed price for the entirety of the five-year initial term, unless modified in accordance with Attachment C – Scope of Work subsection 21.11, Price Adjustments. If awarded, the Contractor may request the first price adjustment no earlier than twelve (12) months after the start date of the initial term.</p>
63.	<p>Attachment C, Section 21.13 states that purchasing card program using the Visa platform has been implemented. Contractors will incur additional fees for using this Visa platform.</p> <p>a. Should contractor pricing be inclusive of this fee or can this be billed separately?</p>	<p>The Department will not consider any additional pricing information other than the pricing provided in the yellow highlighted cells on the Cost Proposal. All proposed pricing must be listed in Attachment H – Cost Proposal and shall be based on meeting or exceeding the terms and conditions in RFP No. 92121500-19-A.</p>
	<p>b. Since this could be a significant cost item to agencies that are not using this Visa platform would the State consider making this billable only to those agencies using this service?</p>	<p>See answer to Question 63.a.</p>
64.	<p>Our company stands behind our security services and regularly accepts the obligation to indemnify and defend clients for the comparative portion of any losses, costs or damages that are caused by the negligent acts or omissions of our personnel in the performance of security services under client agreements. Our standard risk parameters also include a disclaimer of consequential damages.</p> <p>Will the State revise the indemnification provision in Attachment B Section 7.5 on page 10 as follows to reflect that standard?</p>	<p>No. Please reference Attachment E – Responsive Requirements. The Respondent certifies it accepts and will comply with all terms and conditions listed in the Draft Contract and the Special Contract Conditions.</p>

	a. On lines 3-4, delete the phrase “including consequential, special, indirect and punitive damages.”	
	b. On line 6, replace the phrase “or out of any acts, actions” with the phrase “to the extent caused by”.	See answer to Question 64.a.
	c. Insert the following as the last sentence: o “Anything to the contrary notwithstanding, under no circumstances will Contractor be liable to any indemnified party for consequential, incidental, indirect or punitive damages, or for lost profits.”	See answer to Question 64.a.
65.	Our company routinely adds clients as additional insureds on our insurance policies, so long as our obligations are aligned with our indemnification obligations. Will the State revise Attachment B Section 7.2 on page 9 as follows to reflect that standard? On line 6, insert the phrase “to the extent of the Contractor’s indemnification obligations” after the reference to “additional insured”.	See answer to Question 64.a.
66.	We assume the criminal background adjudication standards are intended to comply with Title VII of the Federal Civil Rights Act of 1964 which prohibits employment discrimination. In interpreting Title VII, EEOC Enforcement Guidance 915.002 (4/25/12) prohibits blanket exclusions based on a class of crime. The	No. Please reference Attachment E – Responsive Requirements. The Respondent certifies it accepts and will comply with all terms and conditions listed in the Draft Contract and the Special Contract Conditions. Contractor is responsible for compliance with all applicable laws, rules, codes, and ordinances.

	<p>Guidance requires assessment of the facts and circumstances of a conviction to determine whether it truly renders a person unsuitable for the position for which he or she is intended.</p> <p>Will the State revise the sections cited below as follows to achieve compliance with applicable law?</p> <p>a. Attachment B Section 13.1 on page 16:</p> <ul style="list-style-type: none"> o On line 8, insert the word “potentially” before the word “disqualifying”. 	
	<p>b. Attachment B Section 13.3 on pages 16-17:</p> <ul style="list-style-type: none"> o On line 5, replace the word “is” with the phrase “may be”. 	See answer to Question 66.a.
	<p>c. o On line 7, insert the word “potentially” before the word “disqualifying”.</p>	See answer to Question 66.a.
	<p>d. o Insert the following at the end of the section: § “Contractor’s determination regarding the suitability of any person described above for assignment at State locations shall be based on guidance provided by the U.S. Equal Employment Opportunity Commission regarding the use of criminal conviction history in employment decisions which requires a weighing of (i) the nature and gravity of the offense; (ii) the time that has passed</p>	See answer to Question 66.a.

	since the offense, or the employee's completion of any sentence given as a result of the offense; and (iii) the nature of the job held or sought."	
	e. Attachment C Section 15.1 on page 14: o On line 3, insert the word "potentially" before the word "disqualifying".	See answer to Question 66.a.
67.	We assume that the Contractor's compliance with the fitness standards in Attachment C Section 8.1.10 on page 7 is intended to be in accordance with applicable law, including the Americans with Disabilities Act ("ADA"). Will the State replace that section with the following to achieve alignment with the parameters of the ADA? "Physically able to perform all essential job duties, with or without reasonable accommodation, including, but not limited to, quickly ascending and descending multiple flights of stairs and lifting weight of at least 40 pounds, to the extent the foregoing are job related and consistent with business necessity."	The Department will not make the requested modification to the Special Contract Conditions.
68.	What are the State's standard payment terms?	This question is unclear. There are numerous references to payment in RFP No. 92121500-19-A including, but not limited to, PUR 1000 section 15, Invoicing and Payment, incorporated by reference into the RFP subsection 4.1, General Instructions. See also Attachment B – Special Contract Conditions subsection 3.3, Payment Invoicing, and Attachment C – Scope of Work subsection 21.13, Purchasing Card.
69.	Is the State exempt from State and local sales and use taxes?	See Attachment B – Special Contract Conditions subsection 3.8, Taxes.

70.	We note the parameters on price adjustments as set forth in Attachment C Section 21.11 on pages 23-24. Will the State also permit the Contractor to increase rates with automatic effect from time to time in order to recoup increases in the following costs that are outside the Contractor's control: Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum wage rates and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs?	No, See Attachment C – Scope of Work sub-section 21.11, Price Adjustments. The Contractor must comply with all relevant federal and state laws including, but not limited to, compliance with the Fair Labor Standards Act as set forth in 29 U.S.C. Chapter 8.
71.	Will the State consider revising Attachment B Section 2.3.2 on page 2 to permit the Contractor to terminate the contract for convenience on 120 days' prior written notice?	The Department will not make the requested modification. See also Attachment E – Responsive Requirements. The Respondent certifies it accepts and will comply with all terms and conditions listed in the Draft Contract and the Special Contract Conditions.
72.	Will the State allow the Contractor to terminate a Service Level Agreement for convenience on 30 days' prior written notice?	Service Level Agreements will be determined by the Contractor and Customer.
73.	Will the State allow the Contractor to terminate a Cooperative Purchasing Agreement for convenience on 30 days' prior written notice?	The term cooperative purchasing agreement is unclear.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, FL 32399-0950. Protests may also be filed by fax at 850-922-6312 or by email at agencyclerk@dms.myflorida.com. It is the filing party's responsibility to meet all filing deadlines

Form	Sales Report	Version	2019:001		state fiscal year:	Q4 (Apr-Jun)
1) Contract Number:	92121500-14-01				5) Person Completing Report:	Gail Arrington
2) Contract Name:	Security Officer Services, Armed and Unarmed				6) Telephone Number:	256-383-5798 x220
3) Contracted Vendor:	Dynamic Security, Inc.				7) Date Report is Due Per Contract :	7/31/2019

Order Date	Purchase Order Number/ Pcard Transaction Number	Customer (Ordering Entity)	Customer Type	United Nations United Nations Standard Products and Services Code (UNSPSC)	Standard Product Code (UPC or GTIN)	Description	Manufacturer	Manufacturer ID	Quantity	Unit of Measure	Unit Price	Total Price	Reference Price (MSRP) [per Unit]	Actual Savings Price
4/5/2019	B135DC	Agency for Healthcare Administration	State Agency	92121504		Level III Security Officer			464.00	Hour	\$ 14.75	\$ 6,844.00	\$ 15.74	\$ 459.36
5/3/2019	B135DC	Agency for Healthcare Administration	State Agency	92121504		Level III Security Officer			506.00	Hour	\$ 14.75	\$ 7,463.50	\$ 15.74	\$ 500.94
5/31/2019	B135DC	Agency for Healthcare Administration	State Agency	92121504		Level III Security Officer			506.00	Hour	\$ 14.75	\$ 7,463.50	\$ 15.74	\$ 500.94
3/1/2019	B15E5A	Dept of Economic Opportunity	State Agency	92121504		Level II Security Officer			684.00	Hour	\$ 11.81	\$ 8,078.04	\$ 12.61	\$ 547.20
2/1/2019	S-4200-G0926	Dept of Agriculture & Consumer Services	State Agency	92121504		Level II Security Officer			440.00	Hour	\$ 11.81	\$ 5,196.40	\$ 12.61	\$ 352.00
3/1/2019	S-4200-G0926	Dept of Agriculture & Consumer Services	State Agency	92121504		Level II Security Officer			400.00	Hour	\$ 11.81	\$ 4,724.00	\$ 12.61	\$ 320.00
4/5/2019	S-4200-G0926	Dept of Agriculture & Consumer Services	State Agency	92121504		Level II Security Officer			418.50	Hour	\$ 11.81	\$ 4,942.49	\$ 12.61	\$ 334.80
5/31/2019	S-4200-G0926	Dept of Agriculture & Consumer Services	State Agency	92121504		Level II Security Officer			440.00	Hour	\$ 11.81	\$ 5,196.40	\$ 12.61	\$ 352.00
4/5/2019	B16F79	Dept of Elder Affairs	State Agency	92121504		Level IV Security Officer			210.00	Hour	\$ 15.11	\$ 3,173.10	\$ 16.13	\$ 214.20
5/3/2019	B16F79	Dept of Elder Affairs	State Agency	92121504		Level IV Security Officer			220.00	Hour	\$ 15.11	\$ 3,324.20	\$ 16.13	\$ 224.40
5/31/2019	B16F79	Dept of Elder Affairs	State Agency	92121504		Level IV Security Officer			220.00	Hour	\$ 15.11	\$ 3,324.20	\$ 16.13	\$ 224.40
4/1/2019	1900639733	Emerging Pathogens Institute	OEU Colleges & Universities	92121504		Level II Security Officer			313.00	Hour	\$ 12.81	\$ 4,009.53	\$ 13.67	\$ 269.18
5/3/2019	1900639733	Emerging Pathogens Institute	OEU Colleges & Universities	92121504		Level II Security Officer			196.00	Hour	\$ 12.81	\$ 2,510.76	\$ 13.67	\$ 168.56
4/1/2019	S-4200-G0606	Dept of Agriculture/Licensing	State Agency	92121504		Level IV Security Officer			210.00	Hour	\$ 16.08	\$ 3,376.80	\$ 17.16	\$ 226.80
5/3/2019	S-4200-G0606	Dept of Agriculture/Licensing	State Agency	92121504		Level IV Security Officer			220.00	Hour	\$ 16.08	\$ 3,537.60	\$ 17.16	\$ 237.60
5/31/2019	S-4200-G0606	Dept of Agriculture/Licensing	State Agency	92121504		Level IV Security Officer			220.00	Hour	\$ 16.08	\$ 3,537.60	\$ 17.16	\$ 237.60
4/1/2019	S-4200-G0607	Dept of Agriculture/Licensing	State Agency	92121504		Level IV Security Officer			210.00	Hour	\$ 15.47	\$ 3,248.70	\$ 16.51	\$ 218.40
5/3/2019	S-4200-G0607	Dept of Agriculture/Licensing	State Agency	92121504		Level IV Security Officer			217.00	Hour	\$ 15.47	\$ 3,356.99	\$ 16.51	\$ 225.68
5/31/2019	S-4200-G0607	Dept of Agriculture/Licensing	State Agency	92121504		Level II Security Officer			220.00	Hour	\$ 15.47	\$ 3,403.40	\$ 13.26	\$ (486.20)
3/1/2019	B34CA5	Dept of Economic Opportunity	State Agency	92121504		Level II Security Officer			505.00	Hour	\$ 12.42	\$ 6,272.10	\$ 13.26	\$ 424.20
4/1/2019	B34CA5	Dept of Economic Opportunity	State Agency	92121504		Level II Security Officer			545.00	Hour	\$ 12.42	\$ 6,768.90	\$ 13.26	\$ 457.80
5/3/2019	B34CA5	Dept of Economic Opportunity	State Agency	92121504		Level II Security Officer			522.00	Hour	\$ 12.42	\$ 6,483.24	\$ 13.26	\$ 438.48
5/31/2019	B34CA5	Dept of Economic Opportunity	State Agency	92121504		Level II Security Officer			546.00	Hour	\$ 12.42	\$ 6,781.32	\$ 13.26	\$ 458.64
4/1/2019	B33CC7	Bureau of Public Health	State Agency	92121504		Level II Security Officer			496.00	Hour	\$ 12.42	\$ 6,160.32	\$ 13.26	\$ 416.64
5/3/2019	B33CC7	Bureau of Public Health	State Agency	92121504		Level II Security Officer			480.00	Hour	\$ 12.42	\$ 5,961.60	\$ 13.26	\$ 403.20
5/31/2019	B33CC7	Bureau of Public Health	State Agency	92121504		Level II Security Officer			489.08	Hour	\$ 12.42	\$ 6,074.37	\$ 13.26	\$ 410.83
3/1/2019	31777	St. John River Water Management	State Agency	92121504		Level III Security Officer			512.00	Hour	\$ 14.75	\$ 7,552.00	\$ 15.74	\$ 506.88
4/1/2019	31777	St. John River Water Management	State Agency	92121504		Level III Security Officer			575.00	Hour	\$ 14.75	\$ 8,481.25	\$ 15.74	\$ 569.25
5/3/2019	31777	St. John River Water Management	State Agency	92121504		Level III Security Officer			544.00	Hour	\$ 14.75	\$ 8,024.00	\$ 15.74	\$ 538.56
5/31/2019	31777	St. John River Water Management	State Agency	92121504		Level III Security Officer			568.00	Hour	\$ 14.75	\$ 8,378.00	\$ 15.74	\$ 562.32
3/1/2019	1900643310	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			501.00	Hour	\$ 12.81	\$ 6,417.81	\$ 13.67	\$ 430.86
3/1/2019	1900662277	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			172.00	Hour	\$ 12.81	\$ 2,203.32	\$ 13.67	\$ 147.92
4/1/2019	1900643310	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			531.00	Hour	\$ 12.81	\$ 6,802.11	\$ 13.67	\$ 456.66
4/1/2019	1900662277	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			160.00	Hour	\$ 12.81	\$ 2,049.60	\$ 13.67	\$ 137.60
5/3/2019	1900702229	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			845.00	Hour	\$ 12.81	\$ 10,824.45	\$ 13.67	\$ 726.70
5/31/2019	1900643310	University of Florida Library System	OEU Colleges & Universities	92121504		Level II Security Officer			314.00	Hour	\$ 12.81	\$ 4,022.34	\$ 13.67	\$ 270.04
5/31/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level I Security Officer			528.00	Hour	\$ 11.45	\$ 6,045.60	\$ 12.22	\$ 406.56
5/31/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level II Security Officer			412.00	Hour	\$ 11.81	\$ 4,865.72	\$ 12.61	\$ 329.60
5/31/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level V Security Officer			92.00	Hour	\$ 15.47	\$ 1,423.24	\$ 16.51	\$ 95.68
5/31/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		DORS/Software Reporting			1.00	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60
5/3/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level I Security Officer			508	Hour	\$ 11.45	\$ 5,816.60	\$ 12.22	\$ 391.16
5/3/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level II Security Officer			408	Hour	\$ 11.81	\$ 4,818.48	\$ 12.61	\$ 326.40
5/3/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level V Security Officer			88	Hour	\$ 15.47	\$ 1,361.36	\$ 16.51	\$ 91.52
5/3/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		DORS/Software Reporting			1	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60
4/1/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level I Security Officer			538.00	Hour	\$ 11.45	\$ 6,160.10	\$ 12.22	\$ 414.26
4/1/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level II Security Officer			406.00	Hour	\$ 11.81	\$ 4,794.86	\$ 12.61	\$ 324.80
4/1/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		Level V Security Officer			84.00	Hour	\$ 15.47	\$ 1,299.48	\$ 16.51	\$ 87.36
4/1/2019	B337EF	Dept of Health/Public Health Labs	State Agency	92121504		DORS/Software Reporting			1.00	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60
5/3/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level I Security Officer			508	Hour	\$ 11.45	\$ 5,816.60	\$ 12.22	\$ 391.16
5/3/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level II Security Officer			408	Hour	\$ 11.81	\$ 4,818.48	\$ 12.61	\$ 326.40
5/3/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level V Security Officer			88	Hour	\$ 15.47	\$ 1,361.36	\$ 16.51	\$ 91.52
5/3/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		DORS/Software Reporting			1	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60
4/1/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level I Security Officer			536.00	Hour	\$ 11.45	\$ 6,137.20	\$ 12.22	\$ 412.72
4/1/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level II Security Officer			406.00	Hour	\$ 11.81	\$ 4,794.86	\$ 12.61	\$ 324.80
4/1/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level V Security Officer			84.00	Hour	\$ 15.47	\$ 1,299.48	\$ 16.51	\$ 87.36
4/1/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		DORS/Software Reporting			1.00	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60
5/31/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level I Security Officer			528.00	Hour	\$ 11.45	\$ 6,045.60	\$ 12.22	\$ 406.56
5/31/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level II Security Officer			412.00	Hour	\$ 11.81	\$ 4,865.72	\$ 12.61	\$ 329.60
5/31/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		Level V Security Officer			92.00	Hour	\$ 15.47	\$ 1,423.24	\$ 16.51	\$ 95.68
5/31/2019	B2FCBA	Dept of Health/Vital Statistics	State Agency	92121504		DORS/Software Reporting			1.00	Each	\$ 658.40	\$ 658.40	\$ 703.00	\$ 44.60

Quarterly Sales Report

4/1/2019 B4993C	Dept of Revenue	State Agency	92121504	Level II Security Officer	84.00	Hour	\$	11.81	\$	992.04	\$	12.61	\$	67.20
5/3/2019 B4993C	Dept of Revenue	State Agency	92121504	Level II Security Officer	129.75	Hour	\$	11.81	\$	1,532.35	\$	12.61	\$	103.80
5/31/2019 B4993C	Dept of Revenue	State Agency	92121504	Level II Security Officer	132.00	Hour	\$	11.81	\$	1,558.92	\$	12.61	\$	105.60
5/3/2019 B49941	Dept of Revenue	State Agency	92121504	Level II Security Officer	135.00	Hour	\$	13.63	\$	1,840.05	\$	14.54	\$	122.85
5/31/2019 B49941	Dept of Revenue	State Agency	92121504	Level II Security Officer	173.50	Hour	\$	13.63	\$	2,364.81	\$	14.54	\$	157.89
4/1/2019 B49943	Dept of Revenue	State Agency	92121504	Level II Security Officer	158.00	Hour	\$	13.63	\$	2,153.54	\$	14.54	\$	143.78
5/3/2019 B4993C	Dept of Revenue	State Agency	92121504	Level II Security Officer	174.00	Hour	\$	13.63	\$	2,371.62	\$	14.54	\$	158.34
5/31/2019 B4993C	Dept of Revenue	State Agency	92121504	Level II Security Officer	176.00	Hour	\$	13.63	\$	2,398.88	\$	14.54	\$	160.16
5/31/2019 19-1774	Hillsborough Transit Authority	OEU Cities & Counties	92121504	Level V Security Officer - short term	332.00	Hour	\$	16.47	\$	5,468.04	\$	17.57	\$	365.20
5/31/2019 19-1774	Hillsborough Transit Authority	OEU Cities & Counties	92121504	Vehicle - short term	2.00	Each	\$	1,076.00	\$	2,152.00	\$	1,200.00	\$	248.00



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 3 – RFP Timeline Revision

Contained herein are revisions to the RFP Timeline. The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 3 does not need to be returned with a vendor's proposal.

1. RFP NO. 92121500-19-A is hereby amended as follows:

Timeline of Events

The table below contains the Timeline of Events for this solicitation. It is the responsibility of the Respondent to check for any changes. The dates and times within the Timeline of Events may be subject to change. All changes to the Timeline of Events will occur through an addendum to the solicitation and noticed on the [Vendor Bid System \(VBS\)](#).

Respondents shall not rely on the MyFloridaMarketPlace (MFMP) sourcing time clock. It is not the official submission date and time deadline. The official solicitation closing time and deadlines are reflected in the Timeline of Events listed below.

Timeline of Events		
Events	Event Time	Event Date
Solicitation posted on the VBS and in MFMP Sourcing		September 30, 2019
Deadline to submit questions in MFMP Sourcing	2:00 P.M.	October 8, 2019
Department's anticipated posting of answers		October 22, 2019 October 29, 2019 November 12, 2019 November 19, 2019
Deadline to submit Proposal and all required documents in MFMP Sourcing	2:00 P.M.	October 29, 2019 November 5, 2019 November 19, 2019 December 3, 2019
Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	October 29, 2019 November 5, 2019 November 19, 2019 December 3, 2019
Anticipated period of formal evaluations conducted		November 11, 2019 December 2, 2019 November 18, 2019 December 9, 2019 December 2, 2019 December 23, 2019 December 16, 2019 – January 13, 2020

Timeline of Events		
Events	Event Time	Event Date
Anticipated date to post Notice of Intent to Award		December 17, 2019 January 14, 2020 January 28, 2020
Anticipated Contract start date		January 28, 2020 February 25, 2020 March 3, 2020

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk.



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 2 – RFP Timeline Revision

Contained herein are revisions to the RFP Timeline. The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 2 does not need to be returned with a vendor's proposal.

1. RFP NO. 92121500-19-A is hereby amended as follows:

Timeline of Events

The table below contains the Timeline of Events for this solicitation. It is the responsibility of the Respondent to check for any changes. The dates and times within the Timeline of Events may be subject to change. All changes to the Timeline of Events will occur through an addendum to the solicitation and noticed on the [Vendor Bid System \(VBS\)](#).

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Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	October 29, 2019 November 5, 2019 November 19, 2019
Anticipated period of formal evaluations conducted		November 11, 2019 December 2, 2019 November 18, 2019 December 9, 2019 December 2, 2019 – December 23, 2019
Anticipated date to post Notice of Intent to Award		December 17, 2019 January 14, 2020
Anticipated Contract start date		January 28, 2020 February 25, 2020

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk.



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 1 – RFP Timeline Revision

Contained herein are revisions to the RFP Timeline. The Department hereby amends RFP No. 92121500-19-A as noted within this Addendum. All revisions are underlined or in strikethrough and are highlighted. The information included in this addendum is now made part of this RFP No. 92121500-19-A solicitation. Please Note: This Addendum No. 1 does not need to be returned with a vendor's proposal.

1. RFP NO. 92121500-19-A is hereby amended as follows:

Timeline of Events

The table below contains the Timeline of Events for this solicitation. It is the responsibility of the Respondent to check for any changes. The dates and times within the Timeline of Events may be subject to change. All changes to the Timeline of Events will occur through an addendum to the solicitation and noticed on the [Vendor Bid System \(VBS\)](#).

Respondents shall not rely on the MyFloridaMarketPlace (MFMP) sourcing time clock. It is not the official submission date and time deadline. The official solicitation closing time and deadlines are reflected in the Timeline of Events listed below.

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Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	October 29, 2019 November 5, 2019
Anticipated period of formal evaluations conducted		November 11, 2019 – December 2, 2019 November 18, 2019 – December 9, 2019
Anticipated date to post Notice of Intent to Award		December 17, 2019
Anticipated Contract start date		January 28, 2020

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Any protest must be timely filed with the Department of Management Services' Agency Clerk.



The State of Florida

Department of Management Services

Request for Proposals (RFP) No:

92121500-19-A

Security Guard Services

Nicole Walker, Procurement Officer
4050 Esplanade Way, Suite 360
Tallahassee, FL 32399
850-487-4196
Nicole.Walker@dms.myflorida.com

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. Any protest concerning this agency decision must be timely filed with the Agency Clerk. Protests may be filed by courier, hand delivery, or U.S. mail at Department of Management Services, Office of the General Counsel, Attention: Agency Clerk, 4050 Esplanade Way, Suite 160, Tallahassee, FL 32399-0950. Protests may also be filed by fax at 850-922-6312 or by email at agencyclerk@dms.myflorida.com. It is the filing party's responsibility to meet all filing deadlines.

The Procurement Officer should be copied on such filings.

NOTICE PURSUANT TO SECTION 287.057(23), FLORIDA STATUTES

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

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Timeline of Events

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Public Opening 4050 Esplanade, Suite 380K Tallahassee, FL 32399-0950	2:01 P.M.	October 29, 2019
Anticipated period of formal evaluations conducted		November 11, 2019 – December 2, 2019
Anticipated date to post Notice of Intent to Award		December 17, 2019
Anticipated Contract start date		January 28, 2020

1 INTRODUCTION

1.1 Objective

The State of Florida Department of Management Services', Division of State Purchasing (Department) is issuing this Request for Proposals (RFP) to establish a state term contract for Security Guard Services. Customers for this Contract include state agencies and eligible users. The Department intends to make multiple awards; however, the Department reserves the right to award to one or multiple Respondents, statewide or by region, or to make no award, as determined to be in the best interest of the State.

1.2 Background Information

The solicitation will be administered using the Vendor Bid System and MyFloridaMarketPlace Sourcing. This Security Guard Services Contract has an average annual spend of \$13.5 million. The historical spend is for informational purposes only and should not be construed as representing actual, guaranteed, or minimum spend under a new contract.

1.3 Term

The initial term of the contract resulting from this solicitation will be for five (5) years.

1.4 Renewal Term

Upon written agreement, the Contract may be renewed in whole or in part in accordance with 287.057(13), Florida Statutes, for a period that will not exceed the term of the initial Contract at the renewal pricing specified in the initial Contract. Any renewal is subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties. Any renewal is contingent upon the satisfactory performance of the Vendor and subject to the availability of funds.

2 RFP OVERVIEW

2.1 Definitions

Definitions contained in section 287.012, Florida Statutes (F.S.), Rule 60A-1.001, Florida Administrative Code, Attachment B - Special Contract Conditions and the PUR 1001 form are incorporated by reference. In the event of a conflict, the definitions listed in this section supersede the incorporated definitions. All definitions apply in both their singular and plural sense.

Ancillary Equipment – May be provided to Customers in addition to Security Guards. Ancillary Equipment is considered optional and only the items listed on the Cost Proposal can be purchased.

Business Day – Each day during which the State and/or its agencies are open for business, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday.

Commodity Code – The State of Florida numeric code for classifying commodities and contractual services which meet specific requirements, specifications, terms, and conditions herein. Florida has adopted the United Nations Standard Products and Services Code (UNSPSC) for classifying commodities and services.

Confidential Information – Any portion of a Contractor's documents, data or records disclosed relating to its response that the Contractor claims is confidential and not subject to

disclosure pursuant to Chapter 119, F.S., the Florida Constitution, or any other authority and is clearly marked "Confidential."

Contract Manager – The representative designated by the Customer who will oversee all aspects of the Customer's Contract, monitor performance expectations, and serve as the primary point of contact for the Contractor.

Customer – An ordering entity including state agencies and eligible users.

Department – The Florida Department of Management Services.

Duty Roster - The assigned Security Guards work schedule/schedules.

End User – The person or entity that uses the commodity or service.

Facilities – Those facilities for which the SLA shall apply as identified in SLA EXHIBIT A – FACILITY LIST.

Facility Manager – The local customer representative designated for each facility who will serve in a contract management capacity as delegated by the Contract Manager.

Fire and Life Safety Program – Instruction on protocol regarding fire and life safety.

Post Orders - Defines the security guard's duties - the what, when, where, and why.

Security Officer – A person licensed to provide services as a Security Guard in accordance with Chapter 493, F.S. For this RFP and any subsequent Contract(s) and SLAs, the term Security Guard, Security Officer and Security Services may be used interchangeably.

Security Guard Services – The enforcement of rules, regulations or procedures adopted to ensure prompt action is taken to prevent or minimize losses, accidents, fires, property damage, safety hazards, or security incidents. Includes provision of Security Guards and/or Ancillary Equipment.

Service Level Agreement (SLA) - A document executed by a Customer and the Contractor which includes but is not limited to: tasks, deliverables, expectations, timelines, and financial consequences for non-performance that a Contractor shall provide to the Customer.

Site-Specific - Specific to that particular location.

State – The State of Florida.

United Nations Standard Products and Services Code (UNSPSC) – A commodity code list used by the State.

Vendor Bid System (VBS) – The State of Florida bidding system. (Subparagraph 287.042(3)(b)2. F.S.)

2.2 Procurement Officer

The Procurement Officer is the sole point of contact from the date of release of this RFP until 72 hours after the intent to award is posted, pending no protests are received by the Department.

The Procurement Officer for this RFP is:

Nicole Walker

Associate Category Manager, Division of State Purchasing

Florida Department of Management Services

4050 Esplanade Way, Suite 360, Tallahassee, FL 32399-0950

Phone: (850) 487-4196

Email: Nicole.Walker@dms.myflorida.com

****ALL EMAILS TO THE PROCUREMENT OFFICER SHOULD CONTAIN THE SOLICITATION NUMBER IN THE SUBJECT LINE OF THE EMAIL ****

2.3 Limitation on Contact with Government Personnel (section 287.057(23), F.S.)

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of this solicitation and the end of the 72-hour period following the Department posting the Notice of Intended Award, excluding Saturdays, Sundays, and state holidays any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Procurement Officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

2.4 Minor Irregularities

Although the Department define certain items as requirements for responding to this RFP, the Department reserves the right to waive any minor irregularity, technicality, or omission if the Department determines, in its sole discretion, that it is in the best interest of the State to do so. There is no guarantee that the Department will waive a minor irregularity, omission, or technicality, or that any Vendor with a proposal containing a minor irregularity, omission, or technicality will be considered for award of this procurement. The Department may reject any proposal not submitted in the manner specified by this solicitation.

2.5 Mandatory Requirements

The State has established certain requirements with respect to proposals submitted to competitive solicitations. The use of terms like “shall”, “must”, or “will” in this solicitation indicates a mandatory requirement or condition. A deviation from a mandatory requirement or condition is material if, in the State’s sole discretion, the deficient response is not in substantial accord with the solicitation requirements, provides an advantage to one Respondent over another, or has a potentially significant effect on the quality of the response or on the cost to the State. The words “should” or “may” in this solicitation indicate desirable attributes or conditions, but are permissive in nature.

2.6 Special Accommodations

Any person requiring a special accommodation due to a disability should contact the Department’s Americans with Disabilities Act (ADA) Coordinator at (850) 922-7535 at least five (5) business days prior to the scheduled event. If you are hearing or speech impaired, please contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD). The telephone numbers are supplied for notice purposes only.

2.7 Lobbying Disclosure

The successful Respondent shall comply with applicable federal requirements for the disclosure of information regarding lobbying activities of the successful Respondent, subcontractors or any authorized agent.

2.8 Order of Precedence for Solicitation

In the event of a conflict, the conflict will be resolved in the following order of priority (highest to lowest):

- a) Addenda to Solicitation, if issued (in reverse order of issuance)
- b) Scope of Work, Attachment C
- c) Cost Proposal, Attachment H
- d) Technical Proposal and Technical Proposal Evaluation Criteria, Attachment I
- e) Special Contract Conditions, Attachment B
- f) Draft Contract, Attachment A
- g) RFP and all other RFP attachments

3 RFP PROCESS

The RFP is a method of competitively soliciting a commodity or contractual service pursuant to paragraph 287.057(1)(b), F.S. The Department posts an RFP on the VBS to initiate the process and posts the RFP in MFMP Sourcing.

Respondents must submit questions in writing to the Procurement Officer via the Messages tab in MFMP Sourcing by the date listed in the Timeline of Events. Proposals must be submitted in MFMP Sourcing by the deadline listed in the Timeline of Events. The Department will open the proposals in a public meeting. The Evaluators will score the technical response(s) and the Department Procurement Officer will calculate the average of the evaluator technical scores and will verify and assign the pricing score. The Department will hold a public meeting for the evaluators to confirm their technical scores. The Department will post an agency decision in accordance with the Basis of Award section on the VBS.

3.1 Who May Respond

Vendors in good standing with the State of Florida that possess the resources required to provide commodities and services described in this RFP may respond to this solicitation.

3.2 Commitment to Diversity in Government Contracting

The State of Florida is committed to supporting its diverse business industry and population through ensuring participation by woman-, veteran-, and minority-owned business enterprises in the economic life of the state. The State of Florida Mentor Protégé Program connects certified business enterprises with private corporations for business development mentoring. The Department strongly encourages firms doing business with the State of Florida to consider participating in this program. More information

The Department supports diversity in its Procurement Program and requests that all subcontracting opportunities afforded by this solicitation enthusiastically embrace diversity. The award of subcontracts should reflect the vast array of citizens in the State of Florida. The Respondent can contact the Office of Supplier Diversity at (850) 487-0915 or osdinfo@dms.myflorida.com for more information on certified business enterprises that

may be considered for subcontracting opportunities and for more information on the Mentor Protégé Program.

3.3 Question Submission

The Department invites interested and registered Vendors to submit written questions regarding the solicitation through MFMP Sourcing. Vendors who 'Join' the MFMP Sourcing event are able to submit questions using the MFMP Sourcing 'Messages' tab (referred to as the "Q&A Board" in PUR 1001). Questions can be submitted in MFMP Sourcing during the Preview Status until the Question Submission Deadline listed in the Timeline of Events.

The following quoted text replaces Section 5 of PUR 1001, which is incorporated by reference in section 4.1, General Instructions:

"Questions must be submitted via the Q&A Board within MFMP Sourcing and must be RECEIVED NO LATER THAN the time and date reflected on the Timeline of Events. Questions shall be answered in accordance with the Timeline of Events. All questions submitted shall be published and answered in a manner that all proposers will be able to view. Proposers shall not contact any other employee of the Department or the State for information with respect to this solicitation. Each respondent is responsible for monitoring the Vendor Bid System for new or changing information. The Department shall not be bound by any verbal information or by any written information that is not contained in the solicitation documents or formally noticed and issued by the Departmental personnel. Questions to the Procurement Officer or to any Department personnel shall not constitute formal protest of the specifications or of the solicitation, a process addressed in paragraph 20 of the PUR 1001."

Respondents are strongly encouraged to raise any questions or concerns regarding this RFP, including the proposed Contract terms and conditions, during the open question period.

The Department will answer all submitted questions in a Question and Answer Addendum.

3.4 Question and Answer Addendum

The Department will issue an addendum containing the questions submitted by Vendors and the written answers of the Department. This addendum will be issued according to the Timeline of Events.

3.5 Addenda to the RFP

The Department reserves the right to modify this solicitation by addenda. Addenda may modify any aspect of this solicitation. Any addenda issued will be posted on the VBS. It is the Respondent's responsibility to check for any changes to a solicitation prior to submitting a proposal.

3.6 Public Opening

Proposals will be opened on the date and at the location indicated in the Timeline of Events. Respondents are not required to attend. The Department generally does not announce prices or release other materials at this public meeting, pursuant to paragraph 119.071(1)(b), F.S.

3.7 Technical Evaluation

The Evaluators will independently review and score the responsive technical responses using the evaluation criteria described in Attachment I – Technical Proposal and Technical Proposal Evaluation Criteria.

3.8 Electronic Posting of Notice of Intended Award

The Department will electronically post a Notice of Intended Award on the VBS for review by interested parties at the time and location specified in the Timeline of Events. The Notice of Intended Award will remain posted for a period of 72 hours, not including weekends or State observed holidays. If the Notice of Intended Award is delayed, in lieu of posting the Notice of Intended Award, the Department may post a notice of delay and a revised date for posting the Notice of Intended Award.

3.9 Firm Response

The Department intends to award a Contract within sixty days after the date of the proposal opening, during which period proposals shall remain firm and shall not be withdrawn. If an award is not made within sixty days, all proposals shall remain firm until either the Department awards the Contract, or the Department receives from the Respondent written notice that the response is withdrawn. Proposals that express a shorter duration may, in the Department's sole discretion, be accepted or rejected.

3.10 Modification or Withdrawal of Proposal

A Respondent is responsible for the content and accuracy of its proposal. A Respondent may modify or withdraw its proposal at any time prior to the deadline to submit proposals in accordance with the Timeline of Events. For information on how to revise a response in MFMP Sourcing, the Vendor should call the MFMP Vendor Help Desk at (866)-352-3776 or email VendorHelp@myfloridamarketplace.com.

3.11 Cost of Response Preparation and Independent Preparation

The costs related to the development and submission of a response to this RFP are the full responsibility of the Respondent and are not chargeable to the Department. A Respondent shall not, directly or indirectly, collude, consult, communicate or agree with any other Vendor or Respondent as to any matter related to the response each is submitting. Additionally, a Respondent shall not induce any other Respondent to modify, withdraw, submit or not submit a response.

3.12 Contract Formation

The Department intends to enter into a Contract with each awarded Respondent; however, no Contract shall be formed between a Vendor and the Department until the Contract is executed. The Department shall not be liable for any work performed or costs incurred by Vendors for any work performed before the Contract is effective.

The Department may issue a Notice of Intended Award to successful Respondent(s). However, no Contract shall be formed between a Respondent and the Department until the Department signs the Contract. The Department shall not be liable for any work performed before the Contract is effective.

The Department intends to enter into a Contract(s) with Respondent(s) pursuant to the Basis for Award, section of this solicitation. No additional documents submitted by a Respondent shall be incorporated in the Contract unless it is specifically identified, incorporated by reference, and approved by the Department. If any additional documents

are submitted by the Respondent, the additional documents will not be considered for the Basis for Award.

The General Contract Conditions (PUR 1000, 10/06) is incorporated by reference and can be accessed at:

https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms

The terms of the PUR 1000, 10/06, are replaced in their entirety with the Special Contract Conditions contained in Attachment B of this RFP.

4 HOW TO PROVIDE A PROPOSAL

This section contains instructions to Respondents on how to submit a proposal.

4.1 General Instructions

The General Instructions to Respondents (PUR 1001, 10/06), as modified by this RFP, is incorporated by reference and can be accessed at:

https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms

In the event any conflict exists between the Special Contract Conditions listed in Attachment B and the General Instructions to Respondents, the Special Contract Conditions shall prevail.

The following sections of the PUR 1001 are inapplicable:

Section 3. Electronic Submission of Bids

Bids shall be submitted in accordance with Section 4.2 of this solicitation.

Section 5. Questions

Questions shall be submitted in accordance with Section 3.3 of this solicitation.

The following section of the PUR 1001 is modified as follows:

Section 9. Respondent's Representation and Authorization.

In submitting a response, each respondent understands, represents, and acknowledges the following.

- *The Respondent is not currently under suspension or debarment by the State or any other governmental authority.*
- *To the best of the knowledge of the person signing the response, the Respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.*
- *Respondent currently has no delinquent obligations to the State, including a claim by the State for liquidated damages under any other contract.*
- *The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.*

- *The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other Respondent or potential Respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any Respondent or potential Respondent, and they will not be disclosed before the solicitation opening.*
- *The Respondent has fully informed the Department in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.*
- *Neither the Respondent nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or position involving the administration of funds:*
 - *Has within the preceding three years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or*
 - *Has within a three-year period preceding this certification had one or more federal, state, or local government contracts terminated for cause or reason of default that would impair the Respondent's ability to deliver the commodities or contractual services of the resultant contract.*
- *The product offered by the Respondent will conform to the specifications without exception.*
- *The respondent has read and understands the Contract terms and conditions, and the submission is made in conformance with those terms and conditions.*
- *If an award is made to the Respondent, the Respondent agrees that it intends to be legally bound to the Contract that is formed with the State.*
- *The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.*
- *The respondent shall indemnify, defend, and hold harmless the Department and Customers, and their employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent's preparation of its bid.*
- *All information provided by, and representations made by, the respondent are material and important and will be relied upon by the Department in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from the Department of the true facts relating to submission of the bid. A misrepresentation shall be punishable under law, including, but not limited to, Chapter 817, Florida Statutes.*

4.2 How to Submit a Proposal

Respondents will submit their proposals electronically via MFMP Sourcing and enter all required attachments and documents electronically in MFMP Sourcing during this solicitation as indicated. The Department will only evaluate Proposals submitted using MFMP Sourcing. Failure to submit all of the required attachments and documentation may result in a Respondent to be deemed non-responsive. Any of the Respondent's forms found to be incomplete may be grounds for the Respondent to be deemed non-responsive.

Attachments submitted in MFMP Sourcing should be named similarly to the following file naming conventions:

Example: JohnDoeLLC_Attachment_A.pdf
JohnDoeLLC_Attachment_H.xlsx (Cost Proposal, Microsoft Excel)

Do not submit mass produced general information/promotional material about the Respondent that is prepared/printed for general distribution. The emphasis of each Proposal shall be on completeness and clarity of content. Proposals should be prepared simply and economically, providing a straightforward, concise delineation of the Respondent's capabilities to satisfy the requirements of this solicitation.

By submitting a Proposal to this solicitation, the Respondent agrees to and waives any objections to requirements contained in the solicitation. By submitting a Proposal, the Respondent certifies that it agrees to and satisfies all criteria specified in this solicitation.

Respondents are responsible for submitting their Proposal in MFMP Sourcing by the date and time specified in the Timeline of Events of this solicitation. Each Respondent may only submit one Proposal. The Department will not consider late Proposals.

4.3 Respondent Submission

This section contains the substance of the requested proposal. Respondents do not need to respond to any other sections or provide any other documentation than what is listed in this section. Respondents are to submit all documentation requested as part of this subsection.

4.3.1 Contents of Proposal

Submit Proposal in the following format in two tabs as directed below. Submit the following in accordance with subsection 4.2, How to Submit a Proposal.

Tab 1 Completed Attachments:

- 1) Attachment F - Vendor Information
- 2) Attachment G - Certification of Drug-Free Workplace, if applicable.

Tab 2 Mandatory Responsive Requirements: Respondents that fail to submit the required documentation will be deemed non-responsive.

- 1) A signed Attachment E - Responsive Requirements; and
- 2) Attachment H – Cost proposal. Submit the provided Attachment H – Cost Proposal, in an Excel File; and
- 3) Respondent's Technical Proposal – include information requested in Attachment I – Technical Proposal and Technical Proposal Evaluation Criteria in one PDF document with fully searchable text.

4.4 Uploading Documentation

Respondents must upload an electronic copy of all requested documentation in the MFMP Sourcing. The following conditions apply:

- In the case where the Department provides an attachment that is able to be filled in, Respondents are to download the attachment, fill it out, and then attach the filled in copy in the space provided, in MFMP Sourcing.
- In the case of original or signed documentation, Respondents may attach scanned copies of original documents which have been filled in and signed by an individual authorized to respond on the Vendor's behalf.
- MFMP accepts files up to 20 megabytes (MB) in size.

5 PRIOR TO AWARD

5.1 Responsive and Responsible Proposal

Proposals that do not conform in all material respects to the solicitation requirements, specifications, terms, and conditions shall be rejected as non-responsive. Proposals that contain provisions that are contrary to the requirements of the solicitation are not permitted. Respondents whose Proposals, references, or current status do not reflect the capability, integrity, or reliability to fully and in good faith perform the requirements of a contract may be deemed not responsible and the Proposal rejected as non-responsive. The Department reserves the right to determine which Proposals meet the requirements of this solicitation, and which Respondents are responsive and responsible.

5.2 Right to Reject

The Department reserves the right to accept or reject any and all Proposals, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if the Department determines that doing so shall serve the Department's best interests. Proposals which include a condition or exception may result in the Proposal being found not in conformance in all material respects of the solicitation and rejected as non-responsive. Alternatively, and in the Department's sole discretion, the Department may disregard or reject any condition or exception included in a Proposal. By submitting a Proposal, the Respondent acknowledges the Department's right to disregard or reject any condition or exception included with a Proposal and to review the remainder of the submitted proposal as if the condition or exception had not been included.

5.3 Redacted Submissions

The following section supplements section 19 of the PUR 1001. If the Respondent considers any portion of the documents, data or records submitted in response to this solicitation to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, F.S., the Florida Constitution or other authority, the Respondent must mark the document as "Confidential" and simultaneously provide the Department with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the Department's solicitation name, number, and the Respondent's name on the cover, and shall be clearly titled "Redacted Copy." The Redacted Copy should only redact those portions of material that the Respondent claims is confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, F.S., the Florida Constitution or other authority, to which documents that are marked as confidential are

responsive, the Department will provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, the Department will notify the Respondent such an assertion has been made. It is the Respondent's responsibility to assert that the information in question is exempt from disclosure under Chapter 119, F.S., or other applicable law. If the Department becomes subject to a demand for discovery or disclosure of the Confidential Information of the Respondent in a legal proceeding, the Department shall give the Respondent prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Respondent shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a Proposal, the Respondent agrees to protect, defend, and indemnify the Department for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Proposal are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Respondent fails to submit a redacted copy of information it claims is confidential, the Department is authorized to produce the entire documents, data, or records submitted to the Department in answer to a public records request for these records.

5.4 Additional Information

By submitting a Proposal, the Respondent certifies that it agrees to and satisfies all criteria specified in the RFP. The Department may request, and Respondent shall provide, clarifying or supporting information or documentation. Failure to provide clarifying or supporting information or documentation as requested may result in the rejection of the Proposal.

6 BASIS OF AWARD

Contract(s) will be awarded to the responsible and responsive Vendor(s) per region that are determined to be the most advantageous to the state with the highest total final score. The highest total final score will be determined by combining the average of the evaluator technical scores and the cost proposal score. The Department reserves the right to issue multiple awards in a region to Respondents whose total final score is within 20% of the highest total final score for that region. The Department will consider the total cost for each year of the Contract, including initial and renewal years as submitted by the Respondent.

The methodology for scoring is outlined below:

Proposal	Available Points
A. Technical Proposal submitted in accordance with the terms in Attachment I – Technical Proposal and Technical Proposal Evaluation Criteria	600
B. Cost Proposal (Attachment H)	400
Total Available Points (A + B)	1,000

The Department reserves the right to accept or reject any and all offers, and to waive any minor irregularity, technicality, or omission if the Department determines that doing so will serve the best interest of the State. An irregularity is not material and therefore, minor, when it does not give the Respondent a substantial advantage over other Respondents and thereby restricts or

stifles competition. The Department reserves the right to award multiple Contracts for all or part of the work contemplated by this solicitation, as well as reserves the right to make no award as determined to be in the best interest of the State.

6.1 Technical Proposal - 600 Available Points

The Respondent shall be awarded up to 600 points for their submitted Technical Proposal in accordance with the evaluation criteria outlined in Attachment I – Technical Proposal and Technical Proposal Evaluation Criteria.

6.2 Cost Proposal - 400 Available Points

The Respondent is required to submit pricing for all security guard positions (levels I-VI), service lengths (long term and short term), and hours (full time, part-time, and occasional) for both the Initial Term and Renewal Term in their Cost Proposal. The Department will not consider or evaluate a proposal for any region that fails to provide pricing for all security guard positions, service lengths, and hours within in a region for both the Initial Term and Renewal Term. The Respondent shall be awarded up to 400 points for a region where the Respondent submitted all required pricing information for that region in the Cost Proposal. The Respondent shall receive points based on the following methodology:

Cost Proposal (Attachment I)	Available Points
A. Initial Term Pricing, Long Term Commitment, Full Time	72
B. Initial Term Pricing, Long Term Commitment, Part-Time	48
C. Initial Term Pricing, Long Term Commitment, Occasional	24
D. Initial Term Pricing, Short Term Commitment, Full Time	48
E. Initial Term Pricing, Short Term Commitment, Part-Time	32
F. Initial Term Pricing, Short Term Commitment, Occasional	16
G. Renewal Term Pricing, Long Term Commitment, Full Time	48
H. Renewal Term Pricing, Long Term Commitment, Part-Time	32
I. Renewal Term Pricing, Long Term Commitment, Occasional	16
J. Renewal Term Pricing, Short Term Commitment, Full Time	32
K. Renewal Term Pricing, Short Term Commitment, Part-Time	21
L. Renewal Term Pricing, Short Term Commitment, Occasional	11
Total Available Points (Sum of A through L)	400

A. Initial Term Pricing, Long Term Commitment, Full Time - 72 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Long Term Commitment, Full Time) shall receive 72 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 72 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

B. Initial Term Pricing, Long Term Commitment, Part-Time - 48 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Long Term Commitment, Part-Time) shall receive 48 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 48 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

C. Initial Term Pricing, Long Term Commitment, Occasional - 24 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Long Term Commitment, Occasional) shall receive 24 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 24 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

D. Initial Term Pricing, Short Term Commitment, Full Time - 48 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Short Term Commitment, Full Time) shall receive 48 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 48 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

E. Initial Term Pricing, Short Term Commitment, Part-Time - 32 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Short Term Commitment, Part-Time) shall receive 32 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 32 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

F. Initial Term Pricing, Short Term Commitment, Occasional - 16 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Initial Term Pricing, Short Term Commitment, Occasional) shall receive 16 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 16 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

G. Renewal Term Pricing, Long Term Commitment, Full Time - 48 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Long Term Commitment, Full Time) shall receive 48 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 48 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

H. Renewal Term Pricing, Long Term Commitment, Part-Time - 32 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Long Term Commitment, Part-Time) shall receive 32 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 32 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

I. Renewal Term Pricing, Long Term Commitment, Occasional - 16 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Long Term Commitment, Occasional) shall receive 16 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 16 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

J. Renewal Term Pricing, Short Term Commitment, Full Time - 32 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Short Term Commitment, Full Time) shall receive 32 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 32 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

K. Renewal Term Pricing, Short Term Commitment, Part-Time - 21 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Short Term Commitment, Part-Time) shall receive 21 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 21 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

L. Renewal Term Pricing, Short Term Commitment, Occasional - 11 Available Points

The Respondent with the lowest sum of all six positions in this section of the cost proposal (i.e. Renewal Term Pricing, Short Term Commitment, Occasional) shall receive 11 points. Other Respondents shall receive points based on the following formula:

$$(X \div N) \times 11 = Z$$

Where:

X = lowest sum of all six positions in this section of the cost proposal of all responses

N = Respondent's sum of all six positions in this section of the cost proposal

Z = points awarded

6.3 Identical Tie

In the event that the Department receives two identical Proposals, the Department will select a Vendor in accordance with Florida Statutes.

RFP ATTACHMENTS

Attachment A – Draft Contract
Attachment B – Special Contract Conditions
Attachment C – Scope of Work
Attachment D – Special Instructions for Respondents
Attachment E – Responsive Requirements
Attachment F – Vendor Information
Attachment G – Certification of Drug-Free Workplace
Attachment H – Cost Proposal
Attachment I – Technical Proposal and Technical Proposal Evaluation Criteria
Attachment J – Preferred Pricing
Attachment K – Draft SLA
Attachment L – Region Map

Attachment D

Special Instructions for Respondents

1. MFMP Sourcing

Since July 1, 2003, the Department has used the online e-procurement system known as MyFloridaMarketPlace (MFMP). This solicitation will be administered using MFMP Sourcing.

2. MFMP Registration

To participate within MFMP Sourcing, a Bidder must be a registered vendor in the MFMP Vendor Information Portal (VIP). Registered Vendors should log into MFMP VIP to ensure contact information and commodity code registrations are correct and to ensure the option to participate in electronic solicitations in MFMP Sourcing is selected.

Vendors not currently registered with MFMP VIP must:

- a) Create an account through the MFMP VIP.
- b) Within MFMP VIP, indicate on the Solicitations page that they wish to participate in electronic solicitations.
- c) Within MFMP VIP, in the Commodity Selections section, select the commodity codes for the goods and services that the vendor would like to provide to the State. Vendors will not receive notifications for commodities codes that are not selected.

Note: VBS and MFMP Sourcing provide automated notifications to the vendor community, as a courtesy, based on commodity codes that are tied to a vendor's registration in the MFMP VIP. Vendors with a commodity code that matches the commodity code of the MFMP Sourcing event will be able to 'Join' the MFMP Sourcing event. If a vendor does not have a matching commodity code, VBS and MFMP Sourcing will not provide a courtesy notification and the vendor will not be able to 'Join' the MFMP Sourcing event. Vendors have the ability to access and update their registration in VIP by adding commodity codes to their business profile. Changes made in MFMP VIP, including new registrations, may take 48 hours to take effect.

The MFMP VIP can be accessed via this link: <https://vendor.myfloridamarketplace.com/>

The Department strongly recommends vendors set MS Internet Explorer browser to compatibility mode while using MFMP applications. Information regarding recommended internet browser settings can be accessed at:

[https://www.dms.myflorida.com/content/download/139967/902595/MFMP_U_IE_Compatibility_Job_Aid_\(edge\).pdf](https://www.dms.myflorida.com/content/download/139967/902595/MFMP_U_IE_Compatibility_Job_Aid_(edge).pdf)

In order to *Join* the MFMP Sourcing event vendors must:

- a) Have a current MFMP vendor registration within the MFMP VIP; and
- b) Select 'Yes' to participate in electronic sourcing events in MFMP Sourcing.

The MFMP Sourcing application may be accessed using the following link:

<https://sourcing.myfloridamarketplace.com>

3. MFMP Sourcing Posting Phase

A solicitation formally begins when the Department posts a Notice in VBS and publishes an MFMP Sourcing event.

Solicitations conducted in MFMP Sourcing exist in the following statuses:

Preview Status

A solicitation is published as a *Public Event* in MFMP Sourcing and is initially in *Preview* status. When the solicitation is in *Preview* status, Vendors can view and download all information related to the solicitation and pose questions to the Procurement Officer in the *Messages* tab of the event. The solicitation remains in *Preview* status until the *Open* status begins.

Open Status

The solicitation enters *Open* status on the date listed on the Timeline of Events. When a solicitation is in *Open* status, all Vendors who accepted the *Bidders Agreement* in MFMP Sourcing may submit bids until the Bid Due Date listed in the Timeline of Events. The solicitation remains in *Open* status until the Bid Due Date and Time listed in the Timeline of Events.

Pending Selection Status

The solicitation enters *Pending Selection* status on the date listed on the Timeline of Events. When a solicitation is in *Pending Selection* status, vendors are no longer able to submit bids in accordance with the Timeline of Events.

Completed/Awarded Status

The solicitation enters *Completed/Awarded* status after the Notice of Intent to Award has been published to the Vendor Bid System, in accordance with the Timeline of Events. This status indicates the MFMP Sourcing event has been completed and the term *Award* in MFMP Sourcing refers solely to system function.

4. MFMP Training

A non-mandatory Pre-Bid Conference/MFMP training event may be held in accordance with the Timeline of Events to discuss how to view and respond to solicitations in [MFMP Sourcing](#). The Non-Mandatory Pre-Bid Conference/MFMP training event will be held at the date and time specified in the Timeline of Events. Attendance is optional but encouraged. Vendors may attend the webinar from their computer, tablet, or smartphone by clicking the link found in the Timeline of Events at the time of the training. A PDF of the presentation is available at https://www.dms.myflorida.com/media/state_purchasing/mfmp_files/buyers/state_purchasing_vendor_pre_bid_deck_2018. If a Bidder is unable to attend the training, the MFMP team offers many other training resources, including recorded, online training and job aids that can be viewed on the MFMP Training for Vendors webpage, which is accessible at https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_vendors/training_for_vendors. Public meetings conducted during this solicitation are open to members of the general public, current vendors, potential vendors and interested persons.

MFMP University offers vendor training materials on the Department's website at:

https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/mfmp_vendors/training_for_vendors. MFMP University provides access to recorded online trainings on a variety of topics, including Vendor Registration and Selecting Commodity Codes.

5. MFMP Assistance

Vendors that need assistance using MFMP may contact the MFMP Customer Service Desk at VendorHelp@myfloridamarketplace.com or (866) 352-3776.

Attachment E Responsive Requirements

SOLICITATION SECTION REFERENCE OR ATTACHMENT	RESPONSIVE REQUIREMENTS
RFP	The person submitting the Response and its pricing certifies they are authorized to respond to this solicitation on the Respondent's behalf. (Certifying by signature below)
Attachment B and PUR 1001 form*	The Respondent certifies that the Respondent is not a Discriminatory Vendor or Convicted Vendor as described in section 287.133 and section 287.134, Florida Statutes. (Certifying by signature below)
RFP and PUR 1001 form*	The Respondent certifies that the Respondent is in compliance with Section 9 of the PUR 1001 form*, as modified by the General Instructions section of this RFP. (Certifying by signature below)
Attachment B	The Respondent certifies that it is not on the Scrutinized List of Prohibited Companies (https://www.sbafla.com/fsb/PerformanceReports.aspx), is not on the Scrutinized Companies that Boycott Israel pursuant to section 215.4725, Florida Statutes, and is not participating in a boycott of Israel. (Certifying by signature below)
RFP	The Respondent certifies that if awarded a Contract, it shall provide a PDF file of their current and active registration with the Department of State prior to contract execution. NOTE: Pursuant to section 607.1501, F.S., out-of-state corporations where required, must obtain a Florida Certificate of Authorization pursuant to section 607.1503, F.S., from the Florida Department of State, Division of Corporations, to transact business in the State of Florida. Website: www.sunbiz.org . (Certifying by signature below)
Attachment H	The Respondent certifies it has provided the Department with an Attachment H Cost Proposal (Certifying by signature below)
Attachments A and B	The Respondent certifies it accepts and will comply with all terms and conditions listed in the Draft Contract and the Special Contract Conditions. (Certifying by signature below)

* The PUR 1001 form (General Instructions to Respondents) is available at https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms.

Signature below certifies that the signatory has the authority to respond to this solicitation on the Respondent's behalf, and certifies conformance with all Responsive Requirements listed above.

Name of Respondent's Organization

Signature of Organization's Authorized Representative

Date

Attachment F Vendor Information

Please ensure the vendor information provided in this form matches the MyFloridaMarketPlace (MFMP) Vendor Registration account information: [Florida Vendor Information Portal](#). DO NOT CHANGE THE FORMAT OF THIS FORM.

VENDOR NAME:	
VENDOR FEID NO.:	
VENDOR FEID MFMP LOCATION SEQUENCE NO.	
STREET ADDRESS:	
CITY, STATE and ZIP:	
WEBSITE ADDRESS:	
TELEPHONE NO.:	
TOLL-FREE NO.:	
FAX NO.:	
CERTIFIED BUSINESS ENTERPRISE	Yes ____ No ____
CERTIFIED BUSINESS ENTERPRISE CODE (IF APPLICABLE)	
FLORIDA CLIMATE FRIENDLY PRODUCTS	Yes ____ No ____
AUTHORIZED RESELLERS	Yes ____ No ____
AUTHORIZED RESELLERS (LIST IF APPLICABLE)	
COVERAGE AREA (STATEWIDE/REGIONAL/SPECIFIC COUNTIES)	
MFMP CATALOG	Yes ____ No ____
MFMP CATALOG TYPE (PUNCHOUT, LINE ITEM)	

Person Responsible for Administering The Contract		
NAME:		
TITLE:		
STREET ADDRESS:		
CITY, STATE and ZIP:		
E-MAIL ADDRESS:		
TELEPHONE NO.:		
TOLL-FREE NO.:		
CELL PHONE NO.:		
FAX NO.:		
Ordering and Remit-To Information - Please provide information where Customers should direct orders. You must provide a regular mailing address and email address. If equipped to receive purchase orders electronically, you may also provide a website address.		
REMIT-TO:		
REMIT-TO STREET ADDRESS:		
REMIT-TO CITY, STATE and ZIP CODE:		
REMIT-TO EMAIL and/or WEBSITE ADDRESS:		

Attachment G

Certification of Drug-Free Workplace

Section 287.087 of the Florida Statutes provides that, where equal bids, proposals or replies are received, preference shall be given to the Respondent that certifies it has implemented a drug-free workforce program. Please sign below and return this form, if applicable, to certify that your business has a drug-free workplace program.

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation and employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under Bid a copy of the statement specified in Subsection (1).
- 4) In the statement specified in Subsection (1), notify the employees, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any State, for a violation occurring in the workplace no later than five days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements. False statements are punishable at law.

RESPONDENT'S NAME:

By: _____
Authorized Signature Print Name and Title

**Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services**

Instructions

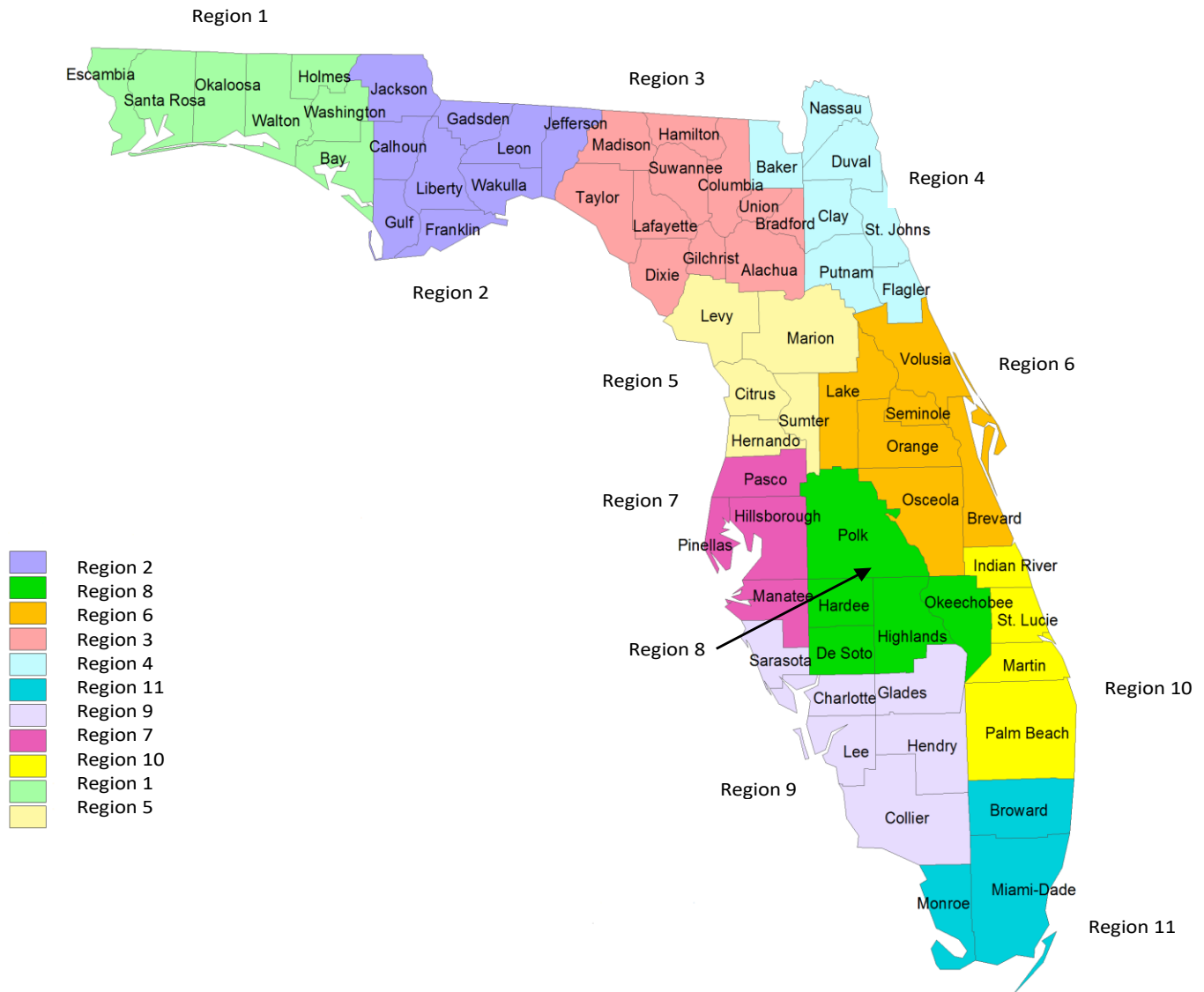
Security Guard Services (Required)

The Respondent may respond to one or more region. **The Respondent is not required to respond to all regions.** Pricing must be provided for all security guard positions (levels I-VI), service lengths (long term and short term), and hours (full time, part-time, and occasional) within each region for which the Respondent is offering a response. Please refer to the Scope of Work (Attachment C), Sections 4 (Operational Hours) and 6 (Position Descriptions) for definitions of positions, service lengths, and hours.

1. The Respondent is not required to submit a price in all yellow highlighted cells for all Regions. The Respondent must submit a price in all yellow highlighted cells for the region(s) for which the Respondent is proposing services.
2. All prices must be in U.S. Dollars (\$USD; e.g. \$99,999.00), and price ranges will not be accepted. The price shall be completed to two decimal places; amounts cannot include fractions of cents (e.g. \$0.005).
3. The Cost Proposal (Attachment H) establishes pricing for services offered for the term of the contract and any renewals. The Respondent shall not exceed this pricing when providing services under any resultant contract.
4. For the Respondent to be considered for an award in a region, the Respondent is required to submit pricing for all security guard positions, service lengths, and hours within in the region(s) they are proposing to offer services for both the Initial Term and Renewal Term. The Department will not consider or evaluate a proposal for any region that fails to provide pricing for all security guard positions, service lengths, and hours within in a region for both the Initial Term and Renewal Term.
5. Prices shall be based on meeting or exceeding the material specifications in the Scope of Work (Attachment C).
6. Respondents will not be deemed nonresponsive if they do not offer pricing for ancillary equipment.

Ancillary Equipment (Optional)

The Respondent is not required to provide pricing for ancillary equipment. No points will be awarded based on information provided in this section. Please note that the Respondent will not be able to offer any ancillary equipment for which pricing is not provided.



Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services

Respondent Name												
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Initial Term Pricing												
Security Guard Services (Required)												
* * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * *												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Long Term Commitment: One or more years												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											

**Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services**

Respondent Name

Initial Term Pricing												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Short Term Commitment: Less than one year												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Emergency Response Security Guards - Armed	Hourly											
Emergency Response Security Guards - Unarmed	Hourly											

**Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services**

Respondent Name	
------------------------	--

Initial Term Pricing												
Ancillary Equipment (Optional)												
* * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * *												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Vehicles - Bicycle	Hourly											
Vehicles - Golf cart	Hourly											
Vehicles - Automobile	Hourly											
Vehicles - SUV	Hourly											
Vehicles - 4WD truck	Hourly											
Vehicles - Bicycle	Daily											
Vehicles - Golf cart	Daily											
Vehicles - Automobile	Daily											
Vehicles - SUV	Daily											
Vehicles - 4WD truck	Daily											
Vehicles - Bicycle	Monthly											
Vehicles - Golf cart	Monthly											
Vehicles - Automobile	Monthly											
Vehicles - SUV	Monthly											
Vehicles - 4WD truck	Monthly											

Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services

Respondent Name	
------------------------	--

Renewal Term Pricing												
Security Guard Services (Required)												
* * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * *												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Long Term Commitment: One or more years												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											

**Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services**

Respondent Name

Renewal Term Pricing												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Short Term Commitment: Less than one year												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly											
Security Guard Level II	Hourly											
Security Guard Level III	Hourly											
Security Guard Level IV	Hourly											
Security Guard Level V	Hourly											
Security Guard Level VI	Hourly											
Emergency Response Security Guards - Armed	Hourly											
Emergency Response Security Guards - Unarmed	Hourly											

**Attachment H: Cost Proposal
Request For Proposals
No. 92121500-19-A
Security Guard Services**

Respondent Name	
------------------------	--

Renewal Term Pricing												
Ancillary Equipment (Optional)												
* * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * *												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Vehicles - Bicycle	Hourly											
Vehicles - Golf cart	Hourly											
Vehicles - Automobile	Hourly											
Vehicles - SUV	Hourly											
Vehicles - 4WD truck	Hourly											
Vehicles - Bicycle	Daily											
Vehicles - Golf cart	Daily											
Vehicles - Automobile	Daily											
Vehicles - SUV	Daily											
Vehicles - 4WD truck	Daily											
Vehicles - Bicycle	Monthly											
Vehicles - Golf cart	Monthly											
Vehicles - Automobile	Monthly											
Vehicles - SUV	Monthly											
Vehicles - 4WD truck	Monthly											

Attachment I

Technical Proposal and Technical Proposal Evaluation Criteria

The Respondent shall prepare and submit its Technical Proposal according to the criteria and instructions provided in this attachment. The Respondent should submit only one PDF document with fully searchable text and image features throughout the document.

Technical Proposal	Available Points
1. Experience	250
2. Proposed Solution	200
3. Human Resource Management	150
Total Available Points for Technical Proposal	600

1. Experience – 250 Available Points

Provide a narrative in the technical proposal that contains a detailed description demonstrating how many years of experience the Respondent has in providing Security Guard Services. A Respondent may demonstrate experience to include, but not limited to, providing references from clients and/or describing past projects. Evaluators will consider the following information when scoring the experience section.

The Respondent will be scored by the Department's Evaluators based on their company's number of years providing Security Guard Services

Proposals will be evaluated based on the following:

Evaluation Criteria	Points
Up to 3 years' experience	61
3 to 6 years' experience	124
7 to 10 years' experience	187
10 plus years' experience	250

2. Proposed Solution – 200 Available Points

Provide a proposal which fully describes in the Respondent's solution for carrying out the Security Guard Services, as described in Attachment C – Scope of Work, for which the Respondent is submitting a Proposal. Provide information which demonstrates the Respondent's ability to provide the services for which the Respondent is submitting a Proposal in accordance with the terms and conditions set forth in Attachment C – Scope of Work.

Proposals will be evaluated based on the following:

Does the Respondent's proposed solution demonstrate the Respondent's ability to carry out the Security Guard Services for which Respondent is submitting a Proposal?

Evaluation Criteria	Points
Respondent's proposed solution does not demonstrate an ability to provide the services for which Respondent is submitting a Proposal.	0

Respondent's proposed solution demonstrates a minimal ability to provide the services for which Respondent is submitting a Proposal.	66
Respondent's proposed solution demonstrates an intermediate ability to provide the services for which Respondent is submitting a Proposal.	133
Respondent's proposed solution demonstrates an exceptional ability to provide the services for which Respondent is submitting a Proposal.	200

3. Human Resource Management – 150 Available Points

Provide a proposal which fully describes the Respondent's standards for hiring and maintaining employment. Provide information which demonstrates the Respondent's process for interviewing employees, maintaining sufficient number of staff, and ensuring Contractor's employees adhere to the terms and conditions set forth in Attachment C – Scope of Work.

Proposals will be evaluated based on the following:

Does the Respondent's proposal demonstrate the Respondent's ability to provide sufficient numbers of qualified staff who will adhere to the terms and conditions set forth in Attachment C – Scope of Work?

Evaluation Criteria	Points
Respondent's proposed solution does not demonstrate an ability to provide sufficient numbers of qualified staff who will adhere to the terms and conditions set forth in Attachment C – Scope of Work.	0
Respondent's proposed solution minimally demonstrates an ability to provide sufficient numbers of qualified staff who will adhere to the terms and conditions set forth in Attachment C – Scope of Work.	50
Respondent's proposed solution satisfactorily demonstrates an ability to provide sufficient numbers of qualified staff who will adhere to the terms and conditions set forth in Attachment C – Scope of Work.	100
Respondent's proposed solution exceptionally demonstrates an ability to provide sufficient numbers of qualified staff who will adhere to the terms and conditions set forth in Attachment C – Scope of Work.	150

Attachment J Preferred Pricing

REGARDING THE CONTRACT BETWEEN
_____ (THE "CONTRACTOR")
AND
THE FLORIDA DEPARTMENT OF MANAGEMENT SERVICES
CONTRACT NO.: _____ DATED: _____ (THE "CONTRACT")

Pursuant to section 216.0113, Florida Statutes, the undersigned contractor hereby attests that the Contractor complies with the Preferred Pricing clause contained in Attachment B – Special Contract Conditions, subsection 3.2.2:

Print Contractor's Name: _____

By: _____
Signature of the Authorized Representative:

Date: _____

Print Representative's Name/Title:

STATE OF _____ COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, by
_____.

Signature of Notary
(Print, Type, or Stamp Commissioned Name of Notary Public)

[Check One] ____ Personally Known OR ____ Produced the following I.D. _____

Vendor Name: _____ FEIN# _____
Vendor's Authorized Representative Name and Title: _____
Address: _____
City, State, and Zip code: _____
Phone Number: (____) ____ - ____ E-mail: _____
CORPORATE SEAL (IF APPLICABLE)

**Service Level Agreement
Attachment K
Security Guard Services
SLA No.**

This Service Level Agreement (SLA) is between the [Customer Name] an agency of the State of Florida, with offices at [Customer address], and [Company Name] ("Contractor"), authorized to transact business in the State of Florida with offices at [Company address].

The Parties enter into this SLA pursuant to State Term Contract No.: 92121500-19-01 in accordance with the terms and conditions of the solicitation.

The Parties therefore agree as follows.

SECTION 1. TERM

1.1. Initial Term

The initial SLA term shall begin on XXXX, or on the last date it is signed by all Parties, whichever is later, and expires on XXXX.

1.2. Renewal Term

Upon written agreement, the SLA may be renewed in whole or in part for a period that will not exceed the initial term of the state term contract by more than 12 months pursuant to section 26 of the PUR 1000 and must be provided at the applicable pricing specified in the state term contract. Any renewal is contingent upon the satisfactory performance of the Vendor and subject to the availability of funds.

SECTION 2. SLA DOCUMENT

- 2.1. This SLA sets forth the entire understanding of the Parties and consists of the documents listed below. In the event any of these documents conflict, the conflict will be resolved in the following order of priority (highest to lowest):

- 2.1.1. This SLA Document
- 2.1.2. State Term Contract No. 92121500-19-01

SECTION 3. CONTRACT ADMINISTRATION

3.1. Contract Manager

The Contract Manager is primarily responsible for overseeing and monitoring the Contractor's performance to ensure compliance in accordance with all contract provisions. At the discretion of the Customer's Contract Manager, monitoring may include bi-weekly meetings between the Contractor and the Contract Manager to address any areas of concern. The Contract Manager shall be as follows:

Name:
Title:
Company:
Address:
Telephone:
Email:

In the event the Customer changes the Contract Manager, the Customer will notify the Contractor in writing via email. Such changes do not require a formal written

**Service Level Agreement
Attachment K
Security Guard Services
SLA No.**

amendment to the Contract.

3.2. Contractor Representative

The Contractor's employee who is primarily responsible for overseeing the Contractor's performance of its duties and obligations pursuant to the terms of this SLA and the State Term Contract shall be:

Name:

Title:

Company:

Address:

Telephone:

Email:

**SECTION 4. ADDITIONS TO THE STATE TERM CONTRACT SCOPE OF WORK
REQUESTED BY THE CUSTOMER**

- 4.1.** [insert if applicable: Bilingual Guards who speak English and Spanish in accordance with Attachment C, Scope of Work]
- 4.2.** [insert if applicable: Ancillary Services as defined in Attachment C, Scope of Work]
- 4.3.** [insert if applicable: Requirement to submit job descriptions to the Customer in accordance with Attachment C, Scope of Work]
- 4.4.** [insert if applicable: Designated method for submitting required reports in accordance with Attachment C, Scope of Work]
- 4.5.** [insert if applicable: Terms for Contractor's call service center signage specifics e.g. design, material, quantity, posting location, etc. in accordance with Attachment C, Scope of Work]
- 4.6.** [insert if applicable: Agency specific required trainings in addition to the requirements in Attachment C, Scope of Work, Section 13]

SECTION 5. FACILITIES/LOCATIONS

Customer facilities covered by this SLA shall be set forth in SLA Exhibit A – Facility List. During the term of the Contract, the Customer shall have the right to add and/or delete facilities covered by this SLA by updating Exhibit A – Facility List and providing to the Contractor. Additions shall be priced based on the Contract pricing. Deletions shall result in a price reduction equal to the amount set forth in the Contract pricing. Addition and or deletion of other facilities shall be upon written mutual agreement of both Parties to Exhibit A – Facility List.

All changes, modifications, deletions or additions to the services that will result in any change must be requested and preapproved in writing by the Customer.

SECTION 6. TRANSITION PLAN

Within ten (10) working days after SLA execution, the SLA Manager will conduct a kick-off meeting and/or conference call with the Contractor to discuss the Scope of Work and services needed.

**Service Level Agreement
Attachment K
Security Guard Services
SLA No.**

SECTION 7. CUSTOMER FURNISHED ITEMS

- 7.1** The Customer will furnish, without cost to the Contractor, the following materials and equipment to be used in connection with the performance of this SLA. The Customer will provide the following:

7.1.1. [insert Items customer will provide at no cost to the Contractor.
Example: On-Call List for facility, Emergency Call Procedures, Keys,
Replacement of lost, damaged, or stolen equipment, etc.]

SECTION 8. CONTRACTOR DELIVERABLES

- 8.1.** The services to be provided are [armed and/or unarmed] Security Guard Services at the facilities and locations identified in SLA EXHIBIT A – Facility List and their associated parking structures and sites in accordance with Chapter 493, Florida Statutes, as specified in ATTACHMENT C – Scope of Work.

The Contractor will be responsible for the following tasks/deliverables at each location, in addition to the Scope of Work:

8.1.1 [insert any additional deliverables as needed]

SECTION 9. PERFORMANCE MEASURES

- 9.1** [insert any Performance Measures required by the Customer as needed]



FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

state purchasing

We serve those who serve Florida

Attachment L: Region Map Security Guard Services

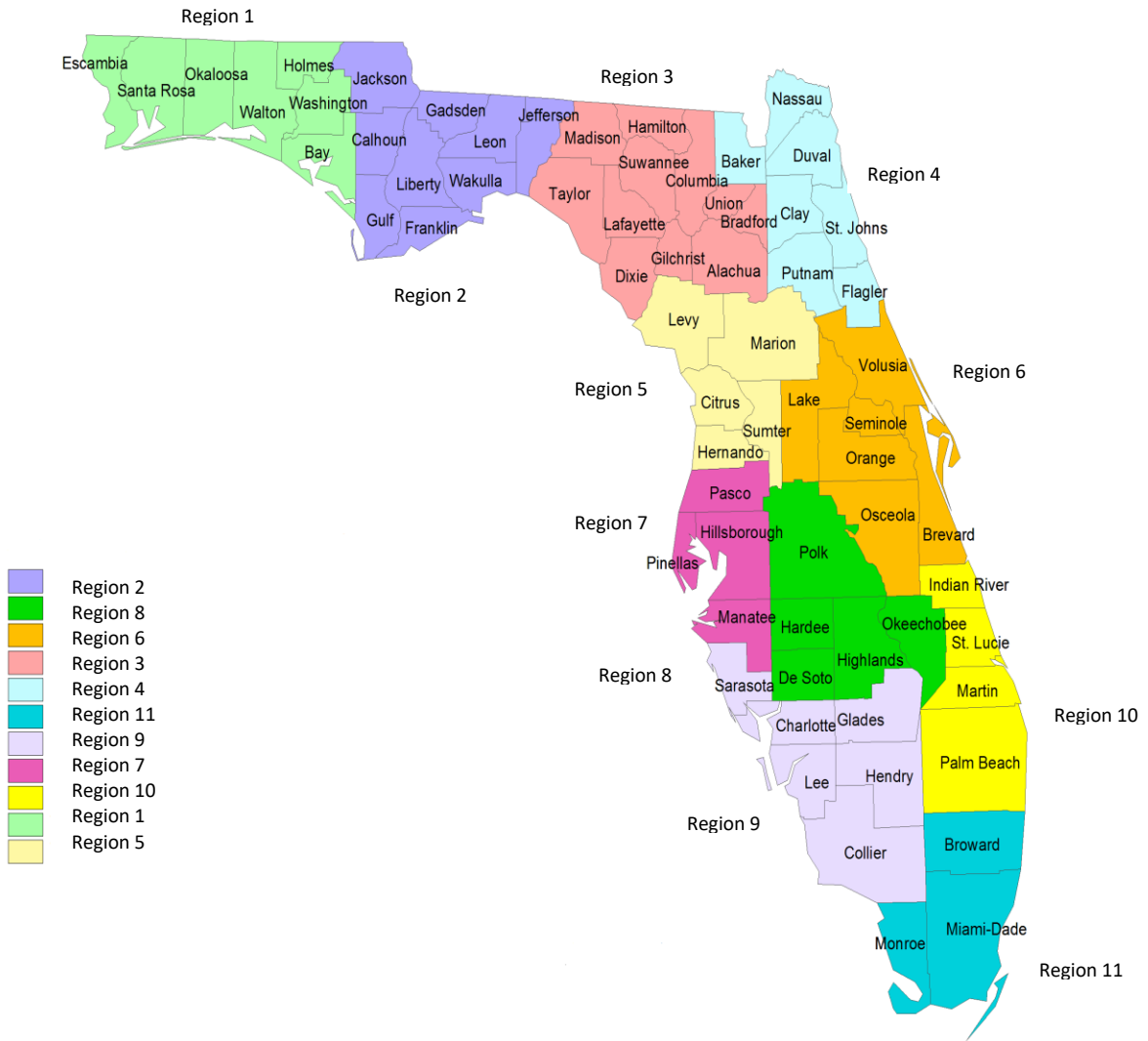


Exhibit A - Facility List Security Guard Services

Facility	Facility Hours of Operation	Total Weekly Number of Hours	Type of Security Officer
	Total Hours:		



Securing Your World



**Security Services
Proposal for
Florida Department of Management
Services
RFP# 92121500-19-A**

G4S Secure Solutions (USA) Inc.

Presented by:

Marty Martinez

405 North Reo Street, Suite 150

Tampa, FL 33609

(813) 391-2178 • Marty.Martinez@usa.g4s.com



Ms. Nicole Walker, Procurement Officer
Florida Department of Management Services
Division of State Purchasing
4050 Esplanade Way, Suite 360
Tallahassee, FL 32399-0950

December 3, 2019

The State of Florida Department of Management Services, RFP# 92121500-19-A, Security Guard Services

Dear Ms. Walker,

G4S Secure Solutions (USA) Inc. is 100% dedicated and focused on protecting the employees, properties, visitors, and assets of the Department of Management Services (Department), the Department's Customers, and keeping your environments secure. We have provided service to the Department and your Customers for nearly two decades and highly value our partnership.

As we look to expand upon our time-tested partnership, our mission will remain the same: staff the Department and your Customer's sites with the right combination of people, protection, customer service, and technology to mitigate risk and provide safe and secure environments, and to continually measure, monitor, and adjust to your changing needs and requirements today and in the future. We will continue to achieve this mission by:

- Delivering quality, reliable, and stable services as evidenced through our years' of experience
- Serving as a preferred provider for your facilities, providing optimum continuity, coordination, control and consistency to enhance security and protection of Customer sites
- Providing real-time technology solutions to increase officer efficiency and provide the Department with meaningful metrics
- Delivering uninterrupted services at all times, while also ensuring ample security services during emergency coverage needs

With the learning curve already behind us, we are fully able to swiftly move to the next level of partnership insight, improving, and enhancing operations at all Customer sites.

In summary, our proposal delivers the total value possible while continuing to enhance the safety and security of your entire program. Our recommendations were developed to ensure you have the most cost-competitive and greatest value proposal available, and that you will be compelled to extend our partnership across your entire enterprise.

We welcome any questions and look forward to discussing the merits of our proposal with you. We thank the Department for your consideration and look forward to continuing our partnership for many years to come.

Best regards,

Marty Martinez
Manager, Business Development

Carlos Barbosa
Vice President, Southeast Region

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1. EXPERIENCE

Provide a narrative in the technical proposal that contains a detailed description demonstrating how many years of experience the Respondent has in providing Security Guard Services. A Respondent may demonstrate experience to include, but not limited to, providing references from clients and/or describing past projects.

SECURITY EXPERIENCE

G4S is a leader in providing similar security services for more than 360 clients in the city, county, state, and federal government sector. For many years, we have secured agency facilities, courthouses, water departments, and worked closely with multiple police, sheriff, court, and correctional clients throughout the United States. We understand that our government clients operate in a challenging risk environment and that they rely on their contract security partners to protect their employees, visitors, and facilities.

Our experience with governmental and public agencies spans decades. Our clients have come to trust our expertise with critical infrastructure, complex operations, and high-volume business, as we deliver more than security alone. Our experience gives us the understanding of the unique safety, security, and risk-needs faced on a day-to-day basis in these environments. As a result, we understand the Department's challenges and have the capability, resources, and experience to continue to manage your Customer's security programs in a way that mitigates risk and provides safe and secure environment.

DEPARTMENT EXPERIENCE

Under the current contract between G4S and the Department, we provide services that extend across 10 of the 11 Department regions in Florida. During the first nine months of 2019 this totaled almost 495,000 hours of security services for multiple Department Customers. Averaging the permanent and short-term Customer contracts, we provided approximately 12,700 hours per week of security services across the state. This footprint, along with 10 full service G4S support centers, validates G4S' capability and competency to deliver service quality throughout the entire state of Florida.

Below we have outlined Department Customers we are servicing under this contract:

REGION 1

- County of Bay
- State of Florida, Department of Health, Division of Disability Determination
- State of Florida, Department of Juvenile Justice
- State of Florida, Division of Administrative Hearings

REGION 2

- Florida Department of Transportation
- State of Florida, Department of Business and Professional Regulation



- State of Florida, Department of Education
- State of Florida, Department of Health, Division of Medical Quality Assurance
- State of Florida, Division of Emergency Management
- State Technology (formerly Southwood Shared Resource Center)

REGION 3

- Florida Department of Transportation
- Florida Department of Transportation, Maintenance Office
- State of Florida, Department of Education
- State of Florida, Division of Administrative Hearings

REGION 4

- Jacksonville Transportation Authority
- State of Florida, Department of Health, Division of Disability Determination

REGION 5

G4S is not currently servicing any Department Customers in Region 5, however, we are ready and capable of providing security services, should the need arise.

REGION 6

- Central Florida Regional Transportation Authority, LYNX
- City of Cocoa
- City of Titusville
- Florida Department of Transportation, Headquarters, Deland
- Florida Department of Transportation, Turnpike
- New Smyrna Utilities
- Osceola County Corrections Department
- State of Florida, Department of Children and Families
- State of Florida, Department of Economic Opportunity
- State of Florida, Department of Education, Division of Blind Services
- State of Florida, Department of Health
- State of Florida, Department of Health, Division of Disability Determination
- State of Florida, Department of Health, Division of Medical Quality Assurance
- State of Florida, Department of Business and Professional Regulation
- State of Florida, Division of Administrative Hearings
- State of Florida, Division of Emergency Management
- University of Florida
- Volusia County Sheriff's Office



REGION 7

- Florida Department of Transportation, District 7
- Florida Department of Transportation, Turnpike
- Manatee County Government
- State of Florida, Department of Economic Opportunity
- State of Florida, Department of Education
- State of Florida, Department of Health, Division of Disability Determination
- State of Florida, Department of Health, Division of Medical Quality Assurance
- State of Florida, Department of Health, Pinellas County
- State of Florida, Department of Management Services

REGION 8

- State of Florida, Division of Administrative Hearings
- University of Florida

REGION 9

- Sarasota County Area Transit
- Sarasota County Facilities
- Sarasota County Government
- Sarasota County Health Department
- Sarasota County Libraries
- Sarasota County Sheriff's Department
- Sarasota County Parks and Recreation
- State of Florida, Department of Economic Opportunity, Collier County
- State of Florida, Department of Finance E (Clerk of Court)
- State of Florida, Department of Health
- State of Florida, Department of Health, Division of Medical Quality Assurance
- State of Florida, Division of Administrative Hearing

REGION 10

- Florida Department of Transportation, Turnpike
- Healthcare District of Palm Beach County
- South Florida Water Management District
- State of Florida, Department of Juvenile Justice
- State of Florida, Department of Health
- State of Florida, Department of Administrative Hearing

REGION 11

- Florida Department of Transportation, Turnpike
- South Florida HIDTA

"Wanted to commend Officer Kerven Innocent's quick actions to perform the Heimlich maneuver to help a choking victim. Officer Innocent reacted quickly and calmly, he should be recognized for his heroic actions."

***~ Angel Watson
Director, Support Services, Healey Center***



- South Florida HIDTA, Monroe County Sheriff's Office
- State of Florida, Department of Business and Professional Regulation
- State of Florida, Department of Children and Families
- State of Florida, Department of Economic Opportunity, Bureau of General Services
- State of Florida, Department of Education
- State of Florida, Department of Health
- State of Florida, Department of Health, Division of Disability Determination
- State of Florida, Division of Administrative Hearings

ADDITIONAL EXPERIENCE

We have provided the following additional examples of our ability to manage large, complex accounts with similar scopes of work to the Department and Customers utilizing our Custom Protection Officer® (CPO) and Upscale Security Officer (USO) programs:

BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS

Contact: Cynthia Burroughs, Program/Project Coordinator, Senior Security Program Manager
Address: 115 S. Andrews Avenue, Suite 501, Fort Lauderdale, FL 33301
Phone: (954) 831-5735
Email: cburroughs@broward.org



G4S has been servicing the BCBOCC since 1985 and currently provides over 5,600 hours per week of security services across 34 locations. Our services include a combination of armed supervisors (CPOs) and unarmed officers (USOs) to provide access control, fixed post security, package screening, and patrol services. In addition, we provide weapons screening at the county courthouses, which requires specialized training for the use of magnetometers, walk-through metal detectors, and scanning visitors with hand-wands. We are able to adjust officer scheduling to meet the needs of BCBOCC as they flex for events and special circumstances.

HILLSBOROUGH COUNTY SHERIFF'S OFFICE

Contact: Danny W. Tewmey, Captain
Address: 2008 East 8th Avenue, Tampa, FL 33605
Phone: (813) 242-5063
Email: dtewmey@hcsso.tampa.fl.us



G4S began servicing the HCSO in 2009 and provides supervisors (CPOs) and a team of unarmed officers (USOs) to meet HCSO's security needs. We provide the security portion of the Hillsborough County Juvenile Assessment Center staffing where our officers are responsible for the care, custody, control, and booking of juveniles at the facility. In addition, we provide armed and unarmed security throughout all areas of the courthouses (including entrance screening), satellite offices, police department, and several governmental buildings clustered in downtown Tampa, all supported and overseen by HCSO. Officers assigned to the HCSO account are provided additional training to include defensive tactics with cuffing and OC spray use, DOT driver safety, and additional site-specific OJT from 24-80 hours, depending on assignment.



PINELLAS COUNTY SHERIFF'S OFFICE

Contact: George Steffen, Assistant Chief Deputy
Address: 10750 Ulmerton Road, Largo, FL 33778
Phone: (727) 420-1834
Email: gsteffen@pcsonet.com



G4S has been servicing the PCSO since 2010 and provides 3,528 hours per week of security services. We handle transportation of inmates in PCSO custody to all areas within the state of Florida, and operate a "paddy wagon" (ATU) for the PCSO 20/7. We provide officers for the inmate hospital team, who are responsible for the care, custody, and control of inmates while they are in the local hospitals. In addition, we provide security for a homeless shelter, jail entrance checkpoint, visitation, on-site transport unit, a juvenile assessment center, and a two-officer roaming team for the courthouse. All assignments require site-specific OJT of 8/24/80 hours and testing prior to working alone. Specific backgrounds in corrections/police or Military Police (except for homeless shelter, courthouse, checkpoint and visitation) are required, and all officers must be accepted by PCSO.

NATIONWIDE EXPERIENCE

Nationwide, G4S provides security officer services to more than 2,000 commercial and government clients at more than 8,500 job locations. We perform numerous contracts on an ongoing basis that are similar in size and scope to the Department. We currently provide over 52,000 weekly hours of service at Federal, State, County and municipal government buildings and facilities that require observant and diligent security officers. This includes several contracts that have been running for more than 30 consecutive years, a testament to our refined operational processes and dedication to long-term partnerships.

Our security officers provide numerous services for public agencies with duties such as:

- Communicating effectively with the public and county government personnel, directing visitors to personnel and services within the facility
- Conducting patrols in accordance with routes and schedules established in the Post Orders
- Verifying the security of safes and areas where equipment or valuable materials are stored
- Ensuring that only authorized personnel are permitted access to closed or restricted facilities or areas by detaining unidentified or unauthorized individuals
- Responding to reports of ill or injured patrons, visitors, or employee, renders first aid, and notifies supervisor if further assistance is considered necessary or desirable
- Reporting safety hazards, malfunctioning equipment, liquid spills, and other such matters to appropriate maintenance personnel
- Monitoring and operating facility fire alarm and intrusion detection systems and other protection devices or facility equipment
- Responding to scene of locally activated fire, burglary or other alarms, or other emergency situations, evaluate situations encountered, and takes action as prescribed in Post Orders and/or facility self-protection plans



- Investigating questionable acts or behavior observed or reported on client premises and questioning witnesses and suspects to ascertain or verify facts
- Maintaining daily logs and writing incident reports
- Providing escorts and assisting other security personnel as required
- Directing traffic, controls parking, issuing parking violation warnings as authorized



2. PROPOSED SOLUTION

Provide a proposal which fully describes the Respondent's solution for carrying out the Security Guard Services, as described in Attachment C – Scope of Work, for which the Respondent is submitting a Proposal. Provide information which demonstrates the Respondent's ability to provide the services for which the Respondent is submitting a Proposal in accordance with the terms and conditions set forth in Attachment C – Scope of Work.

OVERVIEW

G4S will continue to provide security guard services for the Department and the regions of service we are awarded, as set forth in the contract. We shall continue to ensure the security officers and provided security services properly carry out the primary duty of safeguarding the Department and Customer employees, the general public, and applicable property. G4S will continue to provide all labor, supervision, materials, and equipment necessary to perform and complete the services in all respects in accordance with the Department contract and any Customer service level agreements (SLAs) referenced in this RFP and the associated Scope of Work (SOW). G4S continues to commit to performing all services in a timely and professional manner and in accordance with the terms of the Department contract and any Customer SLAs.

CAPABILITIES

G4S security officers contribute to the Department and individual Customer's success in ways that go beyond basic security competencies. From proactively identifying risks and safety hazards to interacting with a Customer's employees and visitors, G4S officers routinely perform duties entirely unique to their security programs.

G4S Secure Integration

G4S works with our customers to envision, design, build and maintain systems that meet all their needs, with capabilities that include: enhanced security systems, advanced communication networks, converged solutions, systems design and engineering, project management, construction and installation, operations and maintenance, monitoring and operations center, and vulnerability assessments.

Corporate Risk Services

The G4S Corporate Risk Services team offers the capability to review your needs and provide a quote for risk mitigation strategies and solutions. Our services include: Risk Consulting, Global Traveler Security Awareness Training, Travel Risk Management, Secure Transport Services, Executive & VIP Protective Services, Workplace Violence Mitigation & Response Programs, Intelligence Support Packages and Protective Services Security Consulting, Crisis Management Policy Review Drafting & Implementation, Risk Operation Center (ROC), Advanced Security Assessments for Special Event Venues.



Risk Management

Effective risk management strategies require vigilance throughout an organization, an effort G4S helps lead by providing highly competent security officers. We prioritize the hiring and retention of personnel who have demonstrated diligence, prudence, and professionalism and further train them to perform important risk management functions, which include:

- **Identification of new risks:** Conducting patrols and inspections, recording field observations, filing reports, and adhering to procedures; discovering dangerous circumstances or out-of-place behavior and taking steps to prevent incidents before they occur
- **Management of crisis situations:** Following established protocols when incidents occur and directing non-security personnel in an emergency
- **Customized security procedures:** How an officer should control a security threat or incident often varies by Customer. G4S personnel are trained in Customer-specific behaviors and security procedures ensuring risks are addressed in the manner most advantageous to the Customer

G4S 24/7 Communications

In addition to dedicated support contacts at local G4S offices, we offer 24/7 communications support from the Risk Operations Center (ROC) at our Americas headquarters in Jupiter, Florida. The ROC's 24/7 call capability provides an additional means of customer communication for support requests and many other functions, including:

- Providing account, billing, and contact information to Customers
- Providing communication with local personnel to resolve issues and arrange services
- Delivering crisis incident notifications to designated G4S and Customer security contacts
- Providing technological assistance and time and attendance support to field personnel

Communications Support

Typically, during normal business hours, customers receive direct support from on-site supervisors or directors of local area operations for both emergency and non-emergency issues. After-hours calls to the local area office are automatically routed to communications support in the ROC, eliminating the need for Customers to make multiple calls to reach a support contact.

Trained G4S representatives in the ROC have access to customer data and after-hours contact information, as well as the ability to dispatch individuals to respond to on-the-ground situations. All communications are documented and categorized by date, time, operator, caller and content, enabling staff to follow up with Customers to determine resolution and satisfaction. Each day, we handle over 5,000 calls, manage over 500 radio units, and collect data from over 4,500 Secure Trax® officer management devices. Contact with communications support at the ROC is reported in G4S Insight, our secure customer portal.

Incident Response

Our internal Crisis Communication and Reporting Procedure and policies are drilled into communications support staff during training and heeded during all responses regardless of any on-site functions (e.g., post orders, operating procedures, etc.). Incidents are assigned a classification, and response times vary based on the seriousness of the situation and required processing and verification:

- **Green:** Low-level incidents including minor injuries, property damage or theft have an average response time of 30–45 minutes.
- **Amber:** Serious incidents including serious injuries, property damage, firearms discharge, robbery, theft or natural disaster have an average response time of 20–30 minutes.
- **Red:** Major incidents including officers involved in a shooting, missing firearms, criminal acts on the property, major injuries or fatalities have an average response time of 15–20 minutes.



OPERATIONAL HOURS

G4S offices operate during normal business hours Monday through Friday. Our management representatives can be reached 24/7 via mobile phone, email, or text. Our local area supervisors and the officers assigned to the Department's Customer accounts operate 24/7 and are also available via phone, email, and text. Regardless of the service length or number of hours, G4S will continue to provide security personnel to fulfill the needs of the Department's Customers.



LICENSING REQUIREMENTS / ELIGIBILITY CRITERIA

OFFICE LICENSING

G4S adheres to all governmental and legal regulatory policies and standards, as applicable, based on the outlined scope of services. G4S is licensed to provide security guard services in the State of Florida. We are subject to business and operator licenses at our local offices where we provide services. Each G4S local area office is licensed based on the statutory requirements for the jurisdiction.

SECURITY OFFICER LICENSING

All G4S security officers are subject to state licensing requirements for unarmed (Class D) and armed (Class G) personnel.

Each G4S local office in Florida uses a stringent process to ensure officers are appropriately licensed to perform security services. This process involves ensuring at the time of hire or assignment that the officer meets the necessary State of Florida licensing qualifications; has completed any State of Florida mandated training, background screening or application forms; and has paid any required licensing fees. Our process meets state requirements to ensure license renewals or recurrent training are completed.

State licensing databases are consulted to check the licensing status of officers. G4S uses the PeopleSoft Competency Management application to examine license and certification data, run reminder reports for officers with expiring licenses and permits, and to manage licensing information on an officer-by-officer basis. These reports are incorporated weekly continuous improvement meetings conducted by each G4S local office. Finally, the G4S internal audit team confirms appropriate licensing documentation as part of their regular audit function.

G4S SECURITY OFFICER LEVELS

G4S operates two distinct levels of security officer services to meet the needs of the Department and your Customers. Our officer levels are briefly described below:

- **Custom Protection Officer® (CPO):** Maintaining the highest standards of experience and conduct in the security industry, CPOs come from a military or law enforcement background. CPOs are the only G4S officers who may be trained and authorized to carry firearms on duty.
- **Upscale Security Officer (USO):** High-end security without higher costs. USOs meet greater education or experience requirements

Custom Protection Officer®

The *Custom Protection Officer®* (CPO) is G4S' highest level of security officer. CPOs are recruited from an exclusive pool of current or former law enforcement; current or former military; or graduates of certified criminal justice programs. Benefits of utilizing the highly trained CPO include:



- **Strong Presence:** Some Customers prefer their security teams to make a distinct public impression. CPOs evoke a sense of presence and purpose on par with uniformed law enforcement, with a demeanor and professionalism that matches their capabilities.
- **Tested Judgment:** Security personnel must demonstrate good decision-making under stressful conditions and demanding circumstances. The speed, discretion, and experience of the CPO helps ensure the best outcome for your Customers.
- **Leadership Ability:** With backgrounds in military, law enforcement, and criminal justice, CPOs arrive at G4S experienced in positions of authority. CPOs demonstrate the professionalism and productivity that makes excellent leaders at Customer sites. We know this firsthand; many of our site supervisors, local managers, and national executives began their G4S careers as CPOs.

CPO Qualifications and Vetting

CPOs begin their careers possessing abilities and qualifications that most security personnel can only aspire to; no other large-scale commercial program requires candidates to possess the same amount of security education and experience.

Each candidate must have achieved at least one of the following to qualify:

- Military service that included law enforcement or security duties (e.g., military police, elite military forces and combat arms) or support in a combat zone
- Eight years' active service in any military branch
- Bachelor's degree in law enforcement or criminal justice
- Associate degree in law enforcement or criminal justice with current or prior active military service
- Graduation from a certified public safety academy in law enforcement, adult corrections or firefighting

Although CPOs must pass much higher qualifications, our requirements for lengthy experience, training and credentials in military or law enforcement means they are drawn from a highly qualified pool of martial professionals. Armed CPOs are trained and licensed to carry firearms and receive appropriate recertification, documentation of which is available through our secure client web portal. Additional vetting requirements for CPOs include the following:

- **Physical Exam:** Conducted by a licensed physician to determine if the candidate is physically suited to perform the duties of a G4S security officer.
- **Psychological Examination:** Minnesota Multiphasic Personality Inventory (MMPI) for CPO applicants. G4S uses thoroughly vetted national providers to ensure the integrity of the psychological examinations.

Upscale Security Officer

Professional appearance, consistent performance, and the right attitude: These traits define the G4S *Upscale Security Officer* (USO), a highly trained, highly effective, high-profile alternative to standard security personnel.



- **Demonstrated Professionalism:** Competence and dedication are hard-to-quantify characteristics of effective security personnel. Those with a record of performing effectively under pressure and showing maturity through professionalism and judgment may be eligible to enter the USO program.
- **Proven Security Capability:** Most USOs are multi-year industry professionals with a working knowledge of security procedures and technology.
- **Customizable Appearance:** Our most versatile class of security officer, USOs can be outfitted with standard law enforcement-style uniforms to display a strong security presence, polos for a more casual look, or blazers to present a professional image.

USO Qualifications and Vetting

USOs possess higher qualifications than standard officers. The USO program must offer a high degree of skill and flexibility, and so we seek well-educated personnel as well as those with past security experience.

Each candidate must have achieved at least one of the following to qualify:

- One year's verified security experience
- A college degree
- Successful and verifiable experience relevant to their intended position

The security programs for the Department's Customers requires professional and experienced personnel. Providing both competence and flexibility, the USO program continues to offer these capabilities and aptitude.

POSITION DESCRIPTIONS

The Department and your Customers depend on security to accomplish your purpose. Your success may hinge on your ability to protect your people, secure your assets, and safeguard your information. One of the most visible and viable means of identifying the risks and threats your Customers confront is the *security officer*.

G4S will continue to recruit and assign personnel with the minimum qualifications outlined by the Department for security officer levels.

- **Level I:** An unarmed individual with a Class D security guard license.
- **Level II:** An unarmed individual with a Class D security guard license and a minimum of two years prior experience. A two year background in law enforcement may be substituted for prior years of experience.
- **Level III:** An armed individual with a Class D security guard license and a Class G statewide firearm license. A minimum of two years' prior experience is required. A two year background in law enforcement may be substituted for prior years of experience.
- **Level IV:** An armed individual with a Class D security guard license and a Class G statewide firearm license. A minimum of five years' prior Class D security guard experience is required and a minimum of two years prior experience serving as a Class D security guard with a



Class G license is required. A five year background in law enforcement may be substituted for prior years of experience.

- **Level V:** An armed individual with a Class D security guard license and a Class G statewide firearm license. A minimum of five years' prior experience serving as a Class D security guard with a Class G license is required. A five year background in law enforcement may be substituted for prior years of experience.

The individual shall also have the ability to supervise, monitor, and regulate individuals with a Class D security guard license and a Class G statewide firearm license in their performance of their assigned duties under this contract. This level of security officer may be a site-supervisor when a Customer requires multiple security officers present at the same time to coordinate security service efforts.

- **Level VI:** An armed individual with a Class D security guard license and a Class G statewide firearm license. A minimum of 10 years' prior experience serving as a Class D security guard with a Class G license is required. A 10 year background in law enforcement may be substituted for prior years of experience.

The individual shall also have the ability to supervise, monitor, and regulate individuals with a Class D security guard license and a Class G statewide firearm license in their performance of their assigned duties under this contract. When a Customer requires multiple site-supervisors for large or complex sites, this level of security officer may be a project manager responsible for coordination of all security service efforts, including managing site-supervisors.

- **Emergency Response:** These are licensed security officers, either armed or unarmed, who provide services when an Executive Order has been issued by a governmental entity. Emergency Response officers must have training in first response and may be required to work irregular hours, work more than eight-hours per day, work extended periods (including weekends and holidays), work at locations other than their official headquarters, and/or work in adverse conditions.

We will continue to staff Level I and Level II positions with officers from our Upscale Security Officer program. All other officer positions; Levels III, IV, V, VI, and Emergency Response are staffed by personnel from our Custom Protection Officer® program.

TASKS / DELIVERABLES

G4S draws from our depth of resources and nearly two decades of expertise working with the Department and your Customers to provide effective and reliable security management. Our standardized processes and proprietary technologies continue to streamline Customer's programs while also building detailed operations records, which we use to review program performance and increase the value your Customers receive.

We will continue to provide trained and qualified armed and unarmed officers to meet the requirements of each Customer's site and specifications. Our services are continuous, regardless of weather, disaster, or other threats and actions. In addition, each Region will continue to have a



designated single point of contact to serve as the liaison between G4S and the Customer in order to handle day-to-day operations.

STANDARDS OF CONDUCT

All G4S employees, including officers and management, are required to follow standard policies and procedures set by our corporate office. We have included explanations of the key policies, procedures, and governing documents below, including:

- Post Orders
- Security Officer Handbook
- Corporate Policies and Procedures
- Issue Reporting, Escalation, Resolution and Follow-Up

Post Orders

Post Orders are created in partnership with each Customer's local management during the implementation phase to capture all rules, policies, regulations, and procedures associated with the account and post. Post Orders are for general, specific, and emergency orders, and are stored at Customer locations. Developing Post Orders together ensures we are meeting your Customer's operational expectations and complying with Department and Customer policies and procedures.

Post Orders are placed at each post and are also available on Secure Trax so that security officers have procedures accessible at all times, ensuring our team is working from the same document. G4S partners with Customers and assist with the maintenance and annual (or as needed) updating of all existing Post Orders and other procedures as necessary, reflecting your changing security protocols and industry best practices. Any changes or requests are approved by the Customer's management team and are also reviewed at quarterly business reviews or more often if needed.

Each security officer assigned to a Customer account is required to review and sign off on their understanding of the Post Orders, which is an integral part of the officers' on-the-job training. Throughout the term of the contract, local G4S management conducts announced and unannounced site inspections to ensure security officers are observing and complying with Post Orders requirements.

- **Duty Roster** - G4S maintains a duty roster of all security officers and management personnel who are assigned to perform services for Customer accounts. We provide updated lists to each Customer monthly, or as needed if personnel changes are made.
- **Picture ID** - G4S ensures each security officer assigned to a Customer's site displays proper credentialing, including photo identification.
- **Reporting** – G4S provides real-time reporting for Customers via Secure Trax® and G4S Insight, our proprietary technologies. Please see page 23 for a full description of Secure Trax and page 49 for G4S Insight details.



Security Officer Handbook

G4S provides all officers with its *Security Officer Handbook* and tests officers on its policies and procedures prior to their assignment at a Customer site. The handbook includes policies and procedures related to:

- Employment
- Duties and Appearance
- Conduct While on Duty
- Discipline
- Legal Authority and Its Limitations
- Observation and Reporting
- Patrols
- Security Issues
- Fire and Life Safety
- Weapons Safety
- Communications
- Terrorism

The *Security Officer Handbook* gives specific attention to standards of conduct, including conduct while on duty, discipline and duties, and personal appearance and conduct.

The handbook also outlines prohibited activities and lays out expectations for how an officer is expected to enforce security rules, requiring that officers must:

- | | | |
|--|--|--|
| ▪ Perform the duties of the position as assigned | ▪ Remain awake and alert at all times during their tour of duty | ▪ Not read while on duty, except material furnished for instruction and in connection with the performance of their job |
| ▪ Engage in no unnecessary conversations | ▪ Not argue controversial subjects | ▪ Not conduct outside business at the employment location or while in company uniform |
| ▪ Not accept gifts or gratuities from anyone for any reason | ▪ Answer the telephone as instructed and write all messages | ▪ Not smoke in prohibited areas or in view of the public and adhere to the general client rules and any laws that regulate smoking |
| ▪ Not attempt to borrow money from fellow employees or employees of the client | ▪ Not open drawers in cabinets, desks or other storage places unless authorized | ▪ Not behave in a disrespectful manner toward the public or fellow employees |
| ▪ Not use the telephone, cell phone, computers, email or other devices or programs for personal or unauthorized purposes | ▪ Not remove, rearrange or read material left on desks or cabinets unless authorized or allow any unauthorized person to do so | |
| ▪ Not use threatening, abusive or insulting language | | |



All G4S employees are prohibited from behavior and conduct that includes:

- Associating knowingly or dealing with any person or organization that advocates or fosters hatred or prejudice against any racial or religious group
- Associating knowingly with any person engaged in unlawful activities
- Drinking intoxicants immediately prior to or while on duty, if unarmed, or 12 hours prior to or while on duty, if armed, or at any time to the extent of becoming unfit for duty
- Entering premises where intoxicants are sold while in an identifiable company uniform
- Reporting for duty with the odor of alcohol on their breath
- Using narcotic or habit-forming drugs, unless prescribed by a licensed doctor
- Playing cards or video games, or engaging in other such activity, on the client's premises
- Authorizing use of their name and title on photographs of them in uniform for an advertisement, endorsement or subscription for any company without the written permission of G4S Secure Solutions USA

The *Security Officer Handbook* outlines G4S' range of disciplinary action and identifies the types of prohibited conduct that serve as grounds for immediate dismissal. The handbook also covers attention to duty, duty and respect, customer service, obeying laws, professional image, punctuality and attendance, and orders.

Corporate Policies and Procedures

G4S has set policies and procedures that each employee and local office are obligated to follow. These include:

- Selection and Hiring
- Wage, Hour and Expense
- Benefits, Services and Training
- Time off and Leave of Absence
- Equal Employment Opportunity
- Personnel Action Policies
- Employee Conduct Policies
- General Security, Emergency Planning and Safety Policies
- Corporate Information and Public Relations
- G4S Retail Solutions Policies
- Regulated Security Solutions/Nuclear Policies
- Accounting, Credit and Collections
- Purchasing and Property
- Office Administration and Recordkeeping
- Legal, Risk and Claims
- Security Services: Physical Security, Sales and Operations

These policies ensure that we are able to provide excellent provision of security services and contract and legal compliance for each Customer. We are happy to provide further information regarding any specific policies.

G4S Proposal to Provide Security Services



HIRING STANDARDS / MAINTAINING EMPLOYMENT

STANDARD QUALIFICATIONS

All G4S employees must meet certain minimum qualifications, and many positions, including specialized officer programs such as Custom Protection Officer® and Upscale Security Officer, have additional requirements (as described on pages 9-11). The following basic requirements apply to all G4S security program personnel selected for Customer sites:

- Must be at least 18 years of age
- U.S. citizen or legal alien possessing appropriate work permit or visa
- Possess high school diploma or equivalent
- If previously employed, verifiable work history indicating dependability, reliability and teamwork skills; must not have been terminated from previous employment for misconduct or policy violation, unless documented extenuating circumstances can be provided
- If served in the military, must have been honorably discharged
- Trained and licensed in accordance with state and local requirements; must successfully complete all training required for the position
- Must not use illegal drugs and, to the extent permitted by law, be able to pass a drug test
- Fluent in English, written and spoken, or a language appropriate to the assignment; be clearly understandable via radio communication
- Able to pass background check, including criminal history and activity verification
- Possess valid driver's license (if motorized patrols required)
- Must be in good health, emotionally stable, mentally alert and able to perform job responsibilities; ability to operate under stressful situations
- Able to successfully complete a written, validated examination showing understanding of assigned duties; capacity to acquire good working knowledge of all job aspects
- Possess basic computer skills or security systems knowledge as required by the position
- Must provide a contact telephone number, have access to reliable transportation and be available in the event of an emergency

ALCOHOL- AND DRUG-FREE WORKPLACE

G4S is an alcohol- and drug-free workplace. As a government contractor, we have adopted a stringent policy. It is a violation of our Alcohol- and Drug-Free Workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs, or other intoxicants in the workplace or to be on duty while under the influence of any of these.

To enforce the mandate of a drug-free environment, we:

- Publish and provide access to this policy, informing all employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees who violate the policy



- Establish a drug-free awareness program that makes employees aware of a) the dangers of drug abuse in the workplace; b) the policy of maintaining a drug-free workplace; c) any available drug counseling, rehabilitation, and employee assistance programs; and d) the penalties that may be imposed upon employees for substance abuse violations
- Notify employees that as a condition of employment they must a) abide by the terms of the policy statement; and b) notify the employer, within five calendar days, if the employee is convicted of a criminal drug violation
- Impose a penalty on any employee who is convicted of a reportable workplace drug conviction, up to and including termination

SERVICE LEVEL AGREEMENTS

G4S utilizes Service Level Agreements (SLAs) with many of our clients as a tool to measure our ability to meet and exceed their expectations. G4S welcomes the opportunity to continue partnering with the Department's Customers, discuss the security services they are requesting, and perform on-site assessments where necessary to determine the most cost effective combination of security officers and ancillary services. In this way, we will continue our ability to formulate tailored security solutions that suit each individual Customer's operating environment and addresses their objectives.

Some of the Customer SLAs we currently utilize include:

- Term of Service
- Contact Informant and Emergency Call Procedures
- Additions to the Contract SOW
- Customer-specific Deliverables
- Performance Measures
- Customer-specific Terms and Conditions

We will continue to enter into and fully comply with SLAs between our company and each Customer prior to the renewal of a contract or the start of new service at their location. When executing an SLA between G4S and a Customer, we will verify the scope of work, billing and remittance instructions, and primary and emergency contact information is included and up-to-date. Further, in the event of a termination, we are committed to working with each Customer for a smooth transfer of all related documents, records, and other property.

CUSTOMER SERVICE

The G4S management team's immediate accessibility to the Department's Customers distinguishes us from other providers. Operating with a flat organizational structure ensures expedited response times for the Customer. We continue to provide clear accountability and a path of communication, enabling Customers instant access to local office, regional, and corporate leadership to facilitate an expedited response and full resolution of any security or customer service needs that may arise.



CONTRACT ADMINISTRATION CONTACT

Our primary point-of-contact for the Department and Customers regarding contract administration and financial matters will continue to be Jennifer Kuchler.

Jennifer Kuchler
Shared Services Manager, South Florida
jennifer.kuchler@usa.g4s.com
Office: (561) 994-0358
Cell: (561) 386-0469

FLORIDA OFFICE CONTACTS

The primary point-of-contact for Customer operations are the Market Leaders for Florida, their contact information and assigned areas are outlined in the table below:

MARKET LEADER	LOCAL G4S OFFICE
North-Central Florida Market Roger Sulimirski, General Manager Office: (904) 398-1640 Cell: (904) 631-0928 roger.sulimirski@usa.g4s.com	Jacksonville Area Office 3974 Woodcock Drive, Suite 100 Jacksonville, FL 32207 Office: (904) 398-1640
	Orlando Area Office 3452 Lake Lynda Dr., Suite 250 Orlando, FL 32817 Office: (407) 207-3221
	Pensacola Area Office One University Plaza 7282 Plantation Road, Suite 203 Pensacola, FL 32504 Office: (850) 857-0076
South Florida Market John D'Agata, Senior Vice President Office: (561) 994-0358 Cell: (561) 239-9933 john.dagata@usa.g4s.com	Boca Raton Area Office 1225 Broken Sound Pkwy. NW, Suite E Boca Raton, FL 33487 Office: (561) 994-0358
	West Palm Beach Area Office 525 NW Lake Whitney Place, Suite 102 Port St. Lucie, FL 34986 Office: (561) 622-0514
	Fort Lauderdale Area Office 6499 Powerline Road, Suite 300 Ft. Lauderdale, FL 33309 Office: (954) 771-5005
	Miami Area Office 7235 Corporate Center Drive, Suite A Miami, FL 33126 Office: (305) 266-2004



MARKET LEADER	LOCAL G4S OFFICE
Southwest Florida Market Jim Parrish, General Manager Office: (813) 289-9459 Cell: (813) 267-7522 jim.parrish@usa.g4s.com	Fort Myers Area Office 13461 Parker Commons Blvd. Suite #200 Ft. Myers, FL 33912 Office: (239) 768-0808
	Sarasota Area Office 5971 Cattleridge Blvd., Suite 101 Sarasota, FL 34232 Office: (941) 371-5150
	Tampa Area Office 405 North Reo, Suite 150 Tampa, FL 33609 Office: (813) 289-9459

In addition to the dedicated support contacts at local G4S offices, the *G4S Risk Operations Center (ROC)*, our fully-staffed, 24/7 call center provides Department Customers an additional means of communication for any support request they may have.

ACCOUNT SUPPORT AND MANAGEMENT

Each Customer security project is operated by management and personnel from designated G4S Florida offices. Local office support for the Customer includes the following and more:

- Recruitment and hiring
- Background screening
- Pre-assignment testing
- Classroom training
- On-the-job training
- Supervision
- Continuing education
- Equipment procurement
- Customer support
- Review/write post orders
- Inspections and quality control
- Payroll & admin functions
- Providing uniforms

Market leaders for G4S' Florida Regions oversee a team of operations management, trainers, and human resources staff. Each G4S Florida office is equipped to employ thousands of security professionals who provide tens of thousands of service hours per week.

POSITION	DUTIES
Market Leaders	Our market leaders lead security program operations and customer support in their areas. They directly manage local operations, training, and human resources personnel to ensure all office functions continue smoothly. GMs are heavily involved in the management strategy, quality assurance, and the ultimate success of the Customer's security programs.



POSITION	DUTIES
District Managers	<p>District managers maintain all operational aspects of Customer's programs in their areas. They are the primary point of contact for the day-to-day needs of the Customer's security program.</p> <p>Working under the market leader, they perform, among many other duties:</p> <ul style="list-style-type: none"> ▪ Post-specific training ▪ Officer scheduling, supervision, mentoring, and discipline ▪ Contract compliance and program performance management
Training Managers	<p>Training managers are career security professionals credentialed to deliver G4S' proprietary security training, developed in-house to include the latest technologies and best practices and meet all State of Florida licensing requirements.</p> <p>Training managers collaborate with operations and human resources personnel to standardize and provide the following training across the Customer's security programs:</p> <ul style="list-style-type: none"> ▪ Pre-assignment and continuation training ▪ Career and leadership development ▪ Customer-specific trainings that address specific post requirements
Human Resources	<p>Our local human resources personnel ensure smooth transitions, hiring, and ongoing support. They managing the following activities:</p> <ul style="list-style-type: none"> ▪ Screening, hiring, and onboarding ▪ Conducting background checks ▪ Scheduling physical and psychological exams, and drug screens ▪ Coordinating uniforms, payroll, and other functions <p>HR works closely with G4S operations personnel overseeing the Customer's programs to ensure we meet all requirements and document performance for Department and Customer review.</p>

Key Personnel Biographies

- **Eddy Esquivel, Executive Vice President of the Southeast Region**, oversees G4S operations in our Southeast Region. Eddy joined G4S in 1993 as a security officer. Over the decades, Eddy has held management and operational leadership roles throughout our organization's Florida and Latin America regions before reaching his current role in 2018. Eddy maintains a Florida Private Security/Investigative Agency License; has served as president of the Florida Association of Security Companies (FASCO) and chairperson of the Private Investigation, Recovery and Security Advisory Council (PIRSAC); and is member of ASIS International.
- **Roger Sulimirski, CPP, General Manager/Market Leader**, leads client relations and operations in the North Central Florida Market. Roger joined G4S in 2005, following 17 years of security management and operations experience specializing in leadership recruitment, regulatory compliance, and workforce oversight. Roger maintains a Florida Private



Security/Investigations Agency License; has served as treasurer, vice-chairman, and chairman of ASIS International, Jacksonville chapter; and volunteers for the Jacksonville Fire & Rescue Department's Community Emergency Response Team.

- **John D'Agata, Senior Vice President/Market Leader**, provides executive oversight for the South Florida Market. John joined G4S in 1991 and began his career as a Custom Protection Officer® after serving as a Sullivan County Deputy Sheriff in New York. John quickly moved up the ranks holding numerous operational and management positions with G4S. John is a member of ASIS International, Community Association Institute, Florida Communities of Excellence, National Association of Chiefs of Police, Fraternal Order of Police, and the Florida Sheriff's Association. In October 2014, John was appointed to the Board of Directors as Executive Vice President for the Florida Association of Security Companies (FASCO). In February 2016 John was nominated to the Private Investigation, Recovery and Security Advisory Council (PIRSAC) by the Department of Agriculture commissioner, to represent large scale contract security providers in Florida.
- **Jim Parrish, CPP, General Manager/Market Leader**, oversees Customer relations and personnel for the Southwest Florida Market. Jim joined G4S in 1998, following 10 years of service with the Tampa Police Department. Jim is a licensed private investigator in the State of Florida and a Certified Protection Professional (CPP). He is a member of the Association of Certified Fraud Examiners (CFE); the Police Benevolent Association (PBA); Retired Police Officers Association (RPOA); and ASIS International.

CONTRACTOR INSPECTIONS

Effectively supervising personnel across multiple Customer facilities begins with crafting and deploying the right supervisory structure, ensuring sufficiently robust supervisory resources to oversee all personnel. G4S believes that with the supervisory staff structure we have implemented for the Department's Customers, including District Managers, Site Supervisors, and Shift Supervisors, this first step has been readily achieved.

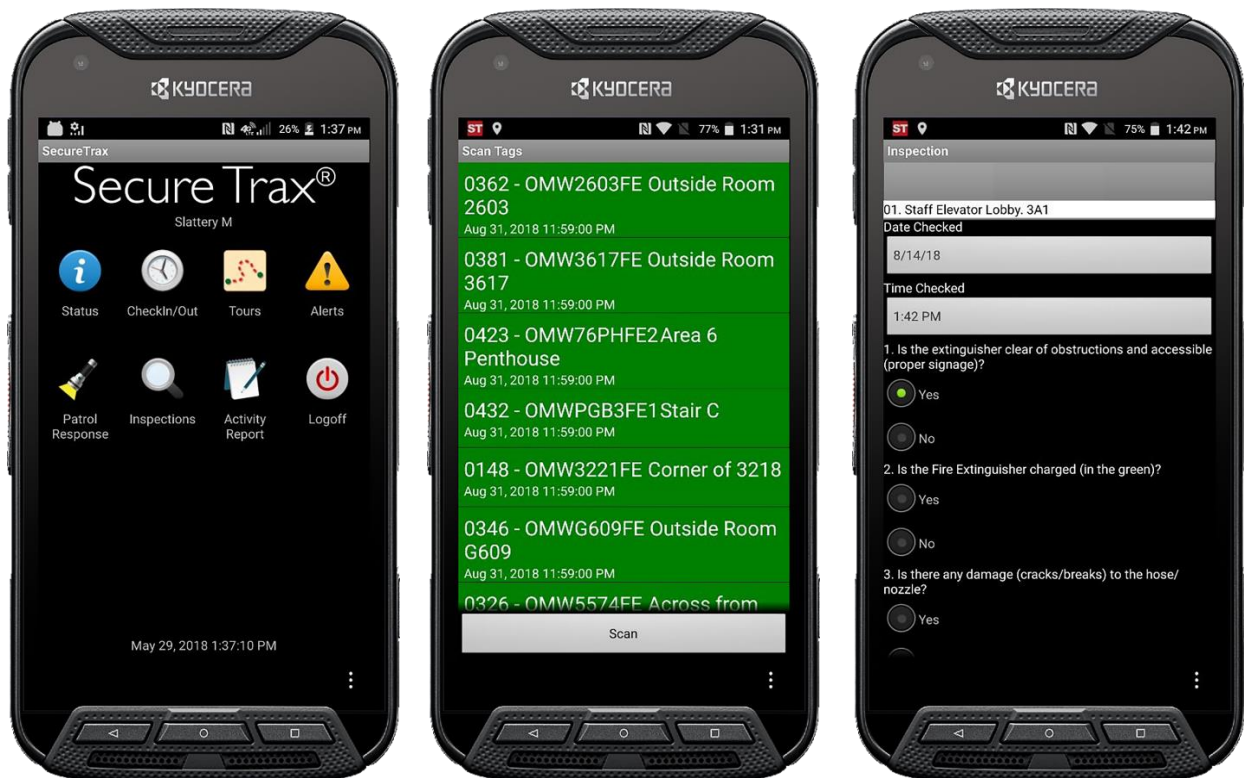
Part of our continued commitment to each Customer's security program is our ability to conduct random, on-site inspections and technological monitoring of our personnel assigned to their site(s). All personnel are inspected for uniform appearance, familiarity with Post Orders, emergency procedures, and site-specific knowledge on an ongoing basis. We implemented the following steps to ensure that the security team is performing up to G4S and Customer standards:

- **Scheduled Inspections by On-Site Supervision:** on-site supervisors, including roving supervisors, perform planned inspections on a set basis to ensure quality and Customer contract compliance. Inspection reports are available for review on G4S Insight.
- **Unannounced Spot Checks and Inspections by On-Site Supervision:** on-site supervisors perform unannounced inspections to confirm service excellence at all times. Any required corrective action is taken immediately. Inspection reports are available for review on G4S Insight.
- **Site Audits by Local Management:** management from the local G4S office is responsible for performing announced and unannounced visits to Customer sites to confirm that services are properly delivered. Audit results are available for review on G4S Insight.

- **Use of Secure Trax Post Management:** Secure Trax®, our mobile-ready post management platform, has improved officer effectiveness and logs performance data. Officers assigned to Customers sites are equipped with Secure Trax, allowing them to record their presence on duty shifts, log tours and inspections, receive security alerts, and report incidents, and observations in real-time.

G4S SECURE TRAX®

Our handheld post management technology for security officers, G4S Secure Trax® integrates with our proprietary reporting technologies to provide Customers with multi-faceted reporting and real-time communication throughout their security program. Security officers use handheld devices with custom-built Secure Trax software to engage in a wide range of applications — from labor scheduling and duty shift check-in to logging incidents and performing inspections — providing Customers with actionable information for immediate use. Secure Trax also provides communication, with functionality as a cell phone, two-way radio, and guard tour system.



Secure Trax is a mobile officer management platform used by G4S security officers and supervisors. It includes tools for creating security perimeters, reporting incidents, logging patrols, time and attendance, report writing, note taking and communication. Data gathered by the platform is reported through G4S Insight, a customer web portal.

Secure Trax Features

- **Officer Check-In and Out** - Officers using Secure Trax check in to their duty shifts using GPS coordinates or the RFID capability, allowing G4S supervisors to verify post coverage in real time. Check-in discrepancies result in an immediate notification sent to the G4S supervisor on duty and G4S Communications Center to ensure quick and proper action is taken.

G4S Proposal to Provide Security Services

12/3/2019 - RFP# 92121500-19-A Security Guard Services



- **Daily Activity Reports** - Security officers log all duty shift activities — including visitor assists, patrols, scheduled and random equipment inspections, incident responses — for compilation into a daily activity report (DAR), which recounts all officer activities and events from a Customer's site on a particular day.
- **Safety Inspections** - Security officers use Secure Trax to populate safety inspection information during security site tours. Each inspection is logged and viewable by Customers via their security web portal. Safety or code violations, if any, are noted and transmitted immediately to pre-determined Customer security or safety representatives and G4S supervisors.
- **Incident Notification** - Upon encountering an incident, officers use Secure Trax to quickly enter a report synopsis summarizing important information such as the category of incident, persons involved, and police involvement. Digital photos can be attached. The incident report is then automatically transmitted to pre-defined recipients based on the category or severity of incident. For example, senior security management would be notified instantly of any critical incidents, while building maintenance would be notified of simple property issues. Incident notifications are integrated with G4S' incident tracking program, which provides Customers with complete reporting on many important aspects of their security program.
- **Guard Tours** - Exterior guard tours are guided using the Secure Trax GPS tracking feature, while interior guard tours use near-field communication (NFC) technology to record the position of the device inside buildings. Secure Trax defines a series of locations within a Customer's site for an officer to regularly inspect while on patrol. These *guard tours* are loaded into Secure Trax when an officer checks in. An ongoing record of tour compliance is logged; missed tour activity results in immediate alert of the G4S supervisor. Incidents encountered along each tour are recorded, sending real-time notifications to specified parties for specific categories of incident. Records of officer tours and incidents are available to Customers via their secure security program portal.
- **GPS Tracking** - Secure Trax devices are equipped with GPS tracking, allowing the location of the device to be recorded at regular intervals. Device locations can be viewed in real-time on a digital map of the Customers site. By logging into a secure website, Customers can view officer patrols as well as complete histories of their movements. Pre-defined movement patterns may require officers to conduct patrols at specific times, with automatic alerts sent to G4S supervisors if a patrol is missed.
- **Geo-Fence Feature** - Secure Trax mapping function is used to define a virtual or *geo-fence* around the property an officer is to patrol. Instant alerts are then be sent to G4S supervisors if an officer has exceeded the defined perimeter.
- **Communications** - Secure Trax devices enable restricted communications among appropriate personnel, including the ability to use the voice-to-text function for incident capture. Secure Trax communication features include the following:
 - Push-to-talk
 - Email
 - Text messaging
 - Cell phone



- **Random Verification** - Random verification ensure officers on duty have their Secure Trax device in their possession while on duty. To verify compliance, a random number is displayed on the Secure Trax device screen accompanied by an audio alert. The officer must re-enter the number into the device within a specific time period. Non-responses and unsuccessful attempts are logged and sent to the G4S supervisor on duty.
- **Panic Button** - Officers can press a silent button to notify G4S of a distress situation. Panic notifications are instantly sent via email and text message to the G4S supervisor on duty and the G4S Communications Center.

UNIFORMS AND EQUIPMENT

Officer appearance is a critical element of any program's success, creating a presence of authority and a sense of confidence in the security staff, visitors, and the Customer. G4S will continue to work with each Customer to select appropriate styles and colors to ensure our officers uphold the Customer's standards and image.

We run a well-defined provisions program that supplies easy to maintain, wash-and-wear uniforms, including foul weather gear, and encourage the security officer to maintain a professional appearance. During pre-assignment training, officers are taught to how project a professional demeanor, including proper dress, grooming, and uniform care.

Our *Security Officer Handbook* outlines G4S' policy on maintaining a professional image and appearance as summarized below:

- You must be neat and clean while on duty. You must wear only the complete uniform as prescribed by your supervisor. Any uniformed security personnel who become pregnant will be provided with appropriate uniform clothing to maintain a professional appearance. The area or branch office will be responsible for acquiring maternity pants and larger shirts through the Purchasing Department.
- If issued a hat, it is part of the official uniform and must be worn. Hair must be neatly combed and cut to accommodate wearing of the cap. Men's hair length should not extend beyond the shirt collar. Women should wear their hair in a neat fashion. Regarding male facial hair, a neatly trimmed mustache that does not extend beyond the width of the mouth and the lower lip is permitted. Neatly trimmed side-burns that do not extend beyond the lower part of the ear lobe are also permitted. Uniforms must be clean and presentable at all times. Badges must be worn with appropriate uniforms. If lockers are provided, the badge and uniform may be kept on the client's premises. Leather and brass must be polished.
- No insignias, emblems, buttons, or items other than those issued by the company may be worn on the uniform without expressed permission.
- Shoes must be made of black leather or comparable material. They must be polished. The shoe style must allow for safe and free movement as determined by your supervisor.
- Facial jewelry such as eyebrow/nose/lip rings, tongue studs, etc., are not professionally appropriate and must not be worn during working hours or anytime when in uniform. Earrings on men or oversized earrings on women are not permitted. Visible tattoos are not permitted.

Formal inspections by shift and area supervisors identify uniforms needing replacement, repair or new issue. Newly issued and replacement uniforms are provided at no cost or deposit to the security officer. The uniforms provided are in accordance with Florida Statutes section 493.6305 and clearly identify the employee as a security officer working for G4S, including a picture ID badge, unless the requirement is waived by the Customer.

Below are examples of available uniform styles, including CPO police-style, USO police-style, soft polo options, and the professional blazer. Additional options are available upon negotiation with a Customer and review of their specific requirements.





G4S standard equipment for USOs and CPOs includes the following, unless otherwise specified by a Customer's SLA:

- Long/Short Sleeve Shirts
- Tie
- Pants
- Windbreaker
- Foul Weather Gear
- Chest Badge
- Redundant Communication Devices (Secure Trax/cellphone and Radio)
- Stetson Hat, Strap, and Badge
- Inner and Outer Belts and Belt Keepers
- Whistle, Hook, and Chain
- Handcuffs and Case
- Holster and Ammo Pouch (Armed CPO only)
- Firearm (Armed CPO only)
- Protective (Ballistic) Vest (Armed CPO only)

KEYS AND ADDITIONAL EQUIPMENT

G4S recognizes that keys and access cards are required for some sites and are the property of the Customer. G4S understands that we are responsible for securing and maintaining the keys and access cards in good working condition and replacement expenses if they are lost. In the event of a lost key or access card, the officer will submit a report documenting the loss.

G4S acknowledges some Customers issue additional equipment or provide designated office space in order to provide the security services outlined in their specific SLA. We understand that we are responsible for the care and proper use of the provided equipment/office space. Should damages occur due to the fault of a member of our security team, we understand that we are responsible for repair or replacement.

CERTIFICATE OF INSURANCE

G4S maintains a comprehensive insurance policy program that includes commercial general liability, automotive, workers' compensation and employer's liability, as well as a range of additional coverages. Although G4S maintains insurance that exceeds most Customers' requirements, these vary from account to account and are typically identified in the written agreement. G4S will provide evidence of insurance in the form of certificates, endorsements and policy declaration pages upon request. Please see our sample Certificate of Insurance on the following page.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/21/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis of Florida, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME:	
	PHONE (A/C, No, Ext): 1-877-945-7378	FAX (A/C, No): 1-888-467-2378
INSURED G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458	E-MAIL ADDRESS: certificates@willis.com	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: National Union Fire Insurance Company of P	NAIC # 19445
	INSURER B: New Hampshire Insurance Company	23841
	INSURER C:	
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES**CERTIFICATE NUMBER:** W12959241**REVISION NUMBER:**


THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY	Y	Y	GL 686-24-20	10/01/2019	10/01/2020	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
							MED EXP (Any one person) \$ Excluded
							PERSONAL & ADV INJURY \$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$ 1,000,000
	OTHER:						PRODUCTS - COMP/OP AGG \$ 1,000,000
A	AUTOMOBILE LIABILITY	Y	Y	CA 499-32-50 (AOS)	10/01/2019	10/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS ONLY						PROPERTY DAMAGE (Per accident) \$
							\$
	UMBRELLA LIAB						EACH OCCURRENCE \$
	EXCESS LIAB						AGGREGATE \$
	DED RETENTION \$						\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A	Y	WC 017-51-5817 (AOS)	10/01/2019	10/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

See Attached:

CERTIFICATE HOLDER**CANCELLATION**

G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY Willis of Florida, Inc.		NAMED INSURED G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter, FL 33458	
POLICY NUMBER See Page 1		EFFECTIVE DATE: See Page 1	
CARRIER See Page 1	NAIC CODE See Page 1		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

Automobile Liability Policy:

Insurance Carrier: National Union Fire Insurance Company of Pittsburgh

All Limits Apply Per Policy

Policy Numbers: CA 499-32-51 (VA) & CA 499-32-53 (MA)

Policy Term: 10/01/2019 - 10/01/2020

Combined Single Limit: \$1,000,000 - Any Auto

Workers' Compensation and Employer's Liability Policies:

All Limits Apply Per Policy

Workers' Compensation and Employer's Liability policies are effective 10/01/2019 and expire 10/01/2020.

Insurance Carrier: New Hampshire Insurance Company

Policy Numbers: WC 017-51-5812 & WC 017-51-5813 (MA,WI)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

WC 017-51-5813 (MA,WI) Includes Stop Gap. WC 017-51-5812 applies to AZ, IL, KY, NC, NH, NJ, PA, UT, VA, and VT.

Insurance Carrier: American Home Assurance Company

Policy Numbers: WC 017-51-5815 (CA)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

Insurance Carrier: Illinois National Insurance Company

Policy Numbers: WC 017-51-5816 (FL)

Applies Per Statute

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

E.L. DISEASE - POLICY LIMIT \$1,000,000

Excess Workers' Compensation and Employers Liability Policy:

Insurance Carrier: New Hampshire Insurance Company

Policy Numbers: XWC 556-56-52 (OH)

Policy Term: 10/01/2019 - 10/01/2020

E.L. EACH ACCIDENT \$1,000,000

E.L. DISEASE - EACH EMPLOYEE \$1,000,000

RE: Evidence of Insurance



TRAINING

Property, safety, and lives depend upon how well our security officers understand instructions and apply their training. Through a combination of pre-assignment coursework, tailored on-site instruction, and continuing education, G4S prepares our officers to join a Customer's security program and further hones their skills and effectiveness.

Our training community seeks to continually improve officer learning, which fosters greater engagement, lower turnover, and better performance. Ongoing refinement of our instructor development programs and teaching methods keeps our officer training among the best-taught, most comprehensive, and up-to-date in the security industry year after year.

G4S NORTH AMERICA TRAINING INSTITUTE

Officers in training attend live courses administered through G4S *North America Training Institute* (NATI), the security industry's only certified corporate university. NATI has received numerous awards for its effectiveness and leadership. NATI is accredited by the International Organization of Standards (ISO).¹ G4S officers complete over 905,500 hours of NATI training each year.

NATI instructors are seasoned security professionals who hold State of Florida Class DI trainer's licenses. Each instructor possesses a minimum three years' verifiable classroom experience and has completed at least 88 hours of G4S Instructor Certification Training.

NATI Training Facilities

With the support of NATI's Corporate Learning and Video Conferencing Solutions centers, each local G4S office maintains the ability to train up to 15–20 officers per classroom, with additional conference room space to accommodate larger groups. Training facilities are equipped with flat-screen televisions, presentation computers, and internet access.

NATI Field Training Officers

NATI field training officers must possess three years' verifiable classroom instructor experience and hold a bachelor's degree or higher in education, organizational development, instructional design, curriculum development, or a related field. They must also complete State of Florida mandated training necessary to obtain a Class DI instructor's license.

G4S security personnel are trained through our corporate university, which has received numerous accolades, awards, and certifications, with the most recent being:

- **Leadership Excellence and Development Awards (L.E.A.D.),** #1 Best Corporate University Program (2018): G4S North America Training Institute, for excellence in leadership development through a formal corporate university program.
- **Training Magazine,** Top 125 Training Organization
- **Chief Learning Officer Magazine,** LearningElite Award for learning and leadership development programs and their use of technology, executive buy-in, content development and delivery.
- **Association for Talent Development (ATD),** ATD BEST Award, Excellence in Employee Learning and Development for implementing innovative employee training and communication programs.
- **Elearning! Magazine,** Learning! 100 Award
- **The Brandon Hall Group,** Brandon Hall Excellence Award, Best Unique or Innovative Learning and Development Program

¹ NATI is ISO 9001:2015 registered for its training programs.

In addition, field instructors must pass G4S Instructor Certification Training. This 88-hour curriculum comprises 48-hours of Custom Protection Officer® training, including the following courses:

- FEMA Basic Instructional Skills for Trainers
- EMS/American Heart Association (AHA) First Aid, CPR, and AED for Instructors
- Business Ethics and Compliance
- Safety
- Dale Carnegie Excellence in Customer Service

PRE-ASSIGNMENT TRAINING

Prior to their first day at a Customer site, all new security officers complete *pre-assignment training* covering the duties, physical requirements, technologies, and other demands they will face as security officers. Courses are taught by certified security training instructors who take questions and lead participants in a security-focused curriculum.

Each Customer's security program officers receive the following pre-assignment training:

State of Florida Pre-assignment Training

SUBJECT	LESSON PLAN	HOURS
Introduction	G4S Orientation & Training Overview	1
Florida Law	Private Investigative Security & Repossession Activities, Schools; Fla. Admin. Code R. 5N-1 Private Investigative, Private Security & Repossession Services; FLA. STAT. § 493 Legal Issues & Liability Courtroom Procedures	5.5
Life Safety	Basic Emergency First Aid Emergency Procedures Fire Detection, Suppression & Life Safety EMS Safety First Aid, CPR & AED Training & Certification	11
Physical Security	Access Control Patrol Techniques Observation Techniques & Report Writing Interviewing Techniques Crime and Accident Prevention Techniques & Practices Crime & Accident Scene Protection Terrorism Awareness (I & II) Fundamentals of Personal Security Traffic Direction Crowd Control Special Problems for Security High-rise and Mid-rise Buildings	24



SUBJECT	LESSON PLAN	HOURS
Interpersonal Relations	Dale Carnegie Customer Service Excellence at G4S Ethics and Professional Conduct Public Relations Americans with Disabilities Act Interpersonal Communications Professional Communications	6.5
Training Assessment	Instructor Evaluation Final Coursework and Exam	2
TOTAL HOURS		50

State of Florida Armed Security Officer Training

G4S ensures our armed security officers assigned to Customer sites meet all requirements set forth by the State of Florida, including:

- Possess a current Class “D” security license issued by the State of Florida
- Successful completion of 28-hours of classroom training and range qualification, led by a Florida licensed Class “K” firearms instructor
- Armed officers shall have and maintain a current and valid Class “G” security license issued by the State of Florida
- Successful completion of four-hours of range recertification annually

G4S stresses constant training, especially where armed security officers are concerned. We believe this helps keep our officers safe from physical injury and from exposure to the court system in the form of civil liability, ultimately helping to protect our company, the Department, and Customers.

Dale Carnegie Security Service Training

We have joined with Dale Carnegie Training, a learning institution specializing in leadership and communications, to develop a customer service training curriculum for the security industry. This course teaches security officers to better engage with Customer’s visitors and patrons so that they will make better first impressions, build loyalty for Customer’s brands, and make the Customer’s security presence as welcoming and helpful as it can be. All officers receive at least two hours of this instruction during pre-assignment training, with advanced customer service training available.

The Dale Carnegie training course fosters positive customer relationships and improves the communications skills of our security force, emphasizing attentiveness, assertiveness and courteousness on duty. The training teaches how to break through the misconception of security officers as unfriendly



- Advanced Customer-Service Training
- Building Customer Loyalty
- Creating Effective First Impressions
- Managing Customer Expectations

CONFLICT MANAGEMENT <ul style="list-style-type: none"> • CRISIS INTERVENTION • ACTIVE SHOOTER • VIOLENCE IN WORKPLACE 	LIFE SAFETY <ul style="list-style-type: none"> • FIRST AID/AED/CPR • OSHA FIRST RESPONDER • INCIDENT RESPONSE
SECURITY AWARENESS <ul style="list-style-type: none"> • ANALYZING IRREGULAR BEHAVIOR • BOMB THREATS • SPOT (Site Protection by Observation) TRAINING 	UTILIZING TECHNOLOGY <ul style="list-style-type: none"> • SECURE TRAX • VISITOR MANAGEMENT • ACCESS CONTROL • CCTV

G4S Proposal to Provide Security Services

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“rule enforcers” by elevating the level of service provided to guests and customers. Participants demonstrate their learning to instructors by engaging in scenario-based interactive activities.

First Aid, CPR & AED and Bloodborne Pathogens Trainings

G4S has partnered with EMS Safety Services and the American Heart Association (AHA) to provide both *First Aid-CPR-AED* training and *Bloodborne Pathogens* training to G4S employees nationwide. G4S NATI is the country’s largest AHA-partnered corporate training center, with over 1,200 instructors who lead trainings. Since G4S began providing first aid training to officers in 2009, we have certified over 230,000 G4S employees. Last year officers saved 51 lives using first aid.

First Aid, CPR & AED Training

G4S First Aid, CPR & AED course is based on the *2015 ILCOR International Consensus on CPR and ECC Science with Treatment Recommendations*, *2015 AHA Guidelines for CPR & ECC* and the *2015 AHA/Red Cross Guidelines for First Aid*. Our first aid courses prepare security officers to provide first aid and CPR and use an automated external defibrillator (AED) in a safe, timely and effective manner.

Participants learn the following:

- Recognizing when CPR is needed and performing high-quality CPR on adults and children
- Giving effective breaths using mouth-to-mouth or a breathing mask
- Helping a choking adult, child or infant
- Using an epinephrine pen
- Controlling bleeding and using bandages
- Recognizing elements of common injuries and illnesses
- Using protective equipment such as gloves and waste disposal bags
- Describing their actions and recognizing the legal questions that apply to first aid rescuers

Upon completing the learning portion, participants complete a hands-on skills session under the supervision of a certified first aid instructor. Officers who pass this training receive a course completion card, valid for two years.

Bloodborne Pathogens Training

Bloodborne Pathogens training prepares G4S security officers to protect themselves and others from exposure to blood, take action to clean and dispose blood and blood-containing materials, and properly documentation and reporting procedures. This course is designed specifically for occupations with an increased chance of coming into contact with bloodborne pathogens, such as a security officer.

Participants learn the following:

- Strategies for staying safe when facing an potential occupational exposure incident
- Taking proper precautions when handling materials, including using protective equipment, cleaning, and steps to prevent the possibility of exposure or infection
- Recognizing warning signs and interpreting hazard labels
- Handling and disposal of sharp objects and blood-containing items

G4S Proposal to Provide Security Services



ADA Training

G4S provides all security personnel with *Americans with Disabilities Act (ADA) Title III* training as part of our pre-assignment training curriculum. During this section of orientation, the instructor provides an overview of ADA Title III, equal treatment, and discrimination prevention. The implementation of policies and procedures and how to meet the requirements for ADA compliance are also reviewed. In addition, officers are trained on how to treat service animals and common mistakes to avoid when assisting those with a disability.

High- and Mid-Rise Building Training

The 16-hours of high- and mid-rise building training is covered in pre-assignment training for all officers assigned to a contract for the Department's Customers. The training program includes a review of the following topics specific to high- and mid-rise buildings:

- Building Security & High-Rise Security Comparison
- High-Rise Building Defined
- Loss Prevention in High-Rise Buildings
- Fire & Life Safety
- Patrol Function in High-Rise Buildings
- Key Physical Areas (Outside, Inside, Public Access, Stairwells, Elevators, Offices, Executive Floors. Storage and Maintenance Areas)
- Accident Prevention
- Emergency Situations
- CCTV & Alarms

Driver Safety Training

G4S' safe driving program will be provided to those officers assigned to a patrol vehicle. With practical exercises and applied learning, officers in this program will be presented with two hours of training covering: putting safety first and patrol vehicle safety driving. Following the training program, officers will conduct a test drive under the observation of a G4S trainer.

ON-THE-JOB TRAINING

Because each Customer's site is different and every post is unique, *on-the-job training* (OJT) is a critical component of ensuring lessons from training are applied in the field. Once on site, officers begin a customized hands-on and supervised, 16-hour training program that relates their preparation to the Customer's-specific challenges.²

IN-SERVICE / REFRESHER TRAINING

Learning does not end after pre-assignment and on-the-job training. *In-service* or *refresher training* updates officers on the direction the Customer's security program is taking, communicates changes to policies and procedures, and ensures officers understand how new policies affect how they

² G4S will provide additional OJT upon request at applicable overtime rates.



perform their jobs. Refresher training of eight-hours for USOs and 16-hours for CPOs covering the topics outlined by the Department in section 13.5.1 of the RFP is delivered by G4S site supervisors and local trainers. Local personnel also work with Customers to determine any additional required subject matter for their site. This training occurs quarterly, annually or as outlined in the SLA for each Customer.

ON-SITE SUPERVISOR TRAINING

On-site supervisors occupy a position of importance and trust and are expected to take on additional responsibilities and meet higher performance expectations. This is so that your on-site supervisors will not only be great employees, but also leaders who Customer's officers can look up to and learn from.

Quarterly supervisor training is critical to successful security program operations. Every Customer's supervisors complete G4S' *Supervisor Development Training Program*, which instructs in the management of frontline security officers, delivery of high-quality security services, and other leadership principles and theory.

MANAGEMENT TRAINING

A strong security culture begins with management, cultivating leaders and promoting from within are crucial to a security program's success.

Leadership Training Program

G4S officers who demonstrate leadership potential are selected to enroll in our *Leadership Training Program*, an employee management- and retention-focused curriculum G4S officers must pass before entering supervisory positions. Officers enrolled in this program learn to perform the following functions:

- Analyze turnover trends in the security industry and their related costs
- Explore the relationship between employee satisfaction and turnover
- Examine the first-line supervisor's role in influencing officer retention
- Study employee onboarding and its role influencing officer retention
- Instill cultural diversity and equal treatment as values that enhance employee satisfaction and retention

Leadership training presents the case for lowering turnover by citing the costs, cases, and causes of terminations. Enrollees will also participate in a discussion led by the regional vice president on how their region could lower turnover while retaining the best performers.

Other Leadership Resources

Entry-level G4S supervisors are provided our *Leadership for Supervisors and Managers Manual*, whose 27 chapters cover a range of issues, procedures, and situations security managers must routinely negotiate. First-line supervisors are enrolled in the *G4S First Line Supervisor and Manager Certification Program* and receive additional training in employee engagement, team management and leadership.



In addition, officers receive access to many leadership training modules through the G4Su online learning management system. These courses include interactive exercises, test portions, and tools and worksheets that help participants apply the material to real world, on-on-job situations.

ANCILLARY EQUIPMENT

For those Customers who require the use of a vehicle in their SLA, G4S offers a full fleet of service vehicles that are made available. Motorized vehicle options include SUVs, 4WD vehicles, fuel-efficient cars, golf carts, and personal transportation vehicles. Included within the cost of these vehicles are the lease, maintenance, fuel, G4S decal package, and light bars.

G4S offers a police-quality bicycle for those Customers who require patrol bicycles in their SLA. Included within the cost of these bicycles would be the lease, maintenance, G4S decal package, and associated equipment.

BACKGROUND SCREENING AND RECORD RETENTION

G4S verifies all employees and subcontractors performing work under the contract comply with all security and administrative requirements of the Department and each Customer's SLA.

OFFICER SCREENING PROCESS

G4S uses a rigid background screening process for all officers that includes a comprehensive criminal check based on 10 years of residential history; social security trace; 10-panel drug test; and verifications of identity, work authorization, employment history, and highest degree completed.

The following provides detailed information on each step of our officer background screening process:

Identity Verification: Social Security Trace Report

The Social Security Number (SSN) trace compares the candidate's Social Security number to credit header and public records data, which helps to validate the information provided by the individual and may develop additional residential history and alias names not otherwise provided by the individual.

Criminal Check (7–10 years)

Criminal records searches are based on 10 years of Social Security trace report address history and include any federal or state court records on felony and misdemeanor convictions and pending cases in which the officer candidate was involved. Some jurisdictions limit how far back searches can go. Our criminal records searches cover a period of 7–10 years, depending on local restrictions.

In addition, G4S performs ongoing arrest monitoring on all current G4S officers.

National Criminal, Sex Offender, and Global Sanctions Check

G4S queries the names and aliases of officer candidates through a database that covers 2,200 jurisdictions for bookings and incarcerations and covers 70% of the incarcerated population. Names



and aliases are cross-referenced against the Federal Department of Justice, which includes registry data covering 49 states (NV is not available), District of Columbia and U.S. territories, as well as publicly available global sanctions, restrictions and exclusion records. These include the following:

- Office of Foreign Assets Control Specially Designated Nationals (SDN) and Blocked Persons List
- U.S. Department of State Foreign Terrorist Organizations List (updated monthly)
- America's Most Wanted Fugitive List (Wanted Fugitives through July 2012)
- Australian Department of Foreign Affairs and Trade (current sanctions; updated monthly)
- Canadian Public Safety (current listed entities; updated quarterly)
- Directorate of Defense Trade Controls Debarred Parties List
- European Union Terrorism Sanctions List
- Immigration and Customs Enforcement (ICE) Most Wanted / Current Offenders
- Interpol Most Wanted (updated monthly)
- MIPT Terrorism Knowledge Base (known terrorists through April 2008)
- Most Wanted List (updated quarterly)
- National Counterterrorism Center Comprehensive Terrorist List (updated semiannually)
- Naval Criminal Investigative Service (NCIS) Current Most Wanted Fugitives (updated monthly)
- Office of the Superintendent of Financial Institutions (OSFI) Canadian Sanctions List
- Palestinian Legislative Council List (records through September 2008)
- Royal Canadian Mounted Police Current Most Wanted (Updated Monthly)
- United Nations Consolidated Sanctions List
- U.S. Department of State Fugitives from Justice List: (from March 2014; updated semi-annually)
- U.S. Department of State Nonproliferation Sanctions

7 Years of Activity (Employment, Unemployment, Education)

As part of the background check, G4S verifies all professional and academic activity on a best-effort basis from the previous 7 years, including resolution of any gaps in employment that are 90 days or longer. We will verify highest level of education attained and may consult character references who are not relatives.

Military Service (DD214)

For those with military service, G4S will verify and review a copy of the long-form DD214, which provides military occupational specialty, rank at discharge, character of service, narrative reason for separation, and reenlistment eligibility.

Driver's License (DMV) Check

G4S verifies and reviews driving records, including licensing verification and traffic violation documentation, through state departments of motor vehicles for G4S officers whose duties involve operating a motor vehicle. Available information varies by state.



I-9 Verification

Verification of identity and employment eligibility is conducted at the time of hire by submitting Form I-9 information to E-Verify, a service of the Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS).

Drug Screen

Candidates undergo an initial 10-panel drug test, with independent laboratory confirmation where appropriate, to detect use of:

- | | |
|-------------------|-------------------|
| ▪ Amphetamine | ▪ Phencyclidine |
| ▪ Methamphetamine | ▪ Barbiturates |
| ▪ Cocaine | ▪ Benzodiazepines |
| ▪ Marijuana | ▪ Methadone |
| ▪ Opiates | ▪ Propoxyphene |

Physical Examination

Medical examinations for Custom Protection Officers, to include health history questionnaire, vitals, basic hearing and vision testing, and physical examination, are conducted by licensed physicians to determine the individual's physical and medical suitability to perform security officer duties.

Psychological Examination

G4S will administer the Minnesota Multiphasic Personality Inventory (MMPI-2) to Custom Protection Officer candidates prior to employment. G4S contracts with thoroughly vetted national providers to ensure the professionalism and integrity of the psychological examinations.

SECURE DATA

At G4S, we clearly understand the importance of maintaining confidentiality and providing procedural safeguards to protect the Department's and your Customer's confidential information. We maintain physical, electronic, and procedural safeguards focused on guarding their information. Our employees are subject to a corporate code of ethics and other policies that require maintaining the confidentiality of Customer information. All employees are required to review and sign-off on the *Security Officer Handbook*, which outlines our *Confidential Material Policy*.

We review and update these policies annually and continue to enhance and maintain prudent security standards and procedures to protect against unauthorized access or use of Department and Customer information and records. We limit access to Department and Customer records to a small number of authorized personnel and maintain a hierarchy approval system for access levels. Providing adequate physical protection for our customer sites provides first level support of our customer's privacy policies and is reinforced within our training programs and assessment protocols. Annual audits are conducted to evaluate current measures and identify areas of improvement.



G4S INTERNAL OPERATIONS AUDITS

The Internal Audit Department team determines whether G4S policies and procedures are properly designed and adhered to, with a focus on providing recommendations for improvement. The scope of the Internal Audit Department includes measuring operational efficiency and effectiveness, financial reporting reliability and integrity, and compliance with G4S policies, as well as deterring and investigating fraud, safeguarding assets, and evaluating compliance with laws, regulations and contracts. The department maintains a dedicated team that ensures all G4S field offices are audited at least once every three years and performs follow-ups as necessary.

Prior to beginning an audit, the department sends to the selected office an engagement letter defining the expected time frame, auditor and scope. Following an audit, findings are communicated to the office's market leader and the regional executive vice president, summarized and documented in a formal report along with any required actions. A follow-up review ensures remedial actions have been taken. Any actions found to be overdue are immediately reported to the Regional Audit Committee and the chief operating officer for action.

Major areas included in most audits are as follows:

- Payroll
- Contract compliance
- Pay and bill management
- EEOC and Affirmative Action
- Personnel file compliance
- I-9 validation
- CPO program compliance
- Asset management and control
- Adherence to statutory and internal safety policy and procedure
- Training fulfillment
- Documentation and control of all assigned weapons
- Validation of armed and unarmed security officer licenses

RECORD RETENTION

G4S maintains officer records through our PeopleSoft enterprise resource planning (ERP) system, which logs all documentation and training progress, including the following:

- Recruitment
- Pre-assignment
- New hire orientation
- On-the-job training
- Client-specific training
- Ongoing/refresher training

These records contain training course descriptions, date completed, grades earned, and completion status. It also contains information on annual refresher training to ensure that all training remains current. In addition, G4S' online Learning Management System (G4Su) tracks employees' value-added advanced training.

Validation of current training is provided through a combination of controls and processes. All security personnel's training records are maintained and updated via the G4S integrated PeopleSoft ERP.

On a weekly basis, continuous improvement meetings are conducted by each G4S office which reviews critical data from G4S' integrated PeopleSoft ERP, including training requirements. In addition to weekly continuous improvement meetings, weekly post visits and inspections occur to ensure officers are compliant with training requirements and are satisfactorily performing to the objectives of their training. If they are not performing to or above expectations, retraining will be made available. Department and Customer management personnel can request to review the officers' training record at the local office or have access to training compliance reporting and activity on G4S Insight, online management portal.

STAFF ASSIGNMENTS

G4S prepares a staffing plan for each Customer that effectively utilizes full-time officers based on the total hours of service required per week. In general, this means assigning one security officer for every 32–40 hours of service required at each Customer site and arranging post assignments to minimize the need for part-time and overtime personnel. A supervisor is allocated for every eight to 10 security officers.

SCHEDULE MONITORING

The local G4S District Manager manages the weekly work schedule (i.e., Post Assignments). Officers are notified each Thursday no later than 1500 hours. The District Manager will provide schedule changes to officers at least 72 hours in advance of any proposed change. G4S understands that in some unforeseen circumstances, e.g., unscheduled coverage or emergency coverage may require temporary increases in security services. Our scheduling flexibility through our team of cross-trained officers allows for these reassignments in the Labor Scheduling System. The principal features of our Labor Scheduling System are provided below:



- **Scheduling Based on Officer Availability:** The system tracks each officer's total hours per week across all G4S accounts. If an officer's total hours exceed a threshold (e.g., 40 hours), they will be in overtime and unavailable. Their records will be highlighted throughout the scheduling system and enable the District Manager to make a change and avoid overtime. The system also tracks breaks and relief coverage.
- **Scheduling Based on Job Experience:** The system tracks how many times an officer has worked at a particular post in the past and the total hours worked. When selecting an individual to cover an open post, this quickly allows the District Manager to identify those officers who have experience working at a Customer site. This feature will allow us to ensure our commitment to maintain a qualified backup / flex-force for short term additional services and for emergencies and unexpected events.



- **Officer Dismissal Maintenance:** The system enables the District Manager to dismiss an employee from working at particular sites and captures the reasons why. The system will prevent scheduling an officer who has been dismissed.
- **Recognition of Scheduling Conflict:** The system tracks an employee's schedule across all G4S accounts. The system flags the schedule if the individual is scheduled at multiple locations or posts for the same period. The employee's records are highlighted in the system and will alert the supervisor of a conflict.
- **Real-Time Open Post Reporting with Time and Attendance Interface:** G4S' Time and Attendance interfaces with our Labor Scheduling System in real-time. Details of an employee's time and attendance can be viewed online within the actual schedules. Supervisors monitor open posts through the system's time and attendance reports. The system also sends notifications to supervisors for open posts.
- **Master/Actual Schedules (Permanent/Temporary Assignments):** The District Manager permanently assigns employees to Customer sites and shifts through the master schedule. Each week, the master schedule is rolled over to an actual schedule where updates are made to account for temporary changes in assignments. The master schedule remains untouched by the weekly updates and is used to ease the creation of future actual schedules. By allowing the District Manager to define multiple master schedules, the system helps with managing schedules that are on a weekly or monthly rotation.
- **Automated Interfaces:** HR, Contract Management, and Payroll Systems: G4S' Labor Scheduling has programmed interfaces that eliminate dual entry of officer and job data. This eliminates data entry errors in payroll that lead to billing errors.

Our HR System ensures that a security officer that is being assigned to a Customer site, even on a temporary basis meets all of the Department's requirements.

STAFFING REQUIREMENT AND SECURITY GUARD TURNOVER RATE

TIME & ATTENDANCE SYSTEM

G4S' *Time & Attendance* eliminates paper records for time and attendance. It avoids data entry errors, and provides our supervision instant notifications for post coverage. The Time & Attendance platform also generates hard copies of time and attendance reports, for example, which we use as a quality check against invoices for the Department.

G4S' Time & Attendance allows officers to check into their duty shifts using Secure Trax® or other methods, including by web browser or telephone, and provides the Department and Customers with:

- **Prevention of scheduling issues:** Time & Attendance integrates with Labor Scheduling to confirm post coverage in real time. G4S supervisors are automatically notified to provide immediate resolution if check-ins are missed.
- **Post confirmation and coverage analysis:** Time & Attendance logs post coverage and requires those who miss a shift or arrive late to provide additional information. Post coverage reports are accessible to Customers through G4S Insight.



- **Payroll accuracy and efficiency:** Time & Attendance integrates with our in-house account management systems and streamlines payroll and billing by eliminating data entry, error and duplication

TURNOVER

At G4S, our annual officer turnover rate for the Department is 27.5%, a fraction of the national security industry average. We attribute this low turnover number to the many efforts we undertake for the benefit, both personal and professional, of our personnel.

We track our turnover in order to measure the satisfaction and stability of our workforce. G4S works with Customers to not only limit turnover, but also to provide detailed turnover data that provides insights into the performance and management of their security program.

G4S analyzes Customer turnover data to identify security program trends and improvement opportunities. For example, it is often more important to retain team leaders and experienced officers who provide the kind of culture and continuity that lessen the impact of turnover among line-level personnel; or if the same few positions experience frequent turnover while the vast majority remain filled, a program may actually be more stable than its turnover figures might otherwise suggest. Our system of data capture and delivery reveals these insights, ensuring that each Customer will receive the most benefit from the analysis of your turnover metrics.

While our efforts to improve employee culture and satisfaction almost certainly create more satisfied officers, it is only one factor affecting turnover. Officers may stay or leave for any number of reasons that may have little to do with the security program. Our security management system tracks by categories including transfers, voluntary quits, and terminations. Customers access this data through *G4S Insight* using their secure login. These and other findings are regularly communicated among our recruiters and supervisors and reviewed with each Customer.

OFFICER RETENTION AND BENEFITS

G4S understands the importance of providing officers assigned to Customer accounts with a quality benefits program, and we have developed a comprehensive and market-competitive offering of benefits and incentives to attract promising candidates and promote retention of qualified, experienced officers. To promote healthy work-life balance and support physical and financial well-being, G4S provides several benefits regardless of enrollment in a medical plan. Elective benefits, many of which are competitively priced at group rates, are provided no cost to our clients.

G4S Benefits Service Center

G4S employees can quickly and easily enroll in our medical, complimentary or voluntary benefits programs through our dedicated online benefits management system. The G4S Benefits Service Center is a secure website with lots of information, resources and tools to help officers learn about and evaluate healthcare, insurance and other benefits programs. Employees can also use the Medical Expense Estimator tool to help them understand their medical costs and search for in-network providers.



Medical Insurance

G4S offers employees an Affordable Care Act (ACA) compliant medical insurance plan administered through Blue-Cross Blue-Shield. Under this preferred provider organization (PPO) plan, employees receive a full range of covered services and direct access to specialists without the need to gain approval from a primary care doctor. Our Bronze PPO Plan³ offers employees the strength and breadth of the BlueCross BlueShield network while providing flexibility in seeking providers.

Many medical services are available without having to meet the deductible including primary care physician visits and wellness visits. Employees enrolled in this plan receive telemedicine through Doctor on Demand with no copayment.

Delta Dental Insurance Plan

The G4S Delta Dental plan gives employees the freedom to use any provider they wish and also receive additional savings by choosing Delta Dental preferred providers (PPO). Non-PPO services are covered at the same percentage as PPO, but PPO dentists have agreed to charge negotiated, contract rates for services. These contracted rates are significantly discounted, and the employee is not responsible for any amounts over the contracted rates.

Vision Service Plan

G4S offers a vision program in conjunction with Vision Service Plan (VSP) designed to protect employees' visual wellness. VSP maintains the nation's largest eye care network with thousands of providers throughout the country. This plan also includes benefits for out-of-network providers.

Non-Insurance Medical Options

G4S offers following medical benefits to all employees, even those who do not elect to enroll in a G4S medical plan:

- **Doctor on Demand:** Employees and dependents, even those with no G4S medical insurance, can get immediate help with certain medical and emotional issues for some of the most common ailments such as cold and flu, allergies, skin and eye issue, sore throat, anxiety, stress, etc. This benefit is available with no premium cost to the employee and no enrollment required. The only cost is the cost of the video consultation with details available at DoctorOnDemand.com or at 800-997-6196.
- **RxCut Prescription Discounts:** This free prescription savings program can save employees and their dependents with no G4S medical insurance up to 87% on your medications. This benefit is available to employees with no premium cost and no enrollment required. The only cost is the cost of the discounted prescription at the pharmacy.

³ "Bronze" is a plan category under the Affordable Care Act that covers the following essential services: prescription drugs; pediatric services; preventative, wellness and chronic disease management; emergency services; hospitalizations; mental health and addition services; pregnancy and maternity; ambulatory services; labs and rehabilitative services.



Additional Benefits

All G4S employees receive the following benefits regardless of enrollment in a medical, dental or vision program:

BENEFIT	FEATURE
Vacation	Each year, full-time officers assigned to Customer accounts receive: <ul style="list-style-type: none"> One week (40 hours) following one year of service Two weeks (80 hours) after two years of service (CPOs only) Three weeks (120 hours) after five years of service (CPOs only)
Sick Days	Officers earn one sick day (8 hours) for every four months worked, up to 24 hours annually or paid time off as required under state law.
Holidays	Officers are paid time-and-one-half for hours worked on Department recognized holidays: New Year's Day, Martin Luther King, Jr. Birthday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.
401(k) Retirement Plan*	The G4S 401(k) plan, administered by Wells Fargo, allows qualified officers to invest up to 40% of their compensation on a pre-tax basis.
Employee Assistance Program (EAP)	Administered by Aetna Resources for Living, the G4S EAP provides confidential assessments, counseling and referral services for employees and their families.
Critical Illness Insurance*	MetLife Critical Illness Insurance protects against the onset of 22 listed medical conditions, including cancer, heart attack, stroke, kidney failure, Alzheimer's and others.
Accident Insurance*	Accident insurance through Aflac provides a benefit tied to an accident or injury, paying a specific amount for each covered incident.
Basic Life Insurance	UNUM \$10,000 Basic Life Insurance and Accidental Death & Dismemberment (AD&D) at no cost to the employee with additional coverage up to \$40,000 for an additional premium, after one year of service.
Whole Life Insurance*	Whole life insurance through Aflac provides several options for a benefit upon the death of the employee or immediate family member.
Short-Term Disability*	Short-term disability from Aflac covers 60% of an employee's salary up to a maximum of \$1,000 per week for 13 weeks.
Long-Term Disability*	After three months of disability, Aflac long-term disability protects 60% of an employee's monthly earnings to a maximum of \$15,000 per month.
Pet Insurance*	Nationwide pet insurance plans reimburse a straightforward 90% of bills for certain veterinary services.
Direct Deposit & ADP Total Pay Card	Employees may have payroll checks deposited directly into their bank account or distributed to a prepaid debit card at no additional cost.



BENEFIT	FEATURE
DailyPay	A pay option that provides instant access to wages for hours worked. Employees can transfer earnings through the DailyPay app, via text emoji or by logging on to their DailyPay account. Payments can be distributed instantly, on demand or by schedule. G4S is currently the only security provider that offers this benefit.
Alliant Credit Union	G4S officers receive access to Alliant, one of America's largest and strongest credit unions, with free checking and many other features.
Employee Discount Programs	Negotiated pricing at over 30,000 national and local merchants.
LASIK Savings	Preferred LASIK pricing from QualSight includes 40%–50% savings on the average national price for corrective eye surgery.
Pre-paid Legal Plan*	MetLaw/Hyatt provides affordable legal representation through more than 11,000 in-network attorneys.
ID Theft Protection*	ID Watchdog guards against ID and credit theft and provides reimbursement insurance for identity theft-related costs.
Active&Fit Direct Gym Membership*	The Active&Fit Direct program provides fitness center memberships at over 8,000 fitness centers throughout the U.S.
FinFit Financial Wellness Program	FinFit, our financial wellness program available to our employees, offers a wide range of tools to help them with financial success including Ready University, MoneyView (an easy-to-use financial dashboard), personal assessments, budget calculations, and short-term loan solutions.

* Offered as employee-paid voluntary benefit. Hourly billable employees must have 1 year of service to be eligible for participation.

Officer Incentive Programs

Service Milestone Award Program

G4S provides our officers with a service award program as a tribute and expression of gratitude for their valuable contributions and loyalty. Service milestones are reached following every five years of employment with G4S. Officers receive gifts based on their length of service. These vary and have included, for example, travel vouchers and vouchers good for redemption on items such as tablets, cameras, clocks, watches, luggage and steak knives.

Special Recognition Awards and Certificates

- **Certificate of Achievement:** Awarded to officers who successfully complete a G4S North America Training Institute (NATI) learning program.
- **Certificate of Appreciation:** Upon receiving a letter of commendation for a job well done or valued act of service from a client, G4S presents this certificate to the officer involved.



- **Certificate of Recognition:** Presented in recognition of outstanding service, courage in the line of duty or professional initiative.
- **Certificate of Distinction:** Presented for the performance of an action above and beyond the line of duty.
- **Valor Award:** A prestigious award that may be presented to an officer who has received a Certificate of Distinction or undertaken heroic acts. Recipients receive a sterling silver award pin that can be displayed on their uniform and a \$100 U.S. savings bond.
- **Regional Officer of the Quarter/Year Award:** Administered on a regional basis to recognize outstanding officers for their proud service, positive attitude, leadership, courage and initiative. Officers who receive recognition at the local level are eligible for selection as regional security officer of the year across one of our four regions. Regional security officer of the year recipients receive a \$1,000 check and a certificate from the Senior Regional Vice President.
- **National Security Officer of the Year:** Selected from the regional security officer of the year awardees, the recipient of the Officer of the Year Award is often recognized for actions above and beyond the call of duty and their commitment to G4S' values. Awardees receive a \$2,000 check and a commemorative plaque. In addition, they and a guest are flown to G4S Corporate Headquarters in Jupiter, Florida, for a presentation ceremony and a weekend of free accommodations, transportation and \$1,000 of discretionary spending.
- **G4S Value Awards:** Presented to Regional Officer of the Year nominees who demonstrate actions in clear alignment with G4S company values: integrity, respect, safety, security, service excellence, innovation and teamwork. An awardee is selected for each value category and receives a Certificate of Distinction and \$500.
- **Community Service Award:** Awarded on an annual basis to G4S local offices or security site teams for participation in community events and service activities, promoting healthcare and education, supporting cultural events, or aiding in the development of local communities and businesses.

Challenge “Coin of Excellence” Program

To honor teamwork and camaraderie, G4S borrowed from a long-standing military tradition, in which servicemen and women exchange coins to recognize the importance of working together. Outstanding G4S employees are presented with the “Coin of Excellence,” embodying the group spirit needed to fulfill our duty. The coin proudly bears our insignia, as well as the Great Seal of the United States.

Living Our Values Award

Our group values are a cornerstone of our company. To encourage them, G4S has established a company wide recognition program focused on promoting integrity, respect, safety, security, service excellence, innovation and teamwork. The Living our Values incentive program celebrates excellence and focuses on promoting the hard work of the thousands of men and women working for G4S around the world. Individuals are nominated for going above and beyond the call of duty and demonstrating our values in everything they do. Those chosen for the Living our Values award will



be recognized on /Q, the G4S Intranet, where employees from around the world will have an opportunity to read their individual stories. Awardees will also be honored with a personal thank you from Group CEO Ashley Almanza.

COVERAGE

G4S provides our officers with the tools, support and supervision to ensure they maintain their assigned post coverage. In the event officers are late for or miss a shift, G4S ensures that no post goes unfilled regardless of how much notice we receive. Through a combination of scheduling technology, management procedures, and local support, every effort is made to immediately identify open posts and fill them with personnel.

ASSIGNING AND TRACKING POST COVERAGE

The initial step in ensuring 100% post coverage is following our officer scheduling and check-in process designed to avoid potential absences in the first place. G4S Labor Scheduling is our automated system that fulfills post staffing while taking several factors, including master schedule requirements, officer availability, scheduling conflicts, and Customer preferences, into account. When arriving for a shift, officers check in using Secure Trax®, our in-house mobile officer management platform.

OPEN POST PROCEDURE

If by 15 minutes after a scheduled shift start time the officer has not checked in, local G4S supervisors and the G4S Communications Center receive notification and take steps to ensure the post is filled. Which corrective actions are taken depend on several factors and may including the following:

- For late arrivals or missed check-ins, assigned officers are contacted for an explanation of their missed check-in and, if necessary, steps taken to fill the post until their arrival.
- For a no call, no show on active posts where one officer is relieving another, the present officer continues coverage from the previous shift or a supervisor takes over until an additional officer arrives.
- For a no call, no show on a cold-start post, a local G4S office will dispatch additional G4S Flex Force personnel to the security site.

DOCUMENTING POST COVERAGE

All post coverage data is recorded and made accessible for review through G4S Insight, our secure client web portal. The check-in register provides detailed time and attendance information, including explanations of any anomalous entries. From G4S Insight, Customers can see whether a post was open and for how long, compliance ratios, case reports, notifications, resolution records and many other post coverage-related categories.



SECURITY GUARD SUPERVISION

Local office operations teams work closely with supervisors at the site level to supply consistent high-quality services across every Customer account. Local supervisors are instrumental in applying policy to personnel, using our experience as security professionals and knowledge of Customer's security site(s) to foster effective teams and create safe and secure environments.

Local supervisors oversee the following security program activities:

- Participation in officer selection, evaluation and training
- Reviewing security program effectiveness and productivity
- Resolving emergencies, additional staffing requirements and other special issues
- Maintaining and fulfilling post schedules
- Creating and overseeing corrective action plans

Conducting both scheduled and unannounced post inspections that include spot-testing on post procedures, uniforms and appearance and maintaining proper workspaces, as well as any client specific guidelines.

REPORTING AND DOCUMENTING PROCEDURES

Our goal is to provide the security industry's highest quality service and personnel, distinctions which must be continually earned. In the pursuit, we follow prescribed quality assurance policies designed to increase officer effectiveness, validate performance measurements, and guarantee service delivery.

Our quality assurance program starts with choosing the right people, then adds value by monitoring performance and acting on feedback. We do not merely catalog customer concerns; we refine our services to exceed their standards. We do not simply follow best practices and presage new technologies; we share our knowledge with customers to build better systems and strengthen our relationships. We do not just assign personnel who meet necessary qualifications; we provide ongoing training to develop even finer officers.

- **Officer Vetting and Selection:** Hiring experienced personnel is the first and most important step toward creating a safe environment. We pursue the best security officer candidates through our award-winning recruitment programs. Candidates are evaluated to measure their suitability for each role and undertake a series of demanding interviews and background checks.
- **Officer Training and Development:** Great officers are experienced security specialists, but also representatives of your unique culture. G4S officers receive training that hones interpersonal techniques — including customer service, public relations, and health and safety skills — so their ability to provide protection is matched by their professionalism at your organization.
- **Customer Communication and Satisfaction:** We proactively seek feedback to gauge our performance, ensure we meet service requirements, and provide customers a platform to voice concerns. Local G4S supervisors regularly confer with jobsite stakeholders, while scheduled executive meetings review progress toward goals and provide forums to raise

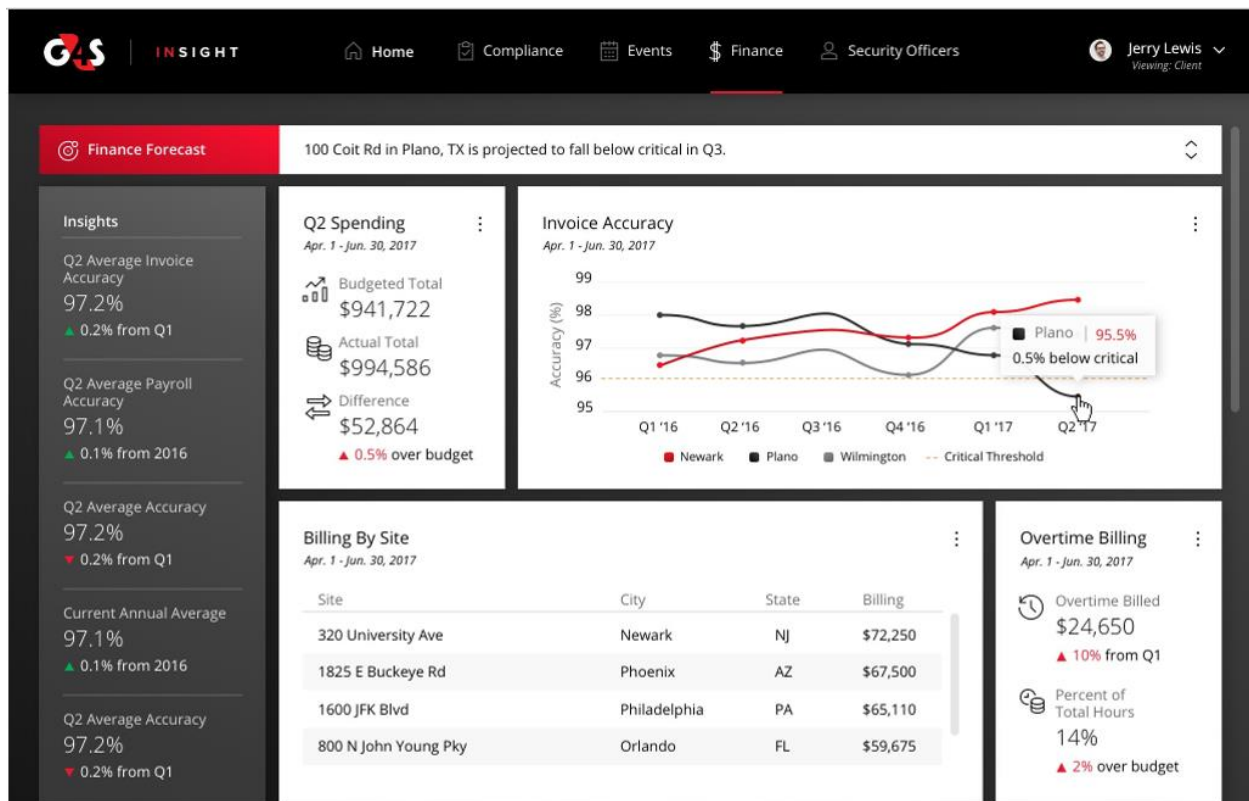
new issues. We solicit further information and record customer satisfaction data using web-based surveys. To provide transparency, we make all staffing, inspection, incident, financial and compliance data available through our online customer interface.

- **Internal Assessment:** We continually evaluate our relationships for ways to increase the value customers receive. Our managers make both scheduled and impromptu visits to job sites to inspect officer performance, while third-party auditors verify our processes. Officer evaluations, compliance checks and performance scoring provide further opportunities for improvement.

G4S INSIGHT

G4S Insight is our web-based portal that integrates with G4S' Secure Trax®, Time & Attendance, and Labor Scheduling systems, providing the Department and Customers with detailed account performance data and reporting tools.

Using G4S Insight, Customers review account activities and analyze performance measurements against previously established budgeting goals. These reports can be cross-referenced by geography, department, or any other user-defined categories. Reports can be created, customized and formatted to Customer specifications through G4S Insight or received by email upon request.



G4S Insight is a reporting tool for Customers that provides data and dashboards for security program performance. Pictured: G4S Insight finance dashboard showing invoice accuracy, quarterly spending, overtime billing and billing by site.



G4S Insight provides the Department and Customers with the following:

- **Easier confirmation of security operations:** With access to real-time data from our officer management systems, Customers confirm security presence and officer tours and view daily activity reports and corrective actions.
- **Better performance review:** Powerful data capture and analysis tools compare accurate, up-to-date information against Customer-specific KPIs, simplifying the task of measuring planned-versus-actual performance.
- **Peace of mind:** Inspection reports ensure that required compliance checks are made. Electronic notifications send alerts to specified parties when important incidents occur.

Through G4S Insight, we are able to provide Customers with monthly and quarterly reports relating to the key performance indicators (KPIs) for their specific SLA. We have outlined some of our key reports below:

G4S INSIGHT REPORT	DESCRIPTION
Proof of Presence	Compares on-post coverage to recorded check-in data and Secure Trax®. Maps security sites and illustrates officer movement by integrating with Secure Trax geo-fence feature.
Financial Management	Tracks expenses, including budget-versus-spend, budget forecasting, invoice accuracy, and overtime analysis.
Incidents	Reports security events by categories including type, location, time, or actions taken.
Operational Management	Reports on operations activities including officer inspections, corrective actions, and daily activities.
Employee Engagement and Development	Supplies data on employee training, turnover, recognition, and awards.
Compliance	Provides detailed safety reports based on officer inspections and safety observations (for example, fire extinguisher or AED inspection reports).

ISSUE REPORTING, ESCALATION, RESOLUTION AND FOLLOW-UP

G4S strives to solve Customer's issues quickly and thoroughly, but we know that some unique support concerns are best handled by off-site supervisors or upper management. We believe that escalation of this kind always represents an opportunity to surpass Department and Customer expectations and strengthen your program.



Reporting and Escalation Process

Our problem resolution system is simple and effective, emphasizing direct communication and quick action:

- **For site-level issues**, such as scheduling or officer performance, concerns are communicated directly to the local office leadership, who has full authority and resources to resolve issues within the office territory.
- **For account related issues**, such as billing, contract compliance, and serious incidents, our account managers link Customers to regional management, trainers, safety persons, and other G4S personnel.



Once notified of an issue, local G4S personnel meet to determine the cause and establish a corrective action plan, which is presented to the Customer with a resolution timeline. Corrective actions are assigned to staff, with increasing attention and resources allocated to open issues. Team members conduct investigations and take action, documenting each part of the process, until a conclusion is reached.

Post-resolution Follow Up

Following a successful resolution, our process requires a causal analysis and preventive measures to avoid future occurrences. Customers receive follow-up communication from their local G4S office leadership to ensure satisfaction. Issue logs are kept on file for review by G4S managers and further discussed at regular Customer meetings. In the rare case the issue persists, we meet with the Customer to determine why we fell short, whether some change has occurred which prevented the correction, and what steps can be taken to ensure a satisfactory resolution.

DEPARTMENT SUPPORT AND SATISFACTION

G4S ensures the satisfaction of the Department and Customers by delivering standardized, high-quality services and maintaining multiple communication methods and feedback channels, including:

- **Standardized Programs and Automated Procedures:** When services are provided in a consistent manner from post to post, service improvements can raise performance levels across the whole program. G4S maintains standardized programs and procedures, many of them ISO-certified. Integrated software technology platforms simplify the Department and Customer account administration, raise transparency, and provide further uniformity across each security site.
- **Multiple Support Methods:** G4S' local office managers and supervisors, responsible for the daily operation of Customer sites, are fully empowered to address all support requests. Regional managers provide further assistance, while our 24/7 Communications Center meets after-hours Customer support needs.



- **Open Communications:** G4S' local supervisors meet regularly with on-site Customer stakeholders to review security operations. Periodic upper-management meetings look at progress toward stated goals and solicit actionable feedback. Between these regular communications, G4S contacts are available by phone, email, and text to answer Customer questions and handle requests.
- **Governance and Reporting:** G4S will continue to meet the Department's reporting requirements for monthly reports of officers assigned to Customer locations, maintaining an incident log book, utilizing Secure Trax and G4S Insight to provide detailed analysis of incidents, and providing quarterly reports.

CONTRACTOR'S RESPONSIBILITIES

G4S will continue to provide all management, administrative, clerical, and supervisory functions required for the effective and efficient performance of each Customer's specific scope of work. We maintain sole responsibility for the supervision, daily direction and control, payment of salaries, and all benefits for our personnel. In addition, we will continue to be responsible for:

- Training our personnel and ensuring they understand each Customer's scope of work
- Communicating chain of command to all personnel and ensuring they adhere to G4S policies and procedure, and exhibit professional conduct while performing services for the Customer
- Requiring our personnel adhere to applicable laws, regulations, and contract conditions governing our performance and relationship with the Customer
- Assessing personnel performance regularly and providing feedback to improve performance
- Achieving quality results through task performance

HOLIDAYS

G4S will continue to provide all services during business days and acknowledges the Department's recognized holidays of: New Year's Day, Martin Luther King, Jr.'s Birthday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day.

We coordinate with each Customer to ensure appropriate staffing should the recognized holiday fall on a weekend day and be observed on the Friday before or Monday after the actual holiday. In addition, we review Customer-specific holiday requirements with them during their contract negotiations and SLA review.



CONTRACT REPORTING

G4S will continue to report information on orders received from Customers associated with the Department contract. Our contract primary point-of-contact will continue to submit reports to the Department's Contract Manager as outlined:

- **MFMP Transaction Fee Report** – submitted monthly, within 15 calendar days after the end of each month
- **Quarterly Sales Reports** – submitted quarterly, within 15 calendar days after the close of the State's Fiscal Quarter
- **Diversity Report** – submitted annually to the Customer, within 10 business days after the close of the State's Fiscal Year
- **Preferred Pricing Affidavit** – submitted annually, on the contract anniversary date
- **Proof of Insurance** – submitted annually, upon policy renewal
- **Ad-hoc Reports** (when requested) – submitted within the specified time requested by the Department and Customers

Business Review Meetings

G4S believes our security partnership and long-term vision are better served when information is frequently shared, objectives jointly reviewed, and ideas openly expressed through a formal framework that ensures managerial engagement, contract performance, and program development. To formalize this process with each Customer, we have established *Governance & Innovation Boards* whose purpose is to guarantee multi-level support and constructive exchanges between Customer stakeholders and G4S management.

The Governance Board comprises three levels of G4S leadership — senior executives (regional level), operations team (operational level), and site supervisors (tactical level) — and the Customer's security program stakeholders. Performance reports are analyzed, best practices shared, and account issues addressed among contributors from both organizations.

Our governance timetable is outlined below:

GOVERNANCE BOARD LEVEL	FREQUENCY	PARTICIPANTS	AGENDA
Regional Level	Quarterly	Senior Executives	<ul style="list-style-type: none"> ▪ Partnership development ▪ Service delivery ▪ New innovations ▪ Business changes ▪ Quarterly business review
Operational Level	Monthly	Local Office Operations Team	<ul style="list-style-type: none"> ▪ Continuous improvement ▪ Organizational design ▪ Performance management ▪ Issue management ▪ Risk management



GOVERNANCE BOARD LEVEL	FREQUENCY	PARTICIPANTS	AGENDA
Tactical Level	Weekly	Site Supervisors	<ul style="list-style-type: none"> Day-to-day issues Officer management Service change adjustments

At the regional level, G4S account leadership holds quarterly meetings with Customer senior account stakeholders to review progress toward established objectives and key performance indicators (KPIs). These meetings are designed to foster continuing improvements, identify opportunities for service enhancements and efficiencies, and to set ongoing strategic goals.

At the operational level, G4S operations teams hold monthly meetings with local Customer managers to review progress toward operational objectives and KPIs. This includes contract compliance and service delivery for the account, as well as discussion of new risk management issues.

At the tactical level, G4S site supervisors hold weekly meetings with local Customer managers to review day-to-day performance, including officer management and contract compliance, and implementing service adjustments as necessary.

Routine Communications

To facilitate continuous communication with each Customer, we follow an account management plan under which G4S on-site supervisors, operations, and market leaders regularly meet with Customer stakeholders to discuss account activities; review and analyze performance reports; share new information, innovations and best practices; evaluate program effectiveness, and approve new strategies.

MEETS	SITE SUP.	DIST. MGR.	MKT. LDR.	EXEC. VP	DATA REVIEWED	OBJECTIVES
Daily					Incident and activity reports	Performance of daily duties, incident management and reporting; identification of new or developing risk concerns
Weekly					Officer recognition, turnover, training and payroll; post coverage and scheduling; incidents and activity reports; security site defects and corrective actions	Operational compliance; identification of new training opportunities



MEETS	SITE SUP.	DIST. MGR.	MKT. LDR.	EXEC. VP	DATA REVIEWED	OBJECTIVES
Monthly					Incident and activity reports; account invoices and performance metrics	Tactical, operational, and financial compliance with contractual and regulatory requirements
Quarterly					Performance trends and important incidents; account invoices and performance metrics	Tactical, operational and financial compliance with the Department's and Customer's account requirements; identification of actionable service improvement opportunities
Annually					12-month account recap including performance trends, service successes and improvement opportunities	Implement new strategies and long-term initiatives at annual steering meeting

FINANCIAL CONSEQUENCES

G4S understands financial consequences may be assessed on a daily basis if we fail to meet outlined performance metrics. These assessments may be incurred for each individual failure until the performance or submittal is accomplished to the Department's and/or Customer's satisfaction. Performance metrics include:

- Timely submission of complete and accurate Quarterly Sales Report
- Timely submission of complete and accurate Monthly Transaction Fee Report
- Timely submission of our signed Preferred Pricing Affidavit
- Timely submission of proof of insurance
- Staffing of Customer facility(ies) in accordance with the Customer's SLA

PRICE ADJUSTMENTS

G4S acknowledges that prices may be adjusted no earlier than 12 months after the start date of the initial or renewal term of the contract, or no earlier than 12 months after the effective date of the previous price adjustment, whichever is later. G4S provides supporting documentation for price increases via changes in the Producer Price Index (PPI) for the Series ID 561612561612, security guards and patrol services.

Prior to requesting a price increase, G4S will submit written justification to the Contract Manager detailing the reason(s) for the request. We understand that price increases shall not exceed the percent change in PPI or three percent (3%), whichever is less.



CONTRACT TRANSITION

Upon contract expiration or termination, G4S ensures a seamless transfer of contract responsibilities with any subsequent contractor necessary to transition the products and services of this contract.

PURCHASING CARD

G4S will continue to accept payments via the state's Purchasing Card program.



3. HUMAN RESOURCE MANAGEMENT

Provide a proposal which fully describes the Respondent's standards for hiring and maintaining employment. Provide information which demonstrates the Respondent's process for interviewing employees, maintaining sufficient number of staff, and ensuring Contractor's employees adhere to the terms and conditions set forth in Attachment C – Scope of Work.

HIRING AND MAINTAINING EMPLOYMENT

The cornerstone of our solution for the Department, security officers are a means to address your Customer's unique security needs. All G4S officers meet or exceed applicable State of Florida requirements for qualifications and training.

- **Officer Programs:** G4S knows the Department is best served by using programs tailored to each Customer's unique risk concerns, and so we provide officer programs customized to their distinct security profiles. For your Customers, we recommend the following officers for their programs:
 - *Custom Protection Officer®* (CPO)
Level III, Level IV, Level V, Level VI, and Emergency Response officers
 - *Upscale Security Officer* (USO)
Level I and Level II officers
- **Officer Capabilities:** G4S officers are trained in essential security disciplines including risk management, life safety, interpersonal relations, and professional communication. They identify new security risks, manage crisis situations, and provide emergency support. Trained in service excellence, our officers are dedicated to promoting the health, safety, and relationships of your people.
- **Officer Recruiting and Development:** G4S sources officer candidates using our award winning recruitment programs and hiring partnerships. Each candidate must pass rigorous verification, testing, and training before security duties are assigned. Employee development continues as we train each officer through the G4S North America Training Institute (NATI), the industry's first certified corporate university.

OFFICER RECRUITMENT

Front-line personnel are G4S' most important asset in securing our customers' people and property. We treat our officers with dignity and respect, and we ask for passion and professionalism in return. In order to recruit the best officers for each Customer, we use every relationship, partnership and technology we have built to reach candidates who become valued members of your workforce.⁴

⁴ G4S is an equal opportunity employer and avoids discrimination in hiring due to race, religion, gender, age, national origin, disability, veteran status, ancestry, medical condition, marital status and other attributes.



Why Officers Choose G4S for Employment

All employees want a fair and decent wage, and many want more — a career that provides purpose, value, challenge and inspiration, and a company that offers greater stability, flexibility and prospects. G4S strives to be officers' employer of choice in the security sector, providing opportunities, benefits and management that appeal to the best talent the industry has to offer.

At the core of our employer brand is the "G4S Employee Promise":

At G4S, we offer to help develop your potential through a variety of stimulating and unique career opportunities in a winning, global organization: We endeavor to respect the voice of each individual whilst protecting your needs. G4S trusts you to make a positive difference to the security and well-being of our customers and society, whilst providing you with the tools, support and space to perform your role to the best of your ability. We truly believe that each employee should share in the success that working for a winning organization can bring.

With this as the foundation, we offer candidates a wide range of opportunities to provide career longevity, variety and fulfillment. We reward and recognize our employees and offer incentives for tenure, service and exemplary performance. We make a point to feature employees in *G4S News*, our nationally distributed company magazine, for outstanding achievement and client service.

Internal promotion is an important part of our culture, and we put policies in place to identify and cultivate talent from within. Because we are a full-service security provider, specializing in multiple areas from guarding to technology to integration, our officers get the chance to pursue many career trajectories and receive the training and support needed to reach their goals. And because we invest in finding the best talent and developing our officers, career stability is more available at G4S than most of the security industry, which is known to have higher-than-average turnover rates.

Finally, we listen to our officers, whose direct feedback is crucial to ensuring we deliver on our employee promise. When asked in our most recent company-wide job satisfaction survey, four-out-of-five G4S employees indicated satisfaction with their job. We believe that the job satisfaction of those who commit to G4S is a moral imperative, and ours is a dynamic career environment that offers rewarding opportunities security officers won't easily find elsewhere.

G4S Career Center and Applicant Tracking System

The *G4S Career Center and Applicant Tracking System (ATS)*⁵ offers candidates a seamless application experience while streamlining the ongoing officer recruiting, vetting and selection process.

A centralized platform hosting millions of visitors each year, the G4S Career Center continuously attracts qualified applicants, providing interactive application tools and learning modules across multiple job portals and social media outlets.

⁵ Available online at <http://usajobs.g4s.com>.



Once registered with the Career Center, users gain access to a personalized dashboard from where they can view their application profile at a glance and access the many features of the website, which include the following:

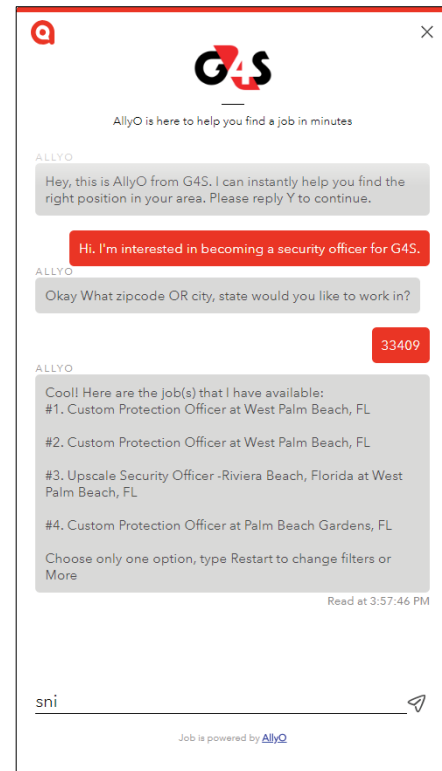
- **Candidate profile:** Users can create a unique profile, upload their CV and link to their social media.
- **Jobs search:** Users can search for G4S positions, create watch lists and apply for jobs.
- **Groups and community forum:** Q&A and group discussions between users and G4S personnel.
- **Learning tools and resources:** Documents and videos about G4S and how to apply.
- **Referrals and connections:** Users can refer individuals and display their G4S network connections.

The G4S Career Center accounts for a significant portion of our recruitment pool, handling a constant stream of user activity from the U.S. that includes 1.3 million registered users and 591,000 applications per year.

Our ATS processes hundreds of thousands of applications to maintain a robust employee pipeline. Qualified candidates are matched with roles that fit their skills, experience and location. Hiring managers receive immediate recommendations when suitable candidates appear, putting them in the best position to bring highly talented personnel into a client's security program. The ATS follows G4S applicants through every stage of the recruitment process. Its reporting features analyze hiring campaigns based on several unique criteria, such as job reference number, job templates used or an internal HR information system tracking code.

The ATS provides several benefits over a manual application tracking process, including the following:

- Reduces recruitment costs through more efficient candidate qualification and screening, faster audit processing, paper reduction, and avoidance of double-entry and data error.
- Automated data capture provides complete compliance with OFCCP reporting requirements.
- Robust reporting and data visualization tools provide detailed and current information and insight into client recruitment campaigns.



The G4S Career Center's automated *Text-to-Apply* interface allows candidates to submit by smartphone or web-based chat window.



Award-Winning Military Recruitment Program

Since armed forces personnel possess many of the leadership, management and teamwork skills that prepare them to succeed as G4S security officers, we created programs focused specifically on recruiting and hiring veterans. Composing 22.6% of our Florida workforce, veterans have a significantly lower turnover rate than their peers, are promoted faster and stay longer with G4S. Our goal is to be veterans' employer of choice, whether they currently serve, are preparing to retire from the military or transitioned to civilian life years ago.

Our military recruitment program works directly with employment specialists and transition assistance managers from all armed forces branches⁶. We guarantee veterans an initial interview to honor their service while also assuring a flow of capable officer candidates with established skills and work ethic. From entry-level to senior executives, veterans are an essential part of our organization and a key to our success.

Comprehensive Recruitment Channels

G4S' recruiters use an extensive range of channels, through both the internet and direct outreach to partner organizations and individuals, to ensure a rich supply of qualified officer candidates.

This begins with our online Career Center, where we post the latest G4S job openings and invite users to create candidate profiles and interact with our recruitment community. From here, jobs are automatically posted to another large source of qualified candidates, non-G4S websites such as Indeed.com and Facebook.

In addition, we send hiring announcements to many employment programs and make direct recruitment efforts at local colleges and community organizations. We encourage employee referrals; maintain relationships with local, military and government employment outreach partners.

The following non-comprehensive list details many of our recruitment channels and features:

- G4S Career Center
- Job Board Postings
- Job Board Partnership Programs
- Social Media
- Career Expos
- Military Recruitment Program

G4S' military recruitment program awards include:

- American Veterans (AMVETS), Employer of the Year, Large Company (2018)
- Military Friendly®, Military Friendly Employer (2000–18), Military Spouse Friendly Employer (2014, 2017)
- Employer Support of the Guard and Reserve (ESGR), Extraordinary Employer Support Award (2017), Pro Patria Award (2014–16), Freedom Award Semifinalist (2015–16), Above and Beyond Award (2014)
- Recruitmilitary.com, Most Valuable Employer for Military™ (2009, 2011–12, 2016–17)
- U.S. Veterans Magazine, Top Veteran-Friendly Company (2014–17)
- VetJobs, Outstanding Veteran Employer (2014)

⁶ Military recruitment programs in which G4S participates include Partnership for Youth Success (U.S. Army), Heroes2Hired (Employer Support of the Guard and Reserve), Hiring Our Heroes (U.S. Chamber of Commerce Foundation), Work-Life Program (Coast Guard), Disabled Veterans Outreach and Local Veterans Employment Representative programs (America Job Center network), and participation at military career fairs at bases across the country.



INTERVIEWING EMPLOYEES

When G4S is transiting a new Customer site to our services, we take the following steps to ensure all employees, incumbent and new hires, are interviewed, background screened, and fully vetted prior to the contract start date.

- **Creation of customized Customer landing page:** We will create an online landing page where incumbent officers can apply to G4S in addition to other options, such as visiting a local office or completing the forms at their workplace. From the site, incumbent applicants can follow the hiring process and begin connecting to the G4S community, access learning modules, share job postings and communicate with G4S.
- **Recruitment of incumbent personnel:** G4S offers incumbent officers the Customer wishes to retain the opportunity to complete our hiring process. Those who successfully pass our recruitment and vetting process will receive positions in your program. Our online application process provides a quick alternative to having incumbents fill out paper applications at your security sites or travel to a G4S local office.
- **Open positions posted for G4S personnel:** After incumbent recruiting, remaining positions are offered to eligible G4S personnel who wish to transfer or apply for supervisory or management-level promotions. To source qualified personnel, hiring managers consult existing G4S supervisors and managers as well as our PromoteMe! database, which allows G4S officers to identify advancement opportunities and complete voluntary career development learning modules.
- **Recruitment of new hires:** Remaining open positions are filled by new hires as needed. G4S attracts new applicants through the G4S Career Center, a job-seeking resource and online community for G4S applicants; online job boards and social media; our Military Recruitment Program; newspaper ads; state employment services; employee referrals; local police and sheriff's departments and federal law enforcement organizations.
- **Candidate interviews:** The Implementation Team interviews officer candidates to verify and elaborate on their experience and ensure application and vetting requirements are met.
- **Background investigations:** Once required release forms have been signed and witnessed, the Implementation Team conducts candidate background investigations, which includes 10 years of full work history, criminal records searches and other verifications.
- **Employment offers:** G4S offers employment only to candidates who successfully pass all steps of our hiring process and meet all client requirements. Upon approving a candidate for hire, the Implementation Team will notify the successful candidate and continue with the recruitment process.

CANDIDATE SKILLS EVALUATION

G4S is fully compliant with the Uniform Guidelines on Employee Selection Procedures (UGESP) and is proud to have achieved 129 consecutive successful Office of Contract Compliance Programs (OFCCP) compliance reviews. This consistency is the result of years of examining and improving our selection and placement processes, ensuring equality in our hiring and promotion activity and highly detailed documentation of our processes.



Our selection process begins with an evaluation of the job to determine the necessary education, licenses, skills and experience necessary for an individual to be successful in each role. These factors form the basis of our basic qualifications — those an applicant must possess to be considered for the role.

Examples of skills we screen for include the following:

- Oral and written communication skills
- Proficiency with Microsoft Office applications
- Forecasting & predicting
- Active listening
- Able to assess and evaluate situations effectively
- Capable of identifying critical issues quickly and accurately
- Research, investigate, compile information
- Write informatively, clearly and accurately
- Setting and achieving goals
- Attention to detail
- Problem solving
- Planning and organizing
- Coaching, mentoring & motivating
- Encourage effective teamwork
- Mediate conflict with tact, diplomacy

One of the primary goals of establishing the necessary skills required for a role is to translate them into quantifiable, non-comparative, requisite experience and education parameters by which we can allow our candidates to self-identify as meeting or not meeting. This ensures our hiring managers spend the majority of their time interviewing and assessing suitability with individuals that possess the minimum qualifications that, to a large degree, predict success in a role.

Skills questionnaires are completed by hiring managers and attached to a candidate's application record. This document follows the candidate throughout the selection and placement process and is visible to each interviewer involved in the process.

MAINTAINING SUFFICIENT STAFF

G4S will continue to prepare staffing plans for each Customer and ensure sufficient coverage to meet the requirements of each contract.

We typically utilize full-time employees (those who work 40 hours per week) and, depending on the Customer's security program requirements, some part-time personnel. While part-time employees (those who average less than 30 hours per week) will not fully participate in the fringe benefit program, they will be paid similar wages and are eligible for a limited medical plan, dental and vision insurance plans, as well as voluntary accident and critical illness plans. They will also be provided uniforms at no cost or deposit and paid time-and-one-half holiday hours worked.



FACTORS AFFECTING TIME-TO-HIRE

Several factors may affect the time frame needed to recruit, evaluate, and hire individual personnel. The time it takes depends a great deal on the background check process, especially the number of states in which an applicant has resided in the past. States maintain varied record-keeping agencies and processes. In general, if the state has employed an electronic records system, the time required to retrieve background information is usually shorter.

Once the state record is received, we must then verify its authenticity via a court document. During this part of the process, our recruitment teams may choose to place the applicant into pre-assignment training to avoid any additional waiting period once their records have been verified.

To analyze hiring timelines, the G4S Career Center and Applicant Tracking System (ATS) offers our recruiters detailed time-to-hire reporting by, for example, job title, type or location; candidate source, type or location; or application type or status.

GRANDFATHERING OF INCUMBENT PERSONNEL

Incumbent employees who are retained may be grandfathered for group insurance purposes. This means we will count prior service toward the standard 90-day waiting period for the group insurance.

OFFICER FLEX PROGRAM

Each local G4S office maintains an *Officer Flex Program*, which prepares for officer absences and non-standard service requests by cross-training personnel on multiple security posts and running emergency-readiness drills. If an even greater security presence is called for, we then engage regional personnel to provide additional officers and infrastructure under an Emergency and Disaster Services Program agreement.

Cross-Training & Utilization of On-Site Officers

G4S cross-trains designated officers at your locations to better accommodate the need for instant adjustments to security, filling in for any empty posts at your security sites.

During cross-training, officers receive detailed instructions from supervisors on post procedures and site policies. Cross-training is documented and training officers verify whether each Flex Force member:

- Is qualified to perform the duties required
- Is capable of performing the duties of the post
- Requires more training

Supervisors make visits to the post to ensure Flex Force officers are performing properly. At the end of each training shift, they will analyze the flex officer's performance and quiz them on their duties.

Short-Notice Situations

In short-notice situations, (less than 72 hours before a change) we first attempt to use non-overtime officers. If none are available, we ensure the post is filled by holding an officer over from a prior shift



or deploying a supervisor as a temporary staffing solution. Overtime rates apply in this latter situation.

Local Law Enforcement

In addition, G4S can contract with local law enforcement agencies to provide off-duty police officers with arrest authority for services. Depending on the requirements of the local law enforcement agency, there may be some restrictions on scope of services and G4S personnel will comply with those restrictions. In the event a Customer requests off-duty officers at a particular location, G4S works with Customers and the local law enforcement agency to provide the requested services.

ADDITIONAL SHORT-TERM STAFFING

Any Customer's permanent, on-site G4S personnel will be fully capable of addressing most security concerns, but they may occasionally encounter situations requiring a greater security presence. Surges often occur during planned events, sickness outbreaks, emergencies and other unforeseen circumstances. When this happens, you may need more officers to handle existing duties or take on added responsibilities.

With over 36,000 G4S officers in the U.S. market, G4S is proficient and cost-effective when handling non-routine security demands. If a Customer encounters a need for additional short-term staffing, we have the capability to respond with one or more of the following:

- Deployment of Flex Force personnel
- Use of cross-trained on-site officers
- Short-notice substitutions and holdovers
- Activation of emergency and disaster service agreements
- Local law enforcement partnerships

ADHERENCE TO TERMS AND CONDITIONS

G4S realizes that in order to ensure high Customer satisfaction, our job only begins with attracting and hiring exemplary employees. It has been our experience that in order to retain such employees, we must regularly monitor and evaluate each employee's performance in adherence to our policies and procedures outlined in the Tasks/Deliverables section beginning on page 12, and to acknowledge progress and to encourage a positive, productive, customer-service attitude. Counseling the employee and correcting unacceptable performance is also critical.

Supervisors will regularly encourage and guide security personnel on how to increase their productivity and service to Customers during their post hours. Any errors of judgment or procedures will be discussed either with the employee on the spot, later with local office management, or may result in more stringent disciplinary action, as necessary. Any serious breach of regulations or an inability to comply with specific employment requirements will result in termination of employment.

PROGRESSIVE DISCIPLINE AND BEHAVIOR CORRECTION

G4S requires employees to conduct themselves professionally and that their behavior both on duty and off reflects favorably on G4S and its customers. Discipline is administered if appropriate when



these expectations are violated. Employees exhibiting performance, attitude or attendance problems or policy violations are disciplined in a manner consistent with the severity and nature of the infraction according to the following progressive discipline approach:

- **Verbal Coaching & Counseling:** Employees will be counseled regarding violation of the code of conduct or specific policy to determine the nature and circumstances leading to the infraction. In addition to identifying the cause, these meetings are a forum to discuss the impact and cooperatively identify solutions to help remedy the problem without formal disciplinary action.
- **Written Reprimand:** Formal disciplinary letter issued to an employee detailing the violation of policy and its severity and warning of consequences in response to future violations. All disciplinary letters are issued by a management official with authority to discipline and/or terminate employee.
- **Suspension:** An employee will be suspended for repeated violations of policy, multiple violations of policies in one incident or for violation of a policy during the period when a written warning is in effect. An employee's suspension will be documented in the employee file and may include mandatory retraining before returning to the post or site.
- **Termination:** Violations of the code of conduct or policies that are severe in nature, illegal or create significant risks to the employee or others will result in termination of employment with G4S. Repeated code of conduct or policy offenses that are not corrected through progressive discipline steps may also result in dismissal from account and possible termination of employment with G4S.

During the first three stages of corrective action, the employee will have the opportunity to review and discuss the employee code of conduct or specific policy in question to assure a mutual level of understanding of policies and performance expectations. When appropriate, the employee may receive additional training or counseling. All stages of corrective action are documented in the employee's personnel file and Employee Disciplinary/Corrective Action Form.

CONCLUSION

G4S continues to create customized solutions for the Department's Customers with a focus on achieving strategic goals and providing the most value. We will continue to identify objectives that contribute to the success of your Customer's accounts. This may involve mitigating risks, improving internal processes, reducing total costs or a number of other possibilities. With an understanding of the Department's strategic objectives, we use our wide array of knowledge, personnel, technology, and resources to provide a customized, innovative program tailored to your Customer's unique business goals and security environment. In other words, your Customers bring us their specific problems and we develop targeted solutions using the right combination of people, protection, customer service, and technology to provide the most value at the lowest total cost.

This process does not end during the program development stage; guided by operational data, as well as your continuous feedback and input, we will continue to improve your program and build more value throughout its life. We believe that making this continuing improvement possible requires transparency, maintaining detailed performance records, and making them available to your Customers for review.



Our proven ability to act as a trusted security partner for the Department, bringing innovation and long-term value to your Customers, such as the Department of Health, differentiates G4S from other large security organizations. Security partnerships should go beyond merely checking the regular boxes — *Have posts been filled? Do officers receive adequate background checks? Have they been adequately trained?* Producing the greatest security program value requires more than eliminating or combining positions to reduce costs; optimization is not just an end to itself, but also a long-term project that aligns with the values and purpose of an organization. Our process of data gathering, transparent analysis and program improvement enables this alignment. We equip the Department's Customers to become strategic partners, making every effort to listen to their input so that we can go beyond the basics, and in so doing uncover opportunities for continual service improvements.