

EXHIBIT C



Florida's Warmest Welcome

**CITY OF POMPANO BEACH
COMMUNITY REDEVELOPMENT AGENCY**

**REQUEST FOR PROPOSALS
P-15-19**

UNARMED ROVING SECURITY GUARD SERVICES

**RFP OPENING: February 28, 2019 2:00 P.M.
PURCHASING OFFICE
1190 N.E. 3RD AVENUE, BUILDING C (Front)
POMPANO BEACH, FLORIDA 33060**

January 31, 2019

CITY OF POMPANO BEACH, FLORIDA
COMMUNITY REDEVELOPEMENT AGENCY
REQUEST FOR PROPOSALS
P-15-19

The City of Pompano Beach Community Redevelopment Agency (CRA) is seeking proposals from qualified firms to provide Unarmed Security Guard services to the CRA for Northwest and East CRA Districts.

The City will receive sealed proposals until **2:00 p.m. (local), February 28, 2019**. Proposals must be submitted electronically through the eBid System on or before the due date/time stated above. Any proposal received after the due date and time specified, will not be considered. Any uncertainty regarding the time a proposal is received will be resolved against the Proposer.

Proposer must be registered on the City's eBid System in order to view the solicitation documents and respond to this solicitation. The complete solicitation document can be downloaded for free from the eBid System as a pdf at: <https://pompanobeachfl.ionwave.net/CurrentSourcingEvents.aspx>. The City is not responsible for the accuracy or completeness of any documentation the Proposer receives from any source other than from the eBid System. Proposer is solely responsible for downloading all required documents. A list of proposers will be read aloud in a public forum.

Introduction

The Community Redevelopment Agency (herein after "CRA") of the City of Pompano Beach (herein after "City") is soliciting proposals from responsible and experienced security companies (herein after "Contractor") to establish firm pricing for unarmed, roving security guard services. A Contractor will be selected based upon previous experience in working in an urban setting and experience in handling resident concerns within transitional neighborhoods.

It will be up to the Security Consultants/Security Companies to estimate the required amount of manpower and man hours to achieve the desired results in the Northwest and East districts. The cost with hours must be separated by Northwest District and East District and within the CRA's allotted budgets for each district. Nuisance activities typically occur from dusk to 6:00 am, Monday through Friday with a greater emphasis closer to the weekend.

Services will be required in both of the CRA (Northwest/East) districts outlined as follows:

1. Northwest District - Dr. Martin Luther King Jr. Boulevard / Old Pompano Boundary Map (Map #1)

Services will be required along the Dr. Martin Luther King Jr. corridor crossing Dixie Highway/FEC RR and within an area known as Old Pompano. The western boundary is at the intersection of I-95 overpass/MLK Blvd. and the eastern boundary is the intersection of NE 1st Avenue/Atlantic Blvd. Please refer to the attached aerial boundary map below as a reference. The CRA reserves the right to add, delete and/or change locations and hours of service throughout the term of the agreement, at the established firm pricing, by advanced written notice to the Contractor as depicted in the map.



2. East District - East Atlantic Boulevard/McNab Park/SR A1A (Map #2)

Services will be required along East Atlantic Boulevard from SE 20th Avenue to Pompano Beach Boulevard with emphasis on McNab Park, SE 20th Avenue from SE 2nd Street to NE 2nd Street, Pompano Beach Boulevard to NE 3rd Streets, SR A1A to East Atlantic Boulevard. The CRA reserves the right to add, delete and/or change locations and hours of service throughout the term of the agreement, at the established firm pricing, by advanced written notice to the Contractor as depicted in the map.



A. Scope Of Services

All personnel provided under the agreement will be responsible to render security services in a diligent, careful, thorough, and professional manner consistent with providing excellent service.

Security officers assigned will report for duty on time, ready to work, in proper uniform, with necessary equipment. Security guards shall be of the highest moral character.

B. Tasks/Deliverables

The unarmed, roving security guard(s) will be required to, at a minimum:

- a. To act as “Ambassadors” for the districts.
- b. Patrol and complete routine inspection(s) of all vacant lots, occupied and vacant buildings, public alleyways, streets and sidewalks on a continual basis. Inspection of buildings shall include interior (when occupied) and surrounding exterior.
- c. Possess a means of transportation (bicycle/vehicle) to ensure the guard’s ability to patrol all areas on a continual basis, as well as to respond to incidents in a timely manner.
- d. Possess and wear body cameras.
- e. Possess a communication device(s) to enable contact with CRA personnel, police, fire or emergency vehicles, as necessary. Verbal communications, in person, by radio or by phone, must be in clear, concise, understandable English.
- f. Remain alert, observe, record and report any unusual or suspicious behavior.
- g. Detect and prevent theft and vandalism.
- h. React and take appropriate measures in the event of fire, theft, vandalism, illegal dumping or any other unusual situation. Contact the appropriate authorities, as required.
- i. Secure property on an as needed or requested basis.
- j. Report any abandoned, unserviceable or illegally parked vehicle
- k. Maintain accurate records, daily logs, reports and records of vagrancy or loitering violations at a location(s) to be determined by the CRA staff.
- l. Prepare and submit incident report(s) to the CRA supervisor on duty. Incident report must include an explanation describing the nature of the incident
- m. Escort area patrons, business owners or employees to their car, upon request.
- n. Maintain sign-in sheets and/or time cards for each shift as required.
- o. Report for duty at the designated starting time, and remain until relieved by the relief guard or at the designated end of the shift if no relief guard is assigned.
- p. Ensure all articles found or turned in are submitted to the appropriate CRA staff.

- q. Be sufficiently familiar with the properties in the Northwest District surrounding the Dr. Martin Luther King Jr. Blvd. corridor and Old Pompano, businesses, buildings and events to be able to give accurate directions and information to residents and visitors.
- r. Be sufficiently familiar with the properties in the East District on East Atlantic Boulevard, Pompano Beach Boulevard, SR A1A and SE 20th Street to be able to give accurate directions and information to residents, merchants and visitors.
- s. Perform other duties as assigned by designated CRA staff.

Security guards are prohibited from sleeping or napping on duty. Security Guards observed sleeping or napping on duty will be terminated immediately and must leave in a quiet, orderly fashion. The CRA will notify the Contractor and Contractor will be responsible for providing immediate replacement of the security guard. The terminated security guard will no longer be assigned to the CRA.

Security guards are prohibited from having unauthorized visitors. Unauthorized visitor(s) will be asked to leave immediately in a quiet, orderly fashion. Repeated visits by unauthorized visitor(s) will result in termination of the security guard. Security guards shall not solicit or accept gratuities for any reason whatsoever from employees, tenants, citizens or other persons using the premises. Security guards shall not carry a firearm of any type, whether it is concealed, exposed or encased. Doing so is grounds for termination.

C. Experience

All security contracting companies should be familiar and have experience with:

- a. Coordinating with local law enforcement (Broward County Sheriff's Office)
- b. Patrolling retail districts and interaction with multiple business owners
- c. Patrolling blighted areas and ability to report or document nuisance issues
- d. Transitional neighborhoods
- e. Working in Urban/Public areas
- f. Interaction with residents

All security guards must meet the following minimum requirements:

- a. Age – must be a minimum of nineteen years old.
- B .Mental and Physical Health – must be in good mental and physical state of health, consistent with the ability to perform required safety and security tasks. Guards must be alert at all times while on duty.
- c. Communication Skills – must possess good verbal communication and diplomacy skills. Guards must be able to clearly communicate in English without having to unnecessarily repeat orders or instructions; communicate in writing clearly and concisely on all reports and forms.
- d. Behavior and Appearance – must maintain a high standard of civility, behavior and appearance. When in contact with the public, security guards will reflect appropriate courtesies and forms of addresses. Security guards must at all times be neat, clean and have a professional appearance.
- e. Education – must have a high school diploma, or equivalent.
- f. Licenses – must possess a Class “D” license issued by the State of Florida.

g. Crowd Control – must be trained to manage crowds attending or dispersing from community events.

h. Site Training - All guards assigned must have a minimum of eight (8) hours of site specific training. All guards must be thoroughly trained and familiar with all equipment and requirements at each post assigned to, and sign an acknowledgement form indicating the understanding of this training.

No guard is to be assigned to any post without site-specific training by a qualified representative of the contractor who is familiar with the required duties of the site. Within one (1) week of assignment of new personnel, the Field Supervisor shall meet with the guard to ensure that she/he is thoroughly familiar with the Post Orders and required duties.

D. Qualifications

This Proposal will be awarded only to responsible Contractor qualified by experience, training and performance history. The Contractor must be in business performing security guard services of a similar nature as mentioned in Section 4.0 above for a period of three (3) years prior to the due date of this Request For Proposal. The Contractor must list five (5) clients which must include a brief description of similar work satisfactorily completed within the last three (3) years with location, dates of contracts, names and addresses of owners. The CRA may contact these clients for verification. The CRA reserves the sole right to determine contractor's performance history as satisfactory based on known past performance with the CRA and/or based on references provided.

The successful Contractor must provide a Field Supervisor who is to become familiar with the duties of the site where service is provided. The Field Supervisor shall make visits to the site, including each shift at least once per month where applicable, to ensure that the guards are trained and their performance is consistent with the requirements of this contract.

Prior to commencement of services under the agreement, the Contractor shall have a Field Supervisor meet with CRA staff to determine Post Orders for the location. The site-specific Post Orders may be amended by the CRA at any time. If amending Post Orders, designated CRA staff will notify the Field Supervisor in advance and provide written notice of such changes. Contractor shall provide and maintain throughout the term of the contract, a 24-hour Emergency contact person.

Contractor shall provide the contact person name, address, phone number(s) and email address. Contractor shall be responsible for immediately advising CRA staff in writing any changes to the 24-hour emergency contact person or information. It is the responsibility of the Contractor to ensure that all security guards assigned to the CRA under the Contract meet all requirements set forth by the State of Florida.

E. Additional Requirements

Contractor is required to furnish all security guards assigned to the CRA the following:

1. Uniforms – Contractor must provide all guards with uniforms which will:

- a. Identify the employing security service
 - b. Bear the word "Security" or "Ambassador" or similar, in a visibly evident location
 - c. Conform to the requirements of applicable licensing authority
 - d. Be readily distinguishable from the uniforms of public police
2. Equipment – all necessary equipment and communication devices.
3. Transportation – all necessary transportation vehicles and equipment required to fulfill security needs of the areas.
4. Photo Identification Card –photo identification containing at a minimum the company name, employee name and photo, which must at all times be worn by security guards in a visibly evident location. Photo identification must be worn by security guards in a visibly evident location at all times.

For each security guard to be assigned to the CRA under the agreement, Contractor will provide the following information. The qualifications and experience of the security guards assigned to the CRA under the agreement must be reviewed and approved in advance by designated CRA staff.

1. Resume – Qualifications and experience which must include employee name, number of years employed by Contractor, work history, number of years experience as a security guard, training, certifications and licenses.
2. Licenses – Copy of all certifications and licenses; at a minimum, a copy of the Class "D" license issued by the State of Florida. It is the responsibility of the Contractor to maintain and submit current copies of licenses to the CRA throughout the term of the agreement.
3. Background Information – Proof of criminal record check through Broward County Sheriff's Department. Security guards having any record of misdemeanor or felony convictions will not be accepted. The CRA reserves the right to review such investigations and require Contractor to either remove, or prevent an employee from working in a CRA/City facility as a result of the unsatisfactory investigation.
4. Drug Testing – Documentation of pre-employment and random drug testing. Use of, or addiction, to drugs or alcohol will be cause for rejection.
5. Citizenship/Employment Authorization – Proof of US citizenship or permanent residency documentation from the United States Immigration Authority showing that they have entry permits, work permits, and are legal aliens.

Contractor shall make written request in advance to the CRA for any staffing changes under the agreement. All staffing changes are subject to the review and approval of the CRA.

Any security guard deemed unfit to perform the scope of services shall be promptly removed from the area and must be replaced in a timely manner. The Contractor will be responsible for training replacement guards. No guard is to be assigned to any post without site-specific training by a qualified representative of the Contractor who is familiar with the required duties of the site. Within one (1) week of assignment of new personnel, the Field Supervisor shall meet with the guard to ensure that s/he is thoroughly familiar with Post Orders and required duties.

Persons employed by the Contractor in the performance of services pursuant to this Proposal shall not be considered employees of the City or the CRA. They shall be independent thereof and shall have no claims against the City or the CRA as to worker's compensation,

unemployment compensation, insurance salary, wages or other employee rights or privileges granted by operation of law or by the CRA or the City.

All invoices must include at a minimum, the name, dates and times that were worked by the individual security guards. Additional hours billed under the contract shall be billed at the hourly rate stated on the bid proposal.

F. Term of Contract

The contract resulting from this RFP shall commence upon the date of contract execution by both parties and shall be for an initial three (3) year term with two (2) one (1) year option renewal terms not to exceed five (5) years total based on the same prices, terms and conditions, by mutual agreement of the Contractor and the CRA.

Any renewal will be subject to appropriation of funds by the CRA. Notice of intent to renew will be given to the contractor in writing by the CRA, normally 90 days before the expiration date of the current contract.

In the event the CRA does not opt to renew the contract as stated above; or the CRA and contractor are unable to reconfirm or renegotiate hourly wage rates for another year, the CRA shall have the option of extending this contract at the current rates, one month at a time, not to exceed six months total.

The hourly wage will remain fixed for the initial twelve month period. Beginning in year two, as of the date of contract execution, the basic hourly wage rate can be adjusted by the percentage change in the Employment Cost Index for private industry workers, service occupations, wages and salaries (not seasonally adjusted), for the South Atlantic region as published by the U.S. Department of Labor's Bureau of Labor Statistics (BLS). The increase to go into effect will be the increase in the ECI series for the prior twelve month period. The frequency of adjustment is annually, commencing in year two of the contract, and includes renewal periods. It is the sole responsibility of the Contractor to request in writing wage adjustments under the contract. Requests must be received by the CRA a minimum of ninety (90) days in advance of the date of effective change.

G. Local Business Program

On March 13, 2018, the City Commission approved Ordinance 2018-112, establishing a Local Business Program, a policy to increase the participation of City of Pompano Beach businesses in the City's procurement process.

For purposes of this solicitation, "Local Business" will be defined as follows:

1. **TIER 1 LOCAL VENDOR.** POMPANO BEACH BUSINESS EMPLOYING POMPANO BEACH RESIDENTS. A business entity which has maintained a permanent place of business within the city limits and maintains a staffing level, within this local office, of at least ten percent who are residents of the City of Pompano Beach or includes subcontracting commitments to Local Vendors Subcontractors for at least ten percent of the contract value. The permanent place of business may not be a post office box. The business must be located in a non-residential

zone, and must actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the City of Pompano Beach for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.

2. **TIER 2 LOCAL VENDOR. BROWARD COUNTY BUSINESS EMPLOYING POMPANO BEACH RESIDENTS OR UTILIZING LOCAL VENDOR SUBCONTRACTORS.** A business entity which has maintained a permanent place of business within Broward County and maintains a staffing level, within this local office, of at least 15% who are residents of the City of Pompano Beach or includes subcontracting commitments to Local Vendors Subcontractors for at least 20% of the contract value. The permanent place of business may not be a post office box. The business must be located in a non- residential zone, and must actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the respective Broward County municipality for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.
3. **LOCAL VENDOR SUBCONTRACTOR. POMPANO BEACH BUSINESS.** A business entity which has maintained a permanent place of business within the city limits of the City of Pompano Beach. The permanent place of business may not be a post office box. The business must be located in a non-residential zone, and must actually distribute goods or services from that location. The business must be staffed with full-time employees within the limits of the city. In addition, the business must have a current business tax receipt from the City of Pompano Beach for a minimum of one year prior to the date of issuance of a bid or proposal solicitation.

You can view the list of City businesses that have a current Business Tax Receipt on the City's website, and locate local firms that are available to perform the work required by the bid specifications. The business information, sorted by business use classification, is posted on the webpage for the Business Tax Receipt Division: www.pompanobeachfl.gov by selecting the Pompano Beach Business Directory in the Shop Pompano! section.

The City of Pompano Beach is **strongly committed** to insuring the participation of City of Pompano Beach Businesses as contractors and subcontractors for the procurement of goods and services, including labor, materials and equipment. Proposers are required to participate in the City of Pompano Beach's Local Business Program by including, as part of their package, the Local Business Participation Form (Exhibit A,) listing the local businesses that will be used on the contract, and the Letter of Intent Form (Exhibit B) from each local business that will participate in the contract.

The required goal for this RFP is 10% for Local Vendor.

If a Prime Contractor/Vendor is not able to achieve the level of goal attainment of the contract, the Prime Vendor will be requested to demonstrate and document that good faith efforts were made to achieve the goal by providing the Local Business Unavailability Form (Exhibit C), listing firms that were contacted but not available, and the Good Faith Effort Report (Exhibit D), describing the efforts made to include local business participation in the contract. This documentation shall be provided to the City Commission for acceptance.

The awarded proposer will be required to submit "Local Business Subcontractor Utilization Reports" during projects and after projects have been completed. The reports will be submitted to the assigned City project manager of the project. The Local Business Subcontractor Utilization Report template and instructions have been included in the bid document.

Failure to meet Local Vendor Goal commitments will result in "unsatisfactory" compliance rating. Unsatisfactory ratings may impact award of future projects if a sanction is imposed by the City Commission.

The city shall award a Local Vendor preference based upon vendors, contractors, or subcontractors who are local with a preferences follows:

1. For evaluation purposes, the Tier 1 and Tier 2 businesses shall be a criterion for award in this Request for Proposal (RFP). No business may qualify for more than one tier level.
2. For evaluation purposes, local vendors shall receive the following preferences:
 - a. Tier 1 business as defined by this subsection shall be granted a preference in the amount of five percent of total score.
 - b. Tier 2 business as defined by this subsection shall be granted a preference in the amount of two and one-half percent of total score.
3. It is the responsibility of the awarded vendor/contractor to comply with all Tier 1&2 guidelines. The awarded vendor/contractor must ensure that all requirements are met before execution of a contract.

H. Required Proposal Submittal

Submission/Format Requirements

Sealed proposals shall be submitted electronically through the eBid System on or before the due date/time stated above. Proposer shall upload response as one (1) file to the eBid System. The file size for uploads is limited to 100 MB. If the file size exceeds 100 MB the response must be split and uploaded as two (2) separate files.

Information to be included in the proposal: In order to maintain comparability and expedite the review process, it is required that proposals be organized in the manner specified below, with the sections clearly labeled:

Title page:

Show the project name and number, the name of the Proposer's firm, address, telephone number, name of contact person and the date.

Table of Contents:

Include a clear identification of the material by section and by page.

Letter of Transmittal:

Briefly state the Proposer's understanding of the project and express a positive commitment to provide the services described herein. State the name(s) of the person(s) who will be authorized

to make representations for the Proposer, their title(s), office and E-mail addresses and telephone numbers. Please limit this section to two pages.

Fees & Costs:

Include a concise narrative with sufficient detail indicating the proposed approach to providing the required services, including a description of the types and qualities of service that would be provided. Provide a cost for each of the major services provided along with the estimated number of expected work hours for each qualified staff.

Proposer shall itemize all costs to complete all and necessary tasks as described under Scope of Services. Costs associated with travel as well as miscellaneous expenses should be adequately described.

Schedule:

Proposer shall provide a timeline that highlights proposed tasks that will meet all applicable deadlines.

References:

Submit a client reference list, including name of contact, firm and/or governmental entity, address, telephone number and type of service provided to each reference.

Local Businesses:

Completed Local Business program forms, Exhibits A-D.

Litigation:

Disclose any litigation within the past five (5) years arising out your firm's performance.

City Forms:

The RFP Proposer Information Page Form and any other required forms must be completed and submitted electronically through the City's eBid System.

The City reserves the right to request additional information to ensure the proposer is financially solvent and has sufficient financial resources to perform the contract and shall provide proof thereof of its financial solvency. The City may as at its sole discretion ask for additional proof of financial solvency, including additional documents post proposal opening, and prior to evaluation that demonstrates the Proposer's ability to perform the resulting contract and provide the required materials and/or services.

Reviewed and Audited Financial Statements:

Must be marked "**CONFIDENTIAL**" and uploaded separately from proposal.

Proposers shall be financially solvent and appropriately capitalized to be able to service the City for the duration of the contract. Proposers shall provide a complete financial statement of the firm's most recent audited financial statements, indicating organization's financial condition and uploaded as a separate file titled "Financial Statements" to the Response Attachments tab in the eBid System.

Financial statements provided shall not be older than twelve (12) months prior to the date of filing this solicitation response. The financial statements are to be reviewed and submitted with any accompanying notes and supplemental information. The City of Pompano Beach reserve the right

to reject financial statements in which the financial condition shown is of a date twelve (12) months or more prior to the date of submittals.

The City is a public agency subject to Chapter 119, Florida's Public Records Law and is required to provide the public with access to public records, however, financial statements that are required as submittals to prequalify for a solicitation will be exempt from public disclosure.

The City reserves the right to request additional information to ensure the proposer is financially solvent and has sufficient financial resources to perform the contract and shall provide proof thereof of its financial solvency. The City may as at its sole discretion ask for additional proof of financial solvency, including additional documents post proposal opening, and prior to evaluation that demonstrates the Proposer's ability to perform the resulting contract and provide the required materials and/or services.

A combination of two (2) or more of the following may substitute for audited financial statements:

- 1) Bank letters/statements for the past 3 months
- 2) Balance sheet, profit and loss statement, cash flow report
- 3) IRS returns for the last 2 years
- 4) Letter from CPA showing profits and loss statements (certified)

I. Insurance

CONTRACTOR shall not commence services under the terms of this Agreement until certification or proof of insurance detailing terms and provisions has been received and approved in writing by the CITY's Risk Manager. If you are responding to a bid and have questions regarding the insurance requirements hereunder, please contact the CITY's Purchasing Department at (954) 786-4098. If the contract has already been awarded, please direct any queries and proof of the requisite insurance coverage to CITY staff responsible for oversight of the subject project/contract.

CONTRACTOR is responsible to deliver to the CITY for timely review and written approval/disapproval Certificates of Insurance which evidence that all insurance required hereunder is in full force and effect and which name on a primary basis, the CITY as an additional insured on all such coverage.

Throughout the term of this Agreement, CITY, by and through its Risk Manager, reserve the right to review, modify, reject or accept any insurance policies required by this Agreement, including limits, coverages or endorsements. CITY reserves the right, but not the obligation, to review and reject any insurer providing coverage because of poor financial condition or failure to operate legally.

Failure to maintain the required insurance shall be considered an event of default. The requirements herein, as well as CITY's review or acceptance of insurance maintained by CONTRACTOR, are not intended to and shall not in any way limit or qualify the liabilities and obligations assumed by CONTRACTOR under this Agreement.

Throughout the term of this Agreement, CONTRACTOR and all subcontractors or other agents hereunder, shall, at their sole expense, maintain in full force and effect, the following insurance coverages and limits described herein, including endorsements.

A. Worker's Compensation Insurance covering all employees and providing benefits as required by Florida Statute, Chapter 440. CONTRACTOR further agrees to be responsible for employment, control and conduct of its employees and for any injury sustained by such employees in the course of their employment.

B. Liability Insurance.

(1) Naming the City of Pompano Beach as an additional insured as CITY's interests may appear, on General Liability Insurance only, relative to claims which arise from CONTRACTOR's negligent acts or omissions in connection with Contractor's performance under this Agreement.

(2) Such Liability insurance shall include the following checked types of insurance and indicated minimum policy limits.

Type of Insurance

Limits of Liability

GENERAL LIABILITY:

Minimum \$1,000,000 Per Occurrence and
\$2,000,000 Per Aggregate

* Policy to be written on a claims incurred basis

XX comprehensive form bodily injury and property damage

XX premises - operations bodily injury and property damage

___ explosion & collapse
hazard

___ underground hazard

XX products/completed bodily injury and property damage combined
operations hazard

XX contractual insurance bodily injury and property damage combined

XX broad form property damage bodily injury and property damage combined

XX independent contractors personal injury

XX personal injury

___ sexual abuse/molestation Minimum \$1,000,000 Per Occurrence and Aggregate

___ liquor legal liability Minimum \$1,000,000 Per Occurrence and Aggregate

AUTOMOBILE LIABILITY:

Minimum \$1,000,000 Per Occurrence and Aggregate. Bodily
injury (each person) bodily injury (each accident),
Property damage, bodily injury and property damage
combined.

XX comprehensive form

XX owned

XX hired

XX non-owned

REAL & PERSONAL PROPERTY

___ comprehensive form Agent must show proof they have this coverage.

EXCESS LIABILITY

Per Occurrence Aggregate

___	other than umbrella	bodily injury and property damage combined	\$1,000,000	\$1,000,000
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PROFESSIONAL LIABILITY

Per Occurrence Aggregate

XX	* Policy to be written on a claims made basis		\$1,000,000	\$1,000,000
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(3) If Professional Liability insurance is required, Contractor agrees the indemnification and hold harmless provisions set forth in the Agreement shall survive the termination or expiration of the Agreement for a period of four (4) years unless terminated sooner by the applicable statute of limitations.

CYBER LIABILITY

Per Occurrence Aggregate

___	* Policy to be written on a claims made basis		\$1,000,000	\$1,000,000
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___	Network Security / Privacy Liability			
___	Breach Response / Notification Sublimit (minimum limit of 50% of policy aggregate)			
___	Technology Products E&O - \$1,000,000 (only applicable for vendors supplying technology related services and or products)			
___	Coverage shall be maintained in effect during the period of the Agreement and for not less than four (4) years after termination/ completion of the Agreement.			

C. Employer's Liability. If required by law, CONTRACTOR and all subcontractors shall, for the benefit of their employees, provide, carry, maintain and pay for Employer's Liability Insurance in the minimum amount of One Hundred Thousand Dollars (\$100,000.00) per employee, Five Hundred Thousand Dollars (\$500,000) per aggregate.

D. Policies: Whenever, under the provisions of this Agreement, insurance is required of the CONTRACTOR, the CONTRACTOR shall promptly provide the following:

- (1) Certificates of Insurance evidencing the required coverage;
- (2) Names and addresses of companies providing coverage;
- (3) Effective and expiration dates of policies; and

(4) A provision in all policies affording CITY thirty (30) days written notice by a carrier of any cancellation or material change in any policy.

E. Insurance Cancellation or Modification. Should any of the required insurance policies be canceled before the expiration date, or modified or substantially modified, the issuing company shall provide thirty (30) days written notice to the CITY.

F. Waiver of Subrogation. CONTRACTOR hereby waives any and all right of subrogation against the CITY, its officers, employees and agents for each required policy. When required by the insurer, or should a policy condition not permit an insured to enter into a pre-loss agreement to waive subrogation without an endorsement, then CONTRACTOR shall notify the insurer and request the policy

be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy which includes a condition to the policy not specifically prohibiting such an endorsement, or voids coverage should CONTRACTOR enter into such an agreement on a pre-loss basis.

J. Selection/Evaluation Process

A Selection/Evaluation Committee will be appointed to select the most qualified firm(s). The Selection/Evaluation Committee will present their findings to the City Commission.

Proposals will be evaluated using the following criteria.

	<u>Criteria</u>	<u>Point Range</u>
1	Experience and Expertise <ul style="list-style-type: none"> • Previous related work experience and qualifications in the subject area of personnel assigned. • Demonstrates a clear understanding of scope of work and other technical or legal issues related to the project. 	0-25
2	References <ul style="list-style-type: none"> • History and performance of firm/project team on similar projects. • References and recommendations from previous clients. 	0-20
3	Resources and Methodology <ul style="list-style-type: none"> • Adequacy of amount of quality resources assigned to the project. • Overall approach to project. Consideration of services provided and approach to meeting goals and deadlines. • Financial resources. 	0-25
4	Cost <ul style="list-style-type: none"> • Including the overall project-task budget and itemized cost breakdowns. 	0-30
	Total	0-100

Additional 0-5% for Tier1/Tier2 Local Business will be calculated on combined scoring totals of each company.

NOTE:

Financial statements that are required as submittals to prequalify for a solicitation will be exempt from public disclosure; however, financial statements submitted to prequalify for a solicitation, and are not required by the City, may be subject to public disclosure.

Value of Work Previously Awarded to Firm (Tie-breaker) - In the event of a tie, the firm with the lowest value of work as a prime contractor on City of Pompano Beach projects within the last five years will receive the higher ranking, the firm with the next lowest value of work shall receive the

next highest ranking, and so on. The analysis of past work will be based on the City's Purchase Order and payment records.

The Committee has the option to use the above criteria for the initial ranking to short-list Proposers and to use an ordinal ranking system to score short-listed Proposers following presentations (if deemed necessary) with a score of "1" assigned to the short-listed Proposer deemed most qualified by the Committee.

Each firm should submit documentation that evidences the firm's capability to provide the services required for the Committee's review for short listing purposes. After an initial review of the Proposals, the City may invite Proposers for an interview to discuss the proposal and meet firm representatives, particularly key personnel who would be assigned to the project. Should interviews be deemed necessary, it is understood that the City shall incur no costs as a result of this interview, nor bear any obligation in further consideration of the submittal.

When more than three responses are received, the committee shall furnish the City Commission (for their approval) a listing, in ranked order, of no fewer than three firms deemed to be the most highly qualified to perform the service. If three or less firms respond to the RFP, the list will contain the ranking of all responses.

The City Commission has the authority to (including, but not limited to); approve the recommendation; reject the recommendation and direct staff to re-advertise the solicitation; or, review the responses themselves and/or request oral presentations and determine a ranking order that may be the same or different from what was originally presented to the City Commission.

Value of Work Previously Awarded to Firm (Tie-breaker) - In the event of a tie, the firm with the lowest value of work as a prime contractor on City of Pompano Beach projects within the last five years will receive the higher ranking, the firm with the next lowest value of work shall receive the next highest ranking, and so on. The analysis of past work will be based on the City's Purchase Order and payment records.

K. Hold Harmless and Indemnification

Proposer covenants and agrees that it will indemnify and hold harmless the City and all of its officers, agents, and employees from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Proposer, whether direct or indirect, or whether to any person or property to which the City or said parties may be subject, except that neither the Proposer nor any of its subcontractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused by or resulting from the sole negligence of the City or any of its officers, agents or employees.

L. Right to Audit

Contractor's records which shall include but not be limited to accounting records, written policies and procedures, computer records, disks and software, videos, photographs, subcontract files (including proposals of successful and unsuccessful bidders), originals estimates, estimating worksheets, correspondence, change order files (including documentation covering negotiated settlements), and any other supporting evidence necessary to substantiate charges related to this contract (all the foregoing hereinafter referred to as "records") shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by Owner's agent or its

authorized representative to the extent necessary to adequately permit evaluation and verification of any invoices, payments or claims submitted by the contractor or any of his payees pursuant to the execution of the contract. Such records subject to examination shall also include, but not be limited to, those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to costs associated with this contract.

For the purpose of such audits, inspections, examinations and evaluations, the Owner's agent or authorized representative shall have access to said records from the effective date of this contract, for the duration of the Work, and until 5 years after the date of final payment by Owner to Consultant pursuant to this contract.

Owner's agent or its authorized representative shall have access to the Contractor's facilities, shall have access to all necessary records, and shall be provided adequate and appropriate work space, in order to conduct audits in compliance with this article. Owner's agent or its authorized representative shall give auditees reasonable advance notice of intended audits.

Contractor shall require all subcontractors, insurance agents, and material suppliers (payees) to comply with the provisions of this article by insertion of the requirements hereof in any written contract agreement. Failure to obtain such written contracts which include such provisions shall be reason to exclude some or all of the related payees' costs from amounts payable to the Contractor pursuant to this contract.

M. Retention of Records and Right to Access

The City of Pompano Beach is a public agency subject to Chapter 119, Florida Statutes. The Contractor shall comply with Florida's Public Records Law, as amended. Specifically, the Contractor shall:

- a. Keep and maintain public records required by the City in order to perform the service;
- b. Upon request from the City's custodian of public records, provide the City with a copy of 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, Florida Statutes or as otherwise provided by law;
- c. Ensure that public records that are exempt or that are confidential and exempt from public record requirements are not disclosed except as authorized by law;
- d. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the City; and
- e. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City 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 City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.

N. Communications

No negotiations, decisions, or actions shall be initiated or executed by the firm as a result of any discussions with any City employee. Only those communications, which are in writing from the City, may be considered as a duly authorized expression on behalf of the City. In addition, only communications from firms that are signed and in writing will be recognized by the City as duly authorized expressions on behalf of firms.

O. No Discrimination

There shall be no discrimination as to race, sex, color, age, religion, or national origin in the operations conducted under any contract with the City.

P. Independent Contractor

The selected firm will conduct business as an independent contractor under the terms of this contract. Personnel services provided by the firm shall be by employees of the firm and subject to supervision by the firm, and not as officers, employees, or agents of the City. Personnel policies, tax responsibilities, social security and health insurance, employee benefits, purchasing policies and other similar administrative procedures applicable to services rendered under this agreement shall be those of the firm.

Q. Staff Assignment

The City of Pompano Beach reserves the right to approve or reject, for any reasons, Proposer's staff assigned to this project at any time. Background checks may be required.

R. Contract Terms

The contract resulting from this RFP shall include, but not be limited to the following terms:

The contract shall include as a minimum, the entirety of this RFP document, together with the successful Proposer's proposal. Contract shall be prepared by the City of Pompano Beach City Attorney.

If the City of Pompano Beach defends any claim, demand, cause of action, or lawsuit arising out of any act, action, negligent acts or negligent omissions, or willful misconduct of the contractor, its employees, agents or servants during the performance of the contract, whether directly or indirectly, contractor agrees to reimburse the City of Pompano Beach for all expenses, attorney's fees, and court costs incurred in defending such claim, cause of action or lawsuit.

S. Waiver

It is agreed that no waiver or modification of the contract resulting from this RFP, or of any covenant, condition or limitation contained in it shall be valid unless it is in writing and duly executed by the party to be charged with it, and that no evidence of any waiver or modification shall be offered or received in evidence in any proceeding, arbitration, or litigation between the parties arising out of or affecting this contract, or the right or obligations of any party under it,

unless such waiver or modification is in writing, duly executed as above. The parties agree that the provisions of this paragraph may not be waived except by a duly executed writing.

T. Survivorship Rights

This contract resulting from this RFP shall be binding on and inure to the benefit of the respective parties and their executors, administrators, heirs, personal representative, successors and assigns.

U. Termination

The contract resulting from this RFP may be terminated by the City of Pompano Beach without cause upon providing contractor with at least sixty (60) days prior written notice.

Should either party fail to perform any of its obligations under the contract resulting from this RFP for a period of thirty (30) days after receipt of written notice of such failure, the non-defaulting party will have the right to terminate the contract immediately upon delivery of written notice to the defaulting party of its election to do so. The foregoing rights of termination are in addition to any other rights and remedies that such party may have.

V. Manner of Performance

Proposer agrees to perform its duties and obligations under the contract resulting from this RFP in a professional manner and in accordance with all applicable local, federal and state laws, rules and regulations.

Proposer agrees that the services provided under the contract resulting from this RFP shall be provided by employees that are educated, trained and experienced, certified and licensed in all areas encompassed within their designated duties. Proposer agrees to furnish the City of Pompano Beach with all documentation, certification, authorization, license, permit, or registration currently required by applicable laws or rules and regulations. Proposer further certifies that it and its employees are now in and will maintain good standing with such governmental agencies and that it and its employees will keep all license, permits, registration, authorization or certification required by applicable laws or regulations in full force and effect during the term of this contract. Failure of Proposer to comply with this paragraph shall constitute a material breach of contract.

W. Acceptance Period

Proposals submitted in response to this RFP must be valid for a period no less than ninety (90) days from the closing date of this solicitation.

X. RFP Conditions and Provisions

The completed proposal (together with all required attachments) must be submitted electronically to City on or before the time and date stated herein. All Proposers, by electronic submission of a proposal, shall agree to comply with all of the conditions, requirements and instructions of this RFP as stated or implied herein. All proposals and supporting materials submitted will become the property of the City.

Proposer's response shall not contain any alteration to the document posted other than entering data in spaces provided or including attachments as necessary. By submission of a response,

Proposer affirms that a complete set of bid documents was obtained from the eBid System or from the Purchasing Division only and no alteration of any kind has been made to the solicitation. Exceptions or deviations to this proposal may not be added after the submittal date.

All Proposers are required to provide all information requested in this RFP. Failure to do so may result in disqualification of the proposal.

The City reserves the right to postpone or cancel this RFP, or reject all proposals, if in its sole discretion it deems it to be in the best interest of the City to do so.

The City reserves the right to waive any technical or formal errors or omissions and to reject all proposals, or to award contract for the items herein, in part or whole, if it is determined to be in the best interests of the City to do so.

The City shall not be liable for any costs incurred by the Proposer in the preparation of proposals or for any work performed in connection therein.

Y. Standard Provisions

1. Governing Law

Any agreement resulting from this RFP shall be governed by the laws of the State of Florida, and the venue for any legal action relating to such agreement will be in Broward County, Florida.

2. Licenses

In order to perform public work, the successful Proposer shall:

Be licensed to do business in Florida, if an entity, and hold or obtain such Contractor' and Business Licenses if required by State Statutes or local ordinances.

3. Conflict Of Interest

For purposes of determining any possible conflict of interest, each Proposer must disclose if any Elected Official, Appointed Official, or City Employee is also an owner, corporate officer, or an employee of the firm. If any Elected Official, Appointed Official, or City Employee is an owner, corporate officer, or an employee, the Proposer must file a statement with the Broward County Supervisor of Elections pursuant to §112.313, Florida Statutes.

4. Drug Free Workplace

The selected firm(s) will be required to verify they will operate a "Drug Free Workplace" as set forth in Florida Statute, 287.087.

5. Public Entity Crimes

A person or affiliate who has been placed on the convicted vendor list following a conviction for public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit

proposals on leases of real property to public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Florida Statute, Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

6. Patent Fees, Royalties, And Licenses

If the selected Proposer requires or desires to use any design, trademark, device, material or process covered by letters of patent or copyright, the selected Proposer and his surety shall indemnify and hold harmless the City from any and all claims for infringement by reason of the use of any such patented design, device, trademark, copyright, material or process in connection with the work agreed to be performed and shall indemnify the City from any cost, expense, royalty or damage which the City may be obligated to pay by reason of any infringement at any time during or after completion of the work.

7. Permits

The selected Proposer shall be responsible for obtaining all permits, licenses, certifications, etc., required by federal, state, county, and municipal laws, regulations, codes, and ordinances for the performance of the work required in these specifications and to conform to the requirements of said legislation.

8. Familiarity With Laws

It is assumed the selected firm(s) will be familiar with all federal, state and local laws, ordinances, rules and regulations that may affect its services pursuant to this RFP. Ignorance on the part of the firm will in no way relieve the firm from responsibility.

9. Withdrawal Of Proposals

A firm may withdraw its proposal without prejudice no later than the advertised deadline for submission of proposals by written communication to the General Services Department, 1190 N.E. 3rd Avenue, Building C, Pompano Beach, Florida 33060.

10. Composition Of Project Team

Firms are required to commit that the principals and personnel named in the proposal will perform the services throughout the contractual term unless otherwise provided for by way of a negotiated contract or written amendment to same executed by both parties. No diversion or substitution of principals or personnel will be allowed unless a written request that sets forth the qualifications and experience of the proposed replacement(s) is submitted to and approved by the City in writing.

11. Invoicing/Payment

All invoices should be sent to City of Pompano Beach, Accounts Payable, P.O. Drawer 1300, Pompano Beach, Florida, 33061. In accordance with Florida Statutes, Chapter 218, payment will be made within 45 days after receipt of a proper invoice.

12. Public Records

- a. The City of Pompano Beach is a public agency subject to Chapter 119, Florida Statutes. The Contractor shall comply with Florida's Public Records Law, as amended. Specifically, the Contractor shall:
 - i. Keep and maintain public records required by the City in order to perform the service;
 - ii. Upon request from the City's custodian of public records, provide the City with a copy of 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, Florida Statutes or as otherwise provided by law;
 - iii. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the City; and
 - iv. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City 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 City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.
- b. Failure of the Contractor to provide the above described public records to the City within a reasonable time may subject Contractor to penalties under 119.10, Florida Statutes, as amended.

PUBLIC RECORDS CUSTODIAN

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:

CITY CLERK

100 W. Atlantic Blvd., Suite 253

Pompano Beach, Florida 33060

(954) 786-4611

RecordsCustodian@copbfl.com

Z. Questions and Communication

All questions regarding the RFP are to be submitted using the Questions feature in the eBid System. Questions must be received at least seven (7) calendar days before the scheduled solicitation opening. Oral and other interpretations or clarifications will be without legal effect. Addenda will be posted to the RFP solicitation in the eBid System, and it is the Proposer's responsibility to obtain all addenda before submitting a response to the solicitation.

AA. Addenda

The issuance of a written addendum or posting of an answer in response to a question submitted using the Questions feature in the eBid System are the only official methods whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this RFP solicitation the addendum will be issued via the eBid System. It shall be the responsibility of each Proposer, prior to submitting their response, to contact the City Purchasing Office at (954) 786-4098 to determine if addenda were issued and to make such addenda a part of their proposal. Addenda will be posted to the RFP solicitation in the eBid System.

BB. Contractor Performance Report

The City will utilize the Contractor Performance Report to monitor and record the successful proposer's performance for the work specified by the contract. The Contractor Performance Report has been included as an exhibit to this solicitation.

COMPLETE THE PROPOSER INFORMATION FORM ON THE ATTACHMENTS TAB IN THE EBID SYSTEM. PROPOSERS ARE TO COMPLETE THE FORM IN ITS ENTIRITY AND INCLUDE THE COMPLETED FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB FOR THE RFP IN THE EBID SYSTEM.

PROPOSER INFORMATION PAGE

RFP _____, _____
(number) (RFP name)

To: The City of Pompano Beach, Florida

The below named company hereby agrees to furnish the proposed services under the terms stated subject to all instructions, terms, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read the RFP and all attachments, including the specifications, and fully understand what is required. By submitting this proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by:

Name (printed) _____ Title _____

Company (Legal Registered) _____

Federal Tax Identification Number _____

Address _____

City/State/Zip _____

Telephone No. _____ Fax No. _____

Email Address _____

Exhibit – Contractor Performance Report



**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

**CITY OF POMPANO BEACH
CONTRACTOR PERFORMANCE REPORT**

1. Report Period: from _____ to _____
2. Contract Period: from _____ to _____
3. Bid# & or P.O.#: _____
4. Contractor Name: _____
5. City Department: _____
6. Project Manager: _____
7. Scope of Work (Service Deliverables): _____

Exhibit – Contractor Performance Report

CATEGORY	RATING	COMMENTS
1. Quality Assurance/Quality Control - Product/Services of high quality - Proper oversight - Communication	Poor =1 Satisfactory =2 Excellent =3	
2. Record Keeping -Accurate record keeping -Proper invoicing -Testing results complete	Poor =1 Satisfactory =2 Excellent =3	
3. Close-Out Activities - Restoration/Cleanup - Deliverables met - Punch list items addressed	Poor =1 Satisfactory =2 Excellent =3	
4. Customer Service - City Personnel and Residents - Response time - Communication	Poor =1 Satisfactory =2 Excellent =3	
5. Cost Control - Monitoring subcontractors - Change-orders - Meeting budget	Poor =1 Satisfactory =2 Excellent =3	
6. Construction Schedule - Adherence to schedule - Time-extensions - Efficient use of resources	Poor =1 Satisfactory =2 Excellent =3	
SCORE	_____	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF CATEGORIES BEING RATED

RATINGS

Poor Performance (1.0 – 1.59): Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.

Satisfactory Performance (1.6 – 2.59): Generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.

Excellent Performance (2.6 – 3.0): Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

Would you select/recommend this contractor again? _____ Yes _____ No

Please attach any supporting documents to this report to substantiate the ratings that have been provided.

Ratings completed by (print name)

Ratings completed by signature

Date

Department Head (print name)

Department Head Signature

Date

Vendor Representative (print name)

Contractor Representative Signature

Date

Comments, corrective actions etc., use additional page if necessary:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

City of Pompano Beach Florida
Local Business Subcontractor Utilization Report

Project Name ⁽¹⁾		Contract Number and Work Order Number (if applicable) ⁽²⁾	
Report Number ⁽³⁾	Reporting Period ⁽⁴⁾ to	Local Business Contract Goal ⁽⁵⁾	Estimated Contract Completion Date ⁽⁶⁾
Contractor Name ⁽⁷⁾		Contractor Telephone Number ⁽⁸⁾ () -	Contractor Email Address ⁽⁹⁾
Contractor Street Address ⁽¹⁰⁾	Project Manager Name ⁽¹¹⁾	Project Manager Telephone Number ⁽¹²⁾ () -	Project Manager Email Address ⁽¹³⁾

Local Business Payment Report						
Federal Identification Number ⁽¹⁴⁾	Local Subcontractor Business Name ⁽¹⁵⁾	Description of Work ⁽¹⁶⁾	Project Amount ⁽¹⁷⁾	Amount Paid this Reporting Period ⁽¹⁸⁾	Invoice Number ⁽¹⁹⁾	Total Paid to Date ⁽²⁰⁾
Total Paid to Date for All Local Business Subcontractors ⁽²¹⁾ \$						0.00

I certify that the above information is true to the best of my knowledge.

Contractor Name – Authorized Personnel (print) ⁽²²⁾	Contractor Name – Authorized Personnel (sign) ⁽²³⁾	Title ⁽²⁴⁾	Date ⁽²⁵⁾
--	---	-----------------------	----------------------

Local Business Subcontractor Utilization Report Instructions

- Box (1) Project Name** – Enter the entire name of the project.
- Box (2) Contract Number (work order)** – Enter the contract number and the work order number, if applicable (i.e., 4600001234, and if work order contract include work order number – 4600000568 WO 01).
- Box (3) Report Number** - Enter the Local Business Subcontractor Utilization Report number. Reports must be in a numerical series (i.e., 1, 2, 3).
- Box (4) Reporting Period** - Enter the beginning and end dates this report covers (i.e., 10/01/2016 – 11/01/2016).
- Box (5) Local Contract Goal** - Enter the Local Contract Goal percentage on entire contract.
- Box (6) Contract Completion Date** - Enter the expiration date of the contract, (not work the order).
- Box (7) Contractor Name** - Enter the complete legal business name of the Prime Contractor.
- Box (8) Contractor Telephone Number** - Enter the telephone number of the Prime Contractor.
- Box (9) Contractor Email Address** - Enter the email address of the Prime Contractor.
- Box (10) Contractor Street Address** – Enter the mailing address of the Prime Contractor.
- Box (11) Project Manager Name** - Enter the name of the Project Manager for the Prime Contractor on the project.
- Box (12) Project Manager Telephone Number** – Enter the direct telephone number of the Prime Contractor's Project Manager.
- Box (13) Project Manager Email Address** – Enter the email address of the Prime Contractor's Project Manager.
- Box (14) Federal Identification Number** – Enter the federal identification number of the Local Subcontractor(s).
- Box (15) Local Subcontractor Business Name** – Enter the complete legal business name of the Local Subcontractor(s).
- Box (16) Description of Work** – Enter the type of work being performed by the Local Subcontractor(s) (i.e., electrical services).
- Box (17) Project Amount** – Enter the dollar amount allocated to the Local Subcontractor(s) for the entire project (i.e., amount in the subcontract agreement).

- Box (18) Amount Paid this Reporting Period** – Enter the total amount paid to the Local Subcontractor(s) during the reporting period.
- Box (19) Invoice Number** – Enter the Local Subcontractor's invoice number related to the payment reported this period.
- Box (20) Total Paid to Date** – Enter the total amount paid to the Local Subcontractor(s) to date.
- Box (21) Total Paid to Date for All Local Subcontractor(s)** – Enter the total dollar amount paid to date to all Local Subcontractors listed on the report.
- Box (22) Contractor Name Authorized Personnel (print)** – Print the name of the employee that is authorized to execute the Local Subcontractor Utilization Report.
- Box (23) Contractor Name Authorized Personnel (sign)** – Signature of authorized employee to execute the Local Subcontractor Utilization Report.
- Box (24) Title** – Enter the title of authorized employee completing the Local Subcontractor Utilization Report.
- Box (25) Date** – Enter the date of submission of the Local Subcontractor Utilization Report to the City.

REQUESTED INFORMATION BELOW IS ON LOCAL BUSINESS PROGRAM FORM ON THE BID ATTACHMENTS TAB. BIDDERS ARE TO COMPLETE FORM IN ITS ENTIRITY AND INCLUDE COMPLETED FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB IN THE EBID SYSTEM.

CITY OF POMPANO BEACH, FLORIDA
LOCAL BUSINESS PARTICIPATION FORM

Solicitation # & Title: _____

Prime Contractor's Name: _____

<u>Name of Firm, Address</u>	<u>Contact Person, Telephone Number</u>	<u>Type of Work to be Performed/Materials to be Purchased</u>	<u>Contract Amount</u>

LOCAL BUSINESS EXHIBIT "A"

RFP P-15-19

LOCAL BUSINESS EXHIBIT "B"
LETTER OF INTENT TO PERFORM AS A LOCAL SUBCONTRACTOR

RFP Number _____

TO: _____
(Name of Prime or General Bidder)

The undersigned City of Pompano Beach business intends to perform subcontracting work in connection with the above contract as (check below)

_____ an individual

_____ a corporation

_____ a partnership

_____ a joint venture

The undersigned is prepared to perform the following work in connection with the above Contract, as hereafter described in detail:

at the following price: _____

(Date)

(Name of Local Business Contractor)

(address)

(address City, State Zip Code)

BY: _____
(Name)

LOCAL BUSINESS EXHIBIT "B"

LOCAL BUSINESS EXHIBIT "C"
LOCAL BUSINESS UNAVAILABILITY FORM

RFP # _____

I, _____
(Name and Title)

of _____, certify that on the _____ day of

_____, _____, I invited the following LOCAL BUSINESS(s) to bid work
(Month) (Year)

items to be performed in the City of Pompano Beach:

Business Name, Address	Work Items Sought	Form of Bid Sought (i.e., Unit Price, Materials/Labor, Labor Only, etc.)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Said Local Businesses:

- _____ Did not bid in response to the invitation
- _____ Submitted a bid which was not the low responsible bid
- _____ Other: _____

Name and Title: _____

Date: _____

Note: Attach additional documents as available.

LOCAL BUSINESS EXHIBIT "C"

LOCAL BUSINESS EXHIBIT "D"
GOOD FAITH EFFORT REPORT LOCAL BUSINESS PARTICIPATION

RFP # _____

1. What portions of the contract have you identified as Local Business opportunities?

2. Did you provide adequate information to identified Local Businesses? Please comment on how you provided this information.

3. Did you send written notices to Local Businesses?

____ Yes ____ No

If yes, please include copy of the notice and the list of individuals who were forwarded copies of the notices.

4. Did you advertise in local publications?

____ Yes ____ No

If yes, please attach copies of the ads, including name and dates of publication.

5. What type of efforts did you make to assist Local Businesses in contracting with you ?

7. List the Local Businesses you will utilize and subcontract amount.

_____	\$ _____
_____	\$ _____
_____	\$ _____

8. Other comments: _____

LOCAL BUSINESS EXHIBIT “D” – Page 2



*Professional
Security
Consultants*



Response to Request for Proposal

March 1, 2019

For

City of Pompano Beach

Community Redevelopment Agency

Unarmed Roving Security Guard Services

P-15-19

Contact: Shaul Maouda, Senior Vice President

Corporate Office: 11454 San Vicente Blvd., Los Angeles, CA 90049

Office: 310.207.7729 | Fax: 310.207.6621 | E-mail: smaouda@pscsite.com

FEIN Number: 95-4018179 | DUNS Number: 556487445 | Security Agency B9800143



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*Professional
Security
Consultants*



March 1, 2019

City of Pompano Beach
Attention: Mr. Nguyen Tran, CRA Director
100 W. Atlantic Blvd.
2nd Floor, Suite 276
Pompano Beach, FL 33060

Re: RFP P-15-19 Unarmed Roving Security Guard Services

Dear Mr. Tran,

Professional Security Consultants, Inc. (PSC) is pleased to provide the following proposal in response to your request for Security Services for the **City of Pompano Beach Community Redevelopment Agency (Pompano Beach CRA)**. As we have shown over the past 5 years, we are committed to offering the highest level of professional security services throughout the duration of our contracts. We are excited at the prospect of continuing to work side by side with the **City of Pompano Beach** to make your redevelopment district a safe, secure, and friendly environment for everyone.

Our 34 years of service, training and experience have evolved PSC from a California based company into one of international scope. Since 1985, we have embodied the professionalism, integrity, skill, innovation, and experience that allow us to provide premiere security services. We form synergistic relationships with our clients in order to understand their specific needs and tailor our services to achieve their safety, security, and risk management goals.

Professional Security Consultants has been operating in Florida since 2006 and servicing the **Community Redevelopment Agency (CRA)** since 2014. Should you choose PSC as your service provider, the **Pompano Beach CRA** would be supported by our extensive network of locations throughout the Southern Florida Region which include CityPlace, West Palm Beach Downtown Development Authority, Fort Lauderdale Community Redevelopment Agency, Westfield Broward, and Westland among the other accounts we service throughout the State of Florida.

The following persons are authorized to make representations for PSC and can be reached at the contact information below. Your primary point of contact will be Shaul Maouda, with Willie Perez providing support at the local level.

Shaul Maouda, Senior Vice President, smaouda@pscsite.com
Office: 310.207.7720 | Cell: 310.901.1219 | Fax: 310.207.6621

Willie Perez, Regional Director, wperez@pscsite.com
Cell Phone: (561) 402-2152

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PSC understands the work to be done at the **Pompano Beach CRA**, with visitors daily, the district must feel safe and friendly. This can only be achieved by continuing to transform the **CRA** into a safe and pleasant atmosphere, where customer service becomes the top priority. To accomplish this transformation, PSC will use its experiences from the past five (5) years with the **CRA** and its experience/knowledge of providing quality security services to clients across the United States including those emanating from similar projects. This includes high visibility of security officers, pleasant interaction and direction to **Pompano Beach CRA** visitors and employees, firm enforcement on crime/conduct issues that lead to a less attractive area, and strict adherence to policies, coupled with routine inspections and patrols.

PSC is committed to making the **Pompano Beach CRA** a safe and secure location for the efficient/effective operation and delivery of services to the residents of the **City of Pompano Beach**. This commitment will be defined by a detailed operating plan combined with the continuous building of relationships with law enforcement, city staff and the general public. We greatly appreciate the opportunity to submit our proposal for Security Services for the **City of Pompano Beach CRA**. Upon review of this proposal, I encourage you to contact me so that I may discuss our proposal and pricing structure in further detail with you.

Respectfully,

Shaul Maouda

Senior Vice President

Professional Security Consultants, Inc.

Office: 310.207.7729 Ext. 131

Cell: 310.901.1219 | Fax: 310.207.5563

E-Mail: smaouda@pscsite.com

www.pscsite.com



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Fees & Costs



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Executive Summary

Professional Security Consultants, Inc. (PSC) is pleased to provide the following proposal in response to your Request for Proposal relating to Security Services for the **Pompano Beach CRA**. We are committed to offering the highest level of professional security services throughout the duration of our contract. We are excited at the prospect of continuing to work side by side with the **City of Pompano Beach** and the **Pompano Beach CRA** to make your district a safe, secure, and friendly environment for everyone.

PSC in addition to our Florida operations has throughout the years provided security services to numerous entities across the United States including medical facilities, universities, office complexes, government agencies, super-regional and regional shopping centers. Our dedication to the mission and facilitation of our client's needs is our number one priority. Our ability to deploy, track, supervise, and support our staff members and client accounts is demonstrated in the number of diverse, service-intensive, multi-venue contracts that require high volume client interaction in which PSC currently provides services to.

At each site, PSC remains in close communication with our staff to assure they are provided the resources for success in their assignment. We track results through our Vehicle GPS, Dispatch, Casemobile and CASE Global Incident Management Software Systems. These tools and resources help our clients and us with our management strategies and overall success of a productive and efficient service operation.

With over 34 years of service, training and experience PSC has evolved from a California based company into one of international scope. Since 1985, we have embodied the professionalism, integrity, skill, innovation, and experience that allows us to provide premiere security services. We form synergistic relationships with our clients in order to understand their specific needs and tailor our services to achieve their safety, security, and risk management goals.

The **Pompano Beach CRA** would be supported by our Regional Director Willie Perez and West Palm Beach Area Director Roberto Perez who currently manages our existing agreement with the Pompano Beach CRA and others throughout the South Florida Region, in addition to the local support apparatus, our network of regional offices throughout the United States including our Corporate Office would provide an additional layer of support to **Pompano Beach CRA**.



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Company History

Headquartered in Los Angeles, California Professional Security Consultants, Inc. (PSC) was founded in 1985 by former Israeli Secret Service Agent, Moshe Alon. His expertise in security management can be attributed to 37 years of extensive and diverse Israeli military and secret service experience. PSC first began as a consulting firm to Fortune 500 companies that dealt with the threats of global terrorism. In the years following its conception, PSC expanded the scope of its operations to encompass physical security, personal protection, event planning and management. In 1995, PSC secured a major contract in the shopping center industry and in 1999 founded CASE Global (Computer Assisted Security Environment) in order to develop and advance computerized risk management solutions for the security services industry.

PSC is a world-class provider of security guard, patrol, investigative, consulting, screening & specialty security services, such as site vulnerability audits, executive protection, web-based incident management (tracking, reporting & notification), and patrol tour software. Licensed in over 40 states, and the District of Columbia, PSC employs over 5,000 people nationally and currently provides security guard services to over 150 shopping centers, medical facilities, commercial buildings, college campuses, K-12 institutions, hotels, private communities, government municipalities, and other government facilities across the United States; we have provided such services since 1991. As one of the few security companies that focus a majority of its business on shopping centers, PSC has become an industry leader in the retail market sector.

In our 34 years of experience, PSC has evolved to adapt to the world's ever-changing safety and security demands, setting the standard in the security guard service industry. Our ability to provide effective, efficient, custom tailored service stems from the synergy between our departments and the relationships that we forge with our clients.

PSC has been certified by the following organizations:

- American Heart Association (Nationally Trained CPR/First Aid/AED Instructors)
- Homeland Security under the SAFETY Act for Security Service and our CASE Global Technology.
- Nationally Recognized Safety and Security Training Certifications
- Certified Monadnock Defensive Tactics System (MDTS) Instructors
- Certified SABER Pepperspray Instructors
- Certified OCAT Instructors
- Certified PATH Instructors
- State of Florida Certified Security Officer Instructors
- State of Florida Firearms Instructors



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Key Elements for Success

Strategy

PSC's simple plan delivers high quality service, tailored to meet the needs of the customer and has achieved substantial recognition, with a list of added values that exceeds contract obligations. PSC remains devoted to our core values and will to continue to provide diversity and transparency in the delivery of quality and competent security services.

Approach

Our approach provides security services in a personable, professional and approachable manner. We specialize in providing innovative and unique solutions to the everchanging security challenges. Our technical skills, knowledge and expertise of the security profession far exceed current industry standards.

Workforce

Over 5,000 employees located throughout the United States.

Training

Our extensive and highly trained workforce enables us to cover all our clients' needs. All PSC security professionals are cross-trained with the same standard and operating procedures to ensure an immediate response to any situation.

Innovation

Proving itself as an innovator in comprehensive protection programs and security force management, PSC uses the latest advances in technology, training, and professional development.

Communication

PSC has built its reputation for outstanding security services through its strong ability to actively and continually communicate with its clients. PSC leadership and management work closely with all clients to accurately identify what the security needs are and how to address them creating a service delivery package that consistently exceeds expectations.

Technology

PSC has its own unique and highly effective security software portfolio that includes incident reporting and management, dispatch programs, guard tour applications, and facility Electronic Folders, that blend risk management with incident response.



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Company Profile

Professional Security Consultants (PSC) is headquartered in Los Angeles, California. PSC Provides security guard services to over 150 shopping centers, school campuses, hotels, medical facilities and private communities across the United States, along with several affiliated security service companies, as well as a technology company, which are part of PSC's "group," with collective annual revenue of about \$100 million dollars.

PSC is a privately held corporation, with a strong positive cash flow. As such, PSC's own financial resources can easily accommodate a major growth that is associated with obtaining a high-volume client. Moreover, if additional financing did become desirable, PSC has substantial financial institution resources. Upon request, PSC will provide financial institution letters of recommendations and/or verifications as needed.

PSC has a very large presence throughout the United States, employing security professionals throughout the State of Florida. PSC remains large enough to support emergency response officers to sites throughout the country, but small enough to have the personal touch from the company's executives to the local officer. Our emergency response officers are security officers, supervisors, assistant directors and off duty police officers that are cross trained to work at various locations. Additionally, PSC can deploy our mobile command center RV; the RV is equipped with CCTV capabilities, external camera systems and functions as an emergency operation/dispatch communication hub.

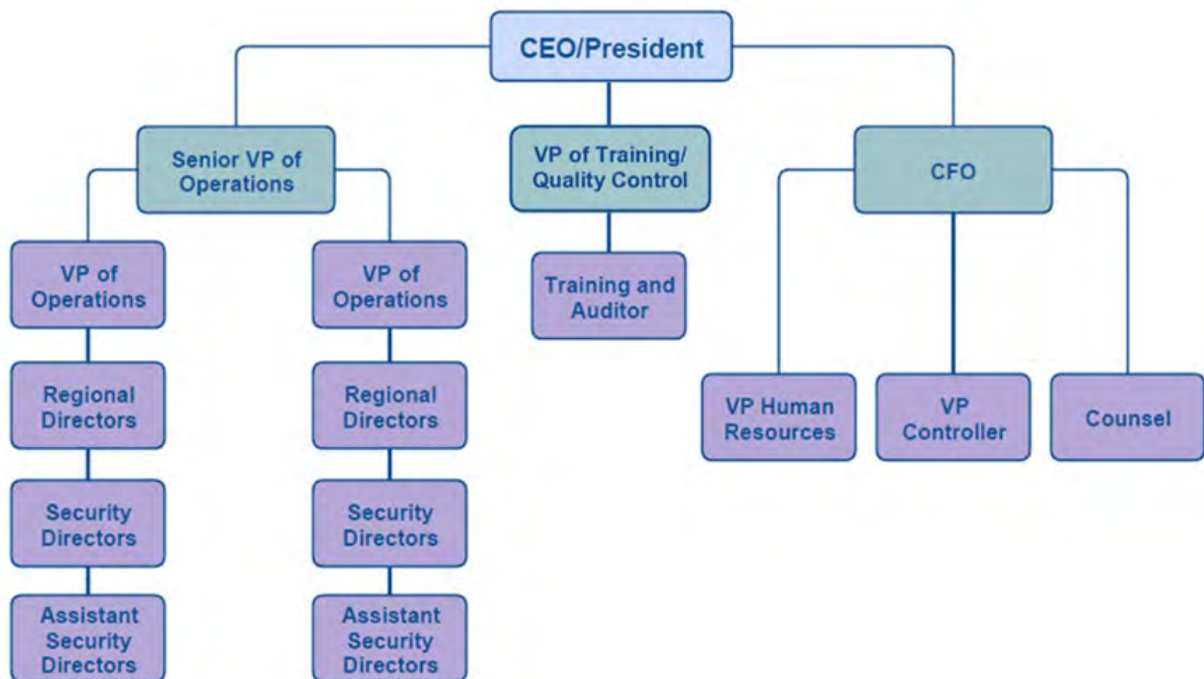
PSC uses a technology-based provider which specializes in the facilitation of security and technology. Case Global, located in the same office complex as PSC, offers incident tracking and dispatch software, Casemobile smart phones, a 24-hour manned command center and many other security technologies for the shopping center industry. The Command Center Communication Specialist makes and receives phone calls and sends messages regarding incidents and events in conjunction with our shopping center security teams. Using a custom notification matrix developed with our clients to notify appropriate personnel via phone call, text message, and/or email when a major incident occurs. The Command Center will notify and deploy emergency teams, upon request or under predetermined circumstances established in coordination with our clients.



PSC Maintains Active Memberships in the Following Organizations

- Association of Threat Assessment Professionals
- International Association of Campus Law Enforcement Administrators
- Department of Homeland Security Information Network (HSIN)
- (RPICS) Regional Public & Private Infrastructure Collaboration System
- (ICSC) International Council of Shopping Centers
- The Shopping Center Subsector Council (SCSC)
- Real Estate Roundtable
- TITAN Intelligence & Terrorism Alert Network
- International Facility Management Association

Corporate Structure





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PSC Office Locations			
Corporate Office	11454 San Vicente Blvd.,	Los Angeles, CA	90049
Northern California Office	1350 Travis Blvd.,	Fairfield, CA	94533
Southern California Office	415 Parkway Plaza,	El Cajon, CA	92020
Washington Office	8700 N Vancouver Mall Dr.,	Vancouver, WA	98662
Illinois Office	195 Fox Valley Center,	Aurora, IL	60504
Ohio Office	26300 Cedar Rd.	Beachwood, OH	44122
New York/New Jersey Office	1701 Sunrise Highway,	Bay Shore, NY	11706
Florida Office	459 Brandon Town Center Mall,	Brandon, FL	33511
South Florida Office	700 S. Rosemary Ave.,	West Palm Beach, FL	33401
Maryland Office	2002 Annapolis Mall,	Annapolis, MD	21401
Minnesota Office	12401 Wayzata Blvd.,	Minnetonka, MN	55305
Connecticut Office	470 Lewis Ave.,	Meriden, CT	06451

States and Territories PSC is Licensed

Alabama	Arizona	Arkansas	California
Colorado	Connecticut	Delaware	Washington DC
Florida	Georgia	Hawaii	Idaho
Illinois	Indiana	Iowa	Kansas
Kentucky	Louisiana	Maine	Maryland
Massachusetts	Michigan	Minnesota	Missouri
Montana	Nebraska	Nevada	New Hampshire
New Jersey	New Mexico	New York	North Carolina
Ohio	South Carolina	Oregon	Texas
Rhode Island	Virginia	Tennessee	West Virginia
Utah	Wyoming	Washington	Wisconsin



South Florida Area Accounts



Qualifications of Senior Management

PSC's management and advisory group is comprised of senior officials formerly with the Israeli Secret Service, counterterrorism units, police departments, the United States Military, Secret Service, Marshall Service, Drug Enforcement Agency, Homeland Security and other intelligence services throughout the world. Nearly all of our senior management team have earned a bachelor's degree or, in some cases, a master's degree in various fields focusing on everything from Law & Administration to the Fine Arts. Many managers have grown from within shopping centers starting their careers generally as a security officer rising through the ranks of supervisor to director of security and onto either regional and/or corporate positions.



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Corporate & Regional Leadership

Moshe Alon, President

Moshe Alon founded Professional Security Consultants (PSC) in 1985 after serving in the Israeli Defense Forces and the Israeli Secret Service as a Lieutenant specializing in underwater operations and as an agent specializing in counterterrorism respectively. He has an extensive background and reputation in the security industry. Prior to establishing PSC, Mr. Alon had provided consulting services to fortune 500 companies', government agencies, real estate development firms and high-profile individuals in the entertainment industry worldwide. Mr. Alon participates in a variety of boards such as the Homeland Security Council, where he frequently appears as a speaker on subjects of emergency preparedness and counterterrorism.

Shaul Maouda, Senior Vice President

Shaul Maouda is the Senior Vice President for Professional Security Consultants overseeing the company operations throughout the United States. With over 27 years of security experience Mr. Maouda has held numerous positions with PSC ranging from Executive Protection Officer, Director of Security, Regional Director, and Operations Manager to Senior Vice President, with the exception of Executive Protection all of these roles have been directly related to the shopping center industry. Prior to joining PSC in 1989, Mr. Maouda held the rank of Captain of the Parachute Commando Unit for the Israeli Defense Forces. Mr. Maouda attended the University of Tel Aviv where he studied biology as well as majoring in business at Santa Monica College. Mr. Maouda holds a security clearance with DHS and is a member of the Association of Threat Assessment Professionals (ATAP), International Facility Management Association (IFMA), International Association of Campus Law Enforcement Administrators (IACLEA), and the International Council of Shopping Centers where he serves on the Subcommittee for Security.

Mike Lambos, Senior Vice President of National Operation

Mike Lambos is the Senior Vice President of National Operations for PSC. Mr. Lambos started with PSC in 2002 as a Regional Director in Ohio, Indiana and Illinois, eventually becoming Vice President of National Operations in 2006 and Senior Vice President of National Operations in 2016. He is responsible for overseeing the daily security operations for the entire portfolio of accounts. Mr. Lambos has over 24 years in the law enforcement/security field having previously served as a Probation Officer for the County of Dupage, Illinois and as a security manager for Urban Retail from 1997-2002. He holds a Bachelor of Science Degree in Criminal Justice from the University of Dayton and a Master of Science Degree in Administration of Justice from Mercyhurst University. Mr. Lambos is a member of the International Council of Shopping Centers.

Shahar Gaash, Vice President of Quality Control

Shahar has over 28 years of experience in the security industry, having served in numerous roles in various companies across the United States. Prior to joining the security industry in 1990 Mr. Gaash served five (5) years in the Israeli Defense Forces having reached the rank of



Captain and Company Commander. Mr. Gaash attended Santa Monica College and Marshall University from 2001-2003. Most recently, from 2008-2018 Shahar served as Vice President of Operations and Training at RMI International overseeing the entire company portfolio including two Assistant Vice Presidents and multiple Regional Security Directors that represented RMI throughout the country. Returning to PSC as the Vice President of Quality Control in 2018 to a position he previously held prior to 2008, Mr. Gaash is responsible for maintaining and addressing any concerns related to our level of service including any contractual or law/state regulated requirements.

Israr Syed, Vice President/Controller

Israr Syed is responsible for overseeing the accounting operations of PSC, which includes the production of periodic financial reports, maintenance of an adequate system of accounting records, and a comprehensive set of controls and budgets, all designed to mitigate risk, enhance the accuracy of the company's reported financial results, and ensure that reported results comply with generally accepted accounting principles. Mr. Syed also oversees daily operations of the finance department, including managing bi-weekly disbursements of multi-state payrolls, garnishments, benefits and taxes to our employees, consistent with federal and state wage and hour laws. Mr. Syed joined PSC in 1992 as a Security Officer while earning his BS in Accounting at California State University, Northridge (1998). After a short stint with Price Waterhouse Cooper, LLP Mr. Syed returned to PSC to assume his current position of Vice President/Controller.

Sharon McNamara, Vice President of Human Resources

Sharon McNamara has been with PSC since 2003, starting in the field as a Security Supervisor and quickly moving upward to the position of Security Director overseeing the daily operations of two properties. After transferring to the PSC Corporate Office in 2005, Ms. McNamara joined the Human Resources Department, where her experience from the field has proved invaluable. She graduated from the University of California, Irvine in 1985 with a B.A. in Fine Arts, and earned her M.F.A in Cinema Production from the University of Southern California. Prior to joining PSC, Sharon spent 15 years in the entertainment industry.

Hector Acevedo, Vice President of National Operations

Hector Acevedo has over 35 years of experience in the Security/Loss Prevention/Law Enforcement Field. Starting in 1980 as a Loss Prevention agent with Venture stores and was promoted two years later to Loss Prevention Manager, a position he held for 13 years until Venture Stores closed in 1993. In 1993 Mr. Acevedo entered the security industry with Ford City Mall as a security officer, until his promotion to supervisor 6 months later. In 1997 he joined the Village of Stickney Police Department and remained with them until he began his tenure with PSC in 2002 as an Assistant Security Director at Old Orchard Mall in Chicago, IL, shortly thereafter becoming the Security Director at Westfield Fox Valley until his 2007 promotion to Midwest Regional Security Director. As Regional Director Mr. Acevedo oversaw the security operations and supervised Security Directors for Super-Regional and Regional Shopping Centers



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across 5 Midwestern States, including locations in suburban, rural and metropolitan environments. In January of 2016, Mr. Acevedo was promoted to Vice President of National Operations serving as corporate liaison and supervisor to the Midwestern and Eastern portion of the United States.

Willie Perez, Regional Director West Palm Beach

Willie Perez has over 28 years of experience in Military, and Security/Law Enforcement industries, as well as holds two Associates Degrees (Physical Therapy, & Criminal Justice). After a 9-year career with Miami Police Department, Mr. Perez eventually reentered the security field in May of 2001 until current. He continues to develop his knowledge and skills in security and protection services, attaining certification in many areas of training. These include, but are not limited to: NRA Civilian and Law Enforcement Firearms Instructor certification in multiple disciplines; Advanced Crime Prevention Through Environmental Design (CPTED) Practitioner Certification, Florida Crime Prevention Training Institute; AMTEC Advanced Training in Non-Lethal Systems, Special Impact Munitions; Advanced training - OC Spray, Handcuffing, Expandable Baton; State of Florida Statewide Firearms Instructor; State of Florida Security Officer Instructor; Dignitary Protection Certification; Taser Instructor; and is a Private Investigator.

Roberto Portes, West Palm Beach Area Security Director

Roberto Portes joined PSC in 2013 as Security Director for CityPlace a position he has held since 2004 previously with IPC International. As the Security Director for this large metropolitan retail and entertainment hub Roberto has gained extensive experience in customer service, creating partnerships with local authorities and stakeholders alike while maintaining a quality level of service on behalf of PSC. Since 2014 Mr. Portes has been the Area Security Director for PSC supervising multiple locations in conjunction with Mr. Perez. Roberto studied as an Electric Technician at the Universidad Tecnologica De Santiago and Business Administration at Pontificia Universidad Catolica Madre y Maestra he is licensed by the State of Florida as both a Security Professional and a Private Security Manager.



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Experience and Qualifications

Over the past 34 years, PSC has provided security services to numerous entities across the United States. Our dedication to the mission and facilitation of our client's needs is our number one priority. We have traveled and performed in numerous states and have the competence and capability to deliver services through integrated partnerships wherever our mission may take us. With offices throughout the United States PSC is more than capable of supplying services for the duration of this contract and in emergency situations. PSC currently has a diversified workforce of over 5000 employees.

Our special ability to deploy, track, supervise, and support our staff members and client accounts is demonstrated in the number of diverse, service-intensive, multi-venue contracts that require high volume client interaction. For each of these sites, PSC remains in close communication with our staff to assure they are provided the resources for success in their assignment. We regularly track the results through weekly center reports completed by each location that highlights various components of the security operation including but not limited to deployments, incidents, equipment and uniform orders. Additionally, our Regional Security Directors meet with both client and PSC Command staff to discuss and correct any irregularities either in the department and/or security deployment. Annually and as needed, PSC conducts a comprehensive review of each location that includes a financial, operational, and statistical analysis to identify and address trends, operational gaps, staffing and or any other mitigating factors.

Sustainability

PSC strives to be environmentally conscience and seeks to reduce our carbon footprint through the use of recycled products such a paper, ink and toner, utilization of increased bike and foot patrols when possible and implemenation of technology such as electronic reporting and documentation of incidents and daily reports/logs. Moreover, PSC was an early adaptor of the American Heart Association eCard/eBook initiative to reduce waste.

Ability to Provide Extra Resources for Planned Events or Emergency Situations

PSC currently provides Security Guard Services for both client & contracted Special Events, emergencies and unexpected absences. Throughout the past 34 years, PSC has provided its resources to events such as Revlon Run/Walk for Women, Elton John Academy Award Party, grand openings for shopping centers among others. PSC has responded to and activated its Emergency Task Force, for various emergency/crisis situations including but not limited to major power failures, wildfires, shootings, earthquakes and hurricanes throughout the United States. The team is comprised of security officers, supervisors and off duty police officers specially trained for emergency/crisis situations. The security officers and supervisors are cross trained to respond to nearby locations in times of crisis. The Task Force adds an additional reserve force to be deployed as necessary. These emergency response officers will be deployed from an active workforce and from another



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account when needed. With a strong presence in South Florida and employing nearly 1,000 security officers in the area PSC can quickly dispatch a regional response team to the **Pompano Beach CRA** if needed.

Emergency Situations

Understanding that emergencies, by their nature, are neither predictable nor (generally) repetitive in their scope, the Emergency Schedule will experience a swelling of personnel in stationary and/or roving positions in order to safely and securely respond to the increased need. If more personnel were to be required, we will lengthen the duty schedule of the Security Officers (both full-time and part-time, as needed); call on the reserve force, or both. As further explanation of the effects of this plan, by increasing a post from 8 hours to 12 hours, the end result is to have provided a 33 percent increase in manpower. In any case, we will seek guidance and approval from client management prior to adjusting the duty schedule.

Activation of Response Systems & Teams

- Sep 2017 Hurricane Irma, Southern, FL
- September 2016 Crossroads Center Stabbing Attack St. Cloud, MN
- May 2016 Montgomery Mall Shooting, Bethesda, MD
- November 2013 Garden State Plaza Active Shooter, Paramus, NJ
- July 2010 Wildfires, Los Angeles, CA
- Nov 2010 Arson Fire, Roseville, CA
- July 2011 Earthquake, San Diego, CA
- Sep 2011 Power Failure, San Diego, CA
- Aug 2011 Hurricane Irene, East Region (CT, MD, NY)
- Sep 2011& 2012 10th & 11th (Anniversary of 9/11)





Diverse Account Experience

Government-Professional Security Consultants manages a large security operation in South Florida providing services to the West Palm Beach and Delray Downtown Development Authorities, the Fort Lauderdale and Pompano Beach Community Redevelopment Agencies and since 2015 the Oxnard Central Business District and most recently the City of Oxnard Public Library, Service Center and the Del Norte Regional Recycling Facility. Under these contracts' PSC employees serve as ambassadors on behalf of the governing body and associated business enterprises, providing a customer friendly interaction with customers and residents. Since 2009 PSC has provided services to the City of Lynnwood, nestled less than 20 miles between two of the busiest ports in the world, Port of Long Beach and Port of Los Angeles. Our security officers acting as ambassadors of the city, welcoming/assisting residents and guests are responsible for patrolling the city's parks, city hall, and other city facilities, including a roving vehicle patrol.

Between 2012-2014 PSC provided services to the State of Hawaii Department of Transportation at various ports of entry for both cruise lines and shipping arrivals. As port security officers, PSC was in constant interaction with local, state and federal law enforcement agencies as passengers and cargo were either loaded or disembarked from arriving and departing ships. Our role during this process was twofold one being an Aloha Ambassador the other as a support function for law enforcement agencies. In addition to our United States based government entities, PSC currently provides security services to the government of Mexico for three Consular Facilities and the Embassy in Washington DC, providing both access control and screening of visitors and employees of the facilities.

Shopping/Retail Centers- Since 1995 PSC has been providing security services to numerous retail property establishments and firms across the United States, as such we have serviced various projects in rural, suburban and metropolitan areas along with both indoor and outdoor style venues in various sizes from local neighborhood centers to super regional shopping centers such as Westfield Southcenter (Seattle, WA), Westfield Garden State (Paramus, NJ), The Ward Village (Honolulu, HI), and CityPlace (West Palm Beach, FL). PSC currently provides security services at four (4) super-regional centers and two (2) development projects for The Howard Hughes Corporation. These centers are located in Hawaii, Louisiana, New York, California, Virginia, and Nevada. The Ward Village (Honolulu, HI) and Downtown Summerlin (Las Vegas, NV) are both outdoor centers offering a down-town like atmosphere. Serving as a central hub for the surrounding community Ward Village and Downtown Summerlin incorporate not only retail but a wide range of services and offices. Moreover, PSC currently provides security services at six (6) of the eight (8) properties that comprise the Centennial Collection on behalf of Centennial Real Estate. These six (6) regional shopping centers are located in California, Colorado, Illinois, Washington and Connecticut serving diverse populations, in suburban communities.



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PSC currently provides security services at twenty-six (26) super-regional shopping centers on behalf of Starwood Retail Partners. Centers are spread across the United States from California to Florida and Michigan to Texas. PSC for example currently provides services at, Plaza West Covina (West Covina, CA), Parkway Plaza (El Cajon, CA), Wellington Green (Wellington, FL), Westland (Hialeah, FL), Fairlane Town Center (Dearborn, MI), The Shops at Willow Bend (Plano, TX), and MacArthur Center (Norfolk, VA). In addition to the two Florida Starwood locations, Westland and Wellington Green, PSC also provides services to CityPlace a Related property in West Palm Beach which serves not only as a major retail center but a hub for community activities in this large outdoor facility in the heart of Downtown West Palm Beach. Moreover, PSC services all nine (9) centers within the Pacific Retail Capital Partners portfolio such as Galleria White Plains (White Plains, NY) and Eastridge Center (San Jose, CA).

Similar to Starwood Retail Partners and Howard Hughes, PSC manages security at 27 super-regional centers for Brookfield Properties Retail Group (formerly General Growth Properties) from Idaho to Maine. Many of these locations serve both the suburban and metropolitan areas for example Providence Place (Providence, RI) is just walking distance to the Rhode Island State House whereas Coral Ridge Mall (Coralville, IA) is in the suburbs of Iowa City. The Shops at La Cantera (San Antonio, TX) is an outdoor facility catering to high-end retail establishments combined with a park like feel, whereas the 26 other locations are traditional indoor shopping facilities. In addition to Brookfield Properties, PSC currently provides similar services to CenterCal Properties in California (The Collection at Riverwalk), Washington, and Utah (Station Park) servicing two large outdoor retail facilities that serve as community hubs similar to CityPlace in West Palm Beach, Florida.

These eight (8) clients are very similar as all have medium to large security deployments at each of their malls that include dispatch centers, foot, bike, and vehicle patrol. Additionally, all have comprehensive training programs that include defensive tactics, conflict resolution and a proactive customer service approach that fosters a friendly and inviting shopping experience. Being a full-service provider of comprehensive security solutions PSC additionally, provides services to many neighborhood shopping centers located throughout the Western United States. Serving both Brixmor and CBRE locations PSC prides itself on providing the same level of dedication and attention to these small sites as we do for our large locations.

K-12 & Higher Learning Institutions- PSC has serviced many Primary and Secondary Institutions throughout the Greater Los Angeles Area such as Marlborough School, Willows Community School, Westside Neighborhood School, and Milken Community School providing both access control and patrol services to the various sites. Under these circumstances' PSC has developed a comprehensive understanding of the unique position and special situations that may arise and face the educational environment in terms of safety and security. Since 2013 PSC has been providing various security services to the University of California, Los Angeles at various sites throughout the Westside of Los Angeles. Under the direction of the UCLAPD PSC provides



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armed security services for several of UCLA's Professors' residences along with patrol and access control services for the UCLA Extension campuses in Westwood. Moreover, we have been contracted to provide additional services to various campus departments, which has included fire watch, threat response, equipment monitoring, and event security for numerous events hosted by the University and/or the Associated Students, University of California, Los Angeles. Most Recently, PSC has expanded its relationship with UCLA to include services at the UCLA Hammer Museum located in Westwood Village.

Office Complexes/Mixed-Use Facilities-Since 2002 PSC has provided services to various Class A and B Office Buildings that can house medical facilities, and numerous mixed-use facilities throughout the United States. Complexes have ranged in size from two story buildings housing a single tenant to those with over 10 stories and a multitude of tenants. Regardless of the building/facility size PSC has catered a customized approach to meet the needs of our clients. Examples of these facilities which we currently or previously have provided services for include the Columbia Operating Properties (Columbia, MD), Marina Business Center (Marina Del Rey, CA), One Baxter Way (Westlake Village, CA), The Roxbury (Beverly Hills, CA), Granada Building (Los Angeles, CA), 1801 Building (Century City, CA), Bulletin Building (San Francisco, CA), CityPlace Tower (West Palm Beach, FL), Phillips Point (West Palm Beach, FL), and West Valley (Canoga Park, CA). In addition to the traditional Office Complex, PSC currently provides services at various sites, primarily designed for retail use, that also include Class A and B office space. Generally, these facilities are tied to a Regional Shopping Center with service-oriented occupancy such as those located at Downtown Summerlin (Las Vegas, NV), Town Square Las Vegas (Las Vegas, NV), Westfield Wheaton (Wheaton, MD), and South Street Seaport (New York, NY).

Residential Communities- PSC has provided security services to many residential communities in both the Los Angeles and Florida markets, ranging in both size and scope, from simple access control to a fully functional community patrol. Within the scope of these services' PSC has provided a professional and courteous approach to maintaining the necessary atmosphere of a residential community, by emphasizing the customer service aspects of security and the sensitive nature of residential communities. Examples of these facilities which we currently or previously have provided services for include Westwood Village (Los Angeles, CA), Mountain View Estates (Calabasas, CA), Empire Landing (Burbank, CA), The Oaks (Calabasas, CA), The Prado (West Palm Beach, FL) and ST. Andrews Palm Beach (West Palm Beach, FL).

Special Events-PSC currently provides services to various production companies on an as needed basis throughout the United States; in addition to these companies' PSC has extensive experience in Grand Opening Events for Regional and Super Regional Shopping Centers. Regardless of event type each event begins with an introductory meeting with clients and/or their representatives, as part of our security operations plan which will ultimately lead to a mutual decision regarding deployment, and event needs such as equipment, executive protection, access control or simply traditional security patrols. Some of our notable events



have included the Elton John Aids Foundation Oscar Party, Revlon Run Walk, Chloe Kardashian and Lamar Odom Wedding, Michael Jordan Wedding, Mark Zuckerberg Wedding, Governors Ball, Private Birthday Parties, Downtown Summerlin Grand Opening and the Grand Openings of Westfield Topanga, San Francisco, Century City, Valencia, Santa Anita, and the World Trade Center.

Approach to Scope of Work

Equipment and Uniforms

PSC will be using different kinds of security related equipment such as handcuffs, vehicles, Casemobile Devices etc. (determined by client request and RFP specifications) that will allow us to effectively patrol and document our activities. All security officers deployed to the **Pompano Beach CRA** will have the following equipment on a security duty belt, worn by all security officers.

- Light-weight heavy duty leather belt.
- 2 Way radio and/or smart cell phone with holder.
- Handcuffs with holder. (All officers will go thru "Use of Force" training and hand cuff training.)
- Leather gloves with pouch.
- Mini-Mag flashlight.
- CPR Mask and holder. (All officers will go thru "CPR/First-Aid" Training).

The officers will be wearing a high visibility Class B uniform. For example, it will be a Standard Two-toned (Yellow/Navy Blue) Class B Polo shirt with security patches clearly displayed on the shoulders of the shirt and a security badge affixed on the front upper left breast of the shirt (as determined by the client, sample pictures are included in the appendix portion of the proposal document). The officers will be wearing Navy Blue BDU Pants/Shorts (as determined by the client).

Day to Day Security Operations

The PSC team will have a dual role in their daily patrol functions. One will be to act as an "Ambassador" on behalf of the **Pompano Beach CRA**, whereas the second role is to enforce a "Code of Conduct." The "ambassador role" of the officer is to be a high visibility representative of the client for patrons and visitors. The security ambassador will offer customer service to those that ask for it and those who may look as if they need assistance. Examples are directing visitors to businesses, answering questions about shops and restaurants, providing escorts to those that request it (including tenants who request an escort to their car), assisting persons who may be lost or require help, and using "casual contact" to those persons who may be suspicious. This lets the suspicious person know that they have been identified by security and security is aware of their presence.

The second role of the security officer is to enforce a "code of conduct" (as agreed upon by the **Pompano Beach CRA**) deter crime and misconduct through high-visibility patrols and



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interactions with suspicious individuals, report violations of the law to the police, be keenly aware and enforce issues of homeless persons, vagrants, deter and break-up fights and/or disorderly conduct that interferes with the family-oriented atmosphere of the shopping center. Security will patrol by several means including walking, bike riding (if applicable) and vehicle patrol (if applicable). Depending on the day and time, the site supervisor will determine the type of patrol during each shift in consultation with client demands to achieve the best results and optimal coverage.

Officers will use the latest technology to report incidents that occur and to record their patrols. PSC uses several tools to accomplish this. One is the CASE Mobile Smart-Phone, this mobile phone acts as a guard patrol tracker where security officers will scan points strategically placed throughout the assigned area. This allows the officer to better plan their patrol and ensure that all important parts of the specified patrol area are patrolled on a regular basis. The guard patrol tracker also allows management to review patrols on a wholistic basis, seeing each scanned point along with GPS trails.

The CASE Mobile Smart Phone also allows the officer to document daily patrol activities that are normally done on paper. Activities such as “stairwell checks”, “parking lot surveys” and other types of routine daily duties will be entered into the smart-phone and then downloaded via Wi-Fi so a “real-time” digital daily log will be built during each officer shift.



Officers will use the Casemobile device to access the CASE Global Incident tracking system to input incident reports. This system allows incident data to be analyzed at “the push of a button” and is a “live-instant database” to anyone who needs to review an incident report. Maps of the area will be loaded into the Incident tracking system which allow “pin-mapping” of incidents which will allow the supervisors to adjust deployment and develop strategies when certain areas are experiencing more incidents than others.

Additionally, Security Supervisors will be visiting with tenants on a weekly basis to address tenant concerns. This interaction with businesses will allow a steady communication between security and merchants so a rapport can develop. PSC finds that with an effective channel of communication in place by security, incidents can be deterred and handled in a professional and immediate way.

The **Pompano Beach CRA** will be broken up into patrol “Zones”. Zones allow officers to concentrate on a specific area to patrol. Crime data, personal observation, and input from the management staff help PSC define and establish patrol zones. Some zones may be bigger than others but the overall philosophy of the zone is to give a specific area the attention it deserves.

PSC has a central command center that will be utilized by the security officers. When an incident is reported to security the CASE Global command center is notified by the officer



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handling the incident or an on-shift supervisor. The command center can then assist in notifications to shopping center management personnel, police, and fire while concurrently notifying additional security officers to respond if necessary.

Post-Orders, including emergency response plans will be developed for the security team. Post Orders are both general security and specific duties, policies and procedures that are carefully detailed and developed in conjunction with staff. Emergency Response Plans are carefully crafted for each location to ensure that whether a fire, tornado, or explosion occurs, security officers will have the necessary guidance needed on how to prepare and react to save lives and property.

Emergencies and Preparation

PSC organizes emergency response teams (ERT) for each region in which we operate. This ERT is a team of specially trained officers that respond to a critical incident such as: a shooting, or explosion that will require additional staffing levels. Moreover, on a regular basis, PSC performs emergency drills at its accounts. These drills can range from a fire, explosion or bomb threat drill to an active shooter situation drill. Our drills include all entities and organizations that would be involved in a real-time emergency. The local police, fire and EMS services are asked and encouraged to be involved in our drills along with our client, and any other stakeholders deemed appropriate.

Emergency Response

With a strong presence through the South Florida Region and employing nearly 1,000 security officers in the area PSC can quickly dispatch a regional response team the **City of Pompano Beach CRA**. Response teams are cross trained to work with various clients and can respond armed if needed, team members are security officers, supervisors, assistant directors and off duty police officers. PSC can dispatch its **mobile command center**, equipped with the latest technology in CCTV (telescoping mast for closed-circuit video surveillance), communications, satellite TV, and emergency equipment to serve as the nerve center for deployed officers.





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Background Investigations/Personnel Selection/Retention Programs

To the extent permitted by applicable laws (including, but not limited to, the Federal Fair Credit Reporting Act and Americans with Disabilities Act), Professional Security Consultants conducts appropriate criminal background and reference checks of security personnel, including at minimum the following:

- Criminal history search of both state and federal databases, for the past seven years (felonies, misdemeanors, domestic orders for protection)
- Sex offender registry check
- State driving record check
- Pre-employment and random drug screening
- Employment references for the past seven years
- Verification of permanent residency
- PSC further represents and warrants that Form I-9, Employment Eligibility Verification, issued by the U.S. Citizenship and Immigration Services, has been properly completed for each PSC employee that works at **Pompano Beach CRA**.

The selection process for PSC begins from the moment a potential employee completes an application. Prior to moving on to the next stages of our selection process, all applicants must meet a minimum set of requirements. PSC maintains an Employee Handbook which is reviewed by all employees, covering all PSC policies. A strong emphasis is made against drug and alcohol use and requires drug testing before an offer of employment can be made. An acknowledgement of this is signed by each employee. Also, all employee certifications and state requirements are maintained on our HR software system. If an employee's certification, driver's license or any other documentations is about to expire, our system gives us a system-generated notification a month before expiration. This system is overseen by the respective site locations and corporate office.

Prior to entering our selection process, all applicants must meet a minimum set of requirements:

- 18 Years of age or older where required by law
- 21 Years of age for armed personnel
- High school diploma or GED
- Able to read, write, and speak English fluently
- Possess prior security, law enforcement, military or customer service experience
- Possess a valid State Guard Card License/Certification.



Zero Tolerance Policy Against Drugs and Alcohol

Drugs and alcohol are highly detrimental to the safety and productivity of employees in the workplace. No employee may be under the influence of any illegal drug or alcohol while in the workplace, while on duty, or while operating a vehicle or equipment owned or leased by Professional Security Consultants.

The manufacture, possession, distribution, transfer, purchase, sale, use and/or being under the influence of alcoholic beverages while on the employer's property, attending business-related activities, on duty, operating a vehicle or machine owned or leased by Professional Security Consultants and/or being in uniform is strictly prohibited. Professional Security Consultants strictly prohibits the manufacture, possession, distribution, transfer, purchase, sale, use and/or being under the influence of illegal drugs while on the employer's property, attending business-related activities, on duty, operating a vehicle or machine owned or leased by Professional Security Consultants and/or being in uniform. PSC adheres to Federal regulations and classifies marijuana as a Schedule 1 substance under the Controlled Substance Act. It remains illegal for any purpose. Violations of the policy against drugs and alcohol may lead to disciplinary action, including suspension without pay and/or termination.

Subject to applicable law, the company reserves the right to require its employees to present themselves for random, unannounced testing for compliance with its drug-free workplace policy. The company will adopt an objective procedure, using a statistically valid number generation process, to randomly select employees to be tested. Upon anonymous selection, the company will notify the employee(s) to report immediately for drug testing. The company solely determines the time and frequency of random drug tests. Any employee may be selected for random testing in accordance with state/local laws. An employee could be randomly selected for testing more than once a year. Refusal to submit to testing after being ordered to do so may result in disciplinary action up to and including discharge.

Banned Substances: Illegal substances, as defined by federal/state laws, including:

- a. Amphetamines
- b. Opiates
- c. Phencyclidine (PCP)
- d. Cocaine
- e. THC (Marijuana/Cannabinoids)
- f. Intoxicants (drug and alcohol)
- g. Synthetic drugs

Violations of the policy against drugs and alcohol may lead to disciplinary action, including suspension without pay and/or termination.



DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that
Professional Security Consultants does
(Name of Business)

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 their 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 Proposal a copy of the statement.
4. Notify the employees that, as a condition of working on the commodities or contractual services that are under Proposal, the employee will agree 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 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) 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

Shaul Mouda
Authorized Signature

1/21/14
Date

Senior Vice President

Title



Equal Employment Opportunity Statement

Professional Security Consultants is an equal opportunity employer and does not discriminate based on an applicant's or employee's age (40 and over); ancestry; color; religion/religious creed (including religious dress and grooming practices); physical or mental disability (including RN and AIDS); marital status; medical condition (meaning cancer-related health impairments and genetic characteristics); genetic information; military and veteran status; national origin (including language use restrictions and possession of driver's license obtainable by undocumented persons); race; sex (including pregnancy, childbirth, breastfeeding, and related medical conditions); gender, gender identity, and gender expression; and sexual orientation, or any other legally recognized protected basis under federal, state or local laws, regulations or ordinances. All such discrimination is unlawful and all persons involved in the operation of Professional Security Consultants are prohibited from engaging in this type of conduct.

This policy applies whether the individual has or is perceived to have any of the characteristics protected by law or is associated with a person who has or is perceived to have any of the characteristics protected by law.

Employee Recruitment

Professional Security Consultants utilizes various methods in our recruitment efforts to attract qualified candidates to fill various roles. For management positions either at the center or regional level, PSC first looks for qualified internal candidates who would be interested in a leadership role within the company, before moving on to outside candidates (dependent upon circumstances and location). With regards to overall staffing recruitment PSC employs both traditional and internet-based recruiting campaigns, a sample listing is provided below.

- Internal Database (access to applicants with 100 miles)
- Job Boards
- Targeted Digital and Social Media
- Academic Institutions
- Social Services (EDD Offices etc.)
- Community (Family and Friend Referrals)
- Job Fairs
- Print Media





Development and Retention of Personnel

PSC's invests in the development of its personnel by giving a strong pledge to handle its employee relationships with the same dignity and respect as provided to its client relationship. This, policy, tantamount to the methods used in large corporations to breed company loyalty, has provided PSC the growth and retention of its employees. Building confidence in our employees has created a relationship where employees are truly committed to their mission. Each position, from security guard to regional director, receives specialized training and support, eventually leading to promotion and recognition. Employees obtain a positive self and corporate image through this employee-employer relationship. PSC also offers retention bonuses for its employees, for time served with the company and excellent performance.

Employee Retention Programs

- Medical and Vacation
- Rentention Bonus-1 Year Anniversary
- Referral Bonus
- Employee Award and Appeciation Events
- Tenure Awards
- Holiday Pay
- Nationwide Transfer Opportunities
- Internal Promotions

PSC Health & Benefits

- Our company offers medical, dental and vision plans for its eligible employees that work full-time after 60 days of employment. The medical program is offered through Atena and provides nationwide coverarage with an extensive list of provider. The dental and vision plans through Guardian and VSP at group rates.
- PSC offers one week of paid leave/vacation after one year of service and/or bonuses.
- Security Officers receive a bonus after 1 year of fulltime service (36 hours per week in a 52 week period) of \$400 or one workweek of vacation.
- Security Officers are recognized with a gift card for complements on service and responding to noteworthy incidents.
- Assistant Security Directors get a bonus after 1 year of fulltime service of \$650 or one workweek (40 hours) of vacation.
- Security Directors get a bonus of \$1000 after a year of fulltime service or one workweek (40 hours) of vacation.
- Holiday Pay



Scheduling Program

PSC requires each security department to utilize detailed forms (hard copy and/or online) to evaluate department operations. These include scheduling, deployment, and other related operational tracking forms. With regular monitoring of the security departments operation, the quality control department can ensure that we are providing the best possible levels of service to our clients. PSC strives to accommodate all staffing request and adjustments to achieve the optimum level of deployment. Through regular review and analysis of incident reports and monthly statistical reports directors adjust daily staffing and deployment schedules to complement any changes or trends in the centers activities whether they are criminal, liability or otherwise that requires the attention of a proactive approach to security.

PSC will make every effort to schedule staff on a consistent basis to normalize staff operations and create a business-oriented atmosphere.

Process to Guarantee Adequate Staffing Levels:

- Minimum of 3 backup officers (pre-screened / pre-trained)
- Rotating Training Program (utilizing officers from other shifts and those that are on duty at nearby accounts)
- Emergency Response Team – A group of security personnel and off duty police officers that are able to quickly respond to your location in the event of an emergency or unexpected absence (certified by Homeland Security).

SCHEDULE FOR: Shopping Mall

	12A	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12P	1P	2P	3P	4P	5P	6P	7P	8P	9P	10P	11P	TOTAL HRS
SUNDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24
MONDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24
TUESDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24
WEDNESDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24
THURSDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24
FRIDAY																									
STAFF																									104
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									16
Peak Dep.																									24
SATURDAY																									
STAFF																									104
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									16
Peak Dep.																									24
SUNDAY																									
STAFF																									80
Director																									0
Assistant																									0
Supervisor																									0
Vehicle Patrol																									24
Golf Cart																									0
Foot Patrol																									8
Peak Dep.																									24

LEGEND:

Security Director	
Assistant Director	
Supervisor	
Exterior Foot Patrol	
Exterior Mobile Patrol	

GRAND TOTAL OF WEEKLY HOURS

DEPLOYMENT HOURS SUMMARY	624
Security Director	40
Assistant Director	40
Supervisor	80
Security Officer	464
TOTAL CONTRACTED HRS	624



Training

The qualities that distinguish PSC from other security companies are our training, certification, accountability, and transparency. Most security companies only require an employee to obtain a state security license. PSC has taken it a step further with a different approach. PSC has obtained its certification through the **United States Department Homeland Security and the Safety Act** for our training and world-renowned Incident Management Software, **CASE Global**. PSC arms our guards with additional training that is not generally required by a state's security licensing authority. Furthermore, in addition to our Department of Homeland Security approved training, PSC also gives an additional 32 hours of training consisting of site-specific (gangs/graffiti/homeless/juveniles), CPR, first aid, AED, customer service, conflict resolution, sexual harassment, safe driving/vehicle training, bicycle patrol, blood borne pathogens, biological threats, emergency preparedness, tactics, incident reports, basic firefighting, officer safety/position, handcuffing/defense, officer liability, use of force, powers to arrest or detain, bomb threats, suspicious person/package/vehicle, and teaming with a supervisor before deployment.

A comprehensive and relevant training program is the foundation of every security/asset protection plan. PSC continues to implement leading-edge training programs for our internal and external customers. Our training is not a standard program designed to fit every kind of property; it is a comprehensive, career-length program designed to meet the diverse needs of customers and industries. PSC's incorporates various methods of instruction including Classroom Lecture, Active Hands-on Participation, DVD Video and PowerPoint Presentations.

Classroom Instruction to Include:

- ✓ General Security Training and Orientation (Employee Policy and Procedure)
- ✓ Workplace Safety
- ✓ Vehicle/Cart/Segway/Bicycle Patrol & Safety (where applicable and in addition to hands on participation)
- ✓ Case Global and Advanced Computer Skills
- ✓ Customer Service/Community Relations (including mock scenarios)*
- ✓ Workplace Diversity
- ✓ CPR/First Aid/AED include the hands-on certification
- ✓ Facility Specific and Specialized Topics (including a site tour)
- ✓ Cross-training between local accounts
- ✓ Terrorism Awareness/Active Shooter combined with DVD Video Instruction*
- ✓ Emergency Response/Crisis Training coupled with Biannual drills*
- ✓ Scenario Training (such as Demonstrations, Crowd Control, Traffic Control, Weather/Natural Disasters, Bomb Threat, Explosions, Fire, Disability Awareness, Sexual Harassment)
- ✓ **Pompano Beach CRA** Specific Training (such as City Rules & Regulations, Methods for Homeless/Loiterers & Drugs/Alcohol Users, Facilities Security Policies, District Policies,



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Opening and Closing Specified Facilities, Escorts, Facility Reports [graffiti, broken sprinklers, fencing etc.] and Security Sweeps of Facilities or Offices

*Training material for this training has been developed and incorporated into PSC's training program from various agencies such as the Department of Homeland Security/Commercial Facility Sector (DHS), ICSC, RER, Homeland Security Information Network (HSIN).

On-The-Job training by certified trainer:

A hallmark of our training programs is the Certified Training Officer (CTO) program. To ensure the consistency of our on-the-job training programs, every location in which PSC provides security officer service has at least one designated training officer who conducts all training. A CTO is generally, a senior officer or supervisor who has the skill set and knowledge in both the industry and facility to coach the new employee, these officers often act more as a mentor rather than a person of authority. Usually each new officer will spend 3 days (24 hours) of supervised on-the-job training with the CTO, to grasp the fundamentals of the security officer role.

Regional Inspection & Training Officer

Each region is appointed an inspection / training officer. This individual regularly visits each property in the area to conduct inspections of security department operations including but not limited to payroll compliance, completion of forms, patrol patterns/techniques and awareness. During these inspection visits the Regional Inspection Officer also holds refresher training sessions to maintain the high level of competency among our officers.

Job Knowledge Testing

All personnel are required to pass both written and practical job knowledge testing prior to assuming duties for the first time. Although experience is the key to a successful security program, our job knowledge testing is designed to make sure new team members start off with the tools and knowledge they need.

Provisions for Periodic Updated Training

- ☐ Online Training Modules
- ☐ Self-study Modules
- ☐ Quarterly Refresher Training
- ☐ Skills Improvement Training

Vehicle Patrol & Safety Training

Only state licensed drivers are allowed to operate PSC and client owned Vehicles/Golf Carts. In addition, all drivers must have a clean driving record (Verified from the state driving printout) before the officer is authorized to patrol & operate. Training is provided through classroom instruction as well as Pre-patrol training with On-the-job Certified Training Officer in the field. Classroom instruction consists of Driver Safety Operation Material which requires a test upon



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completion. Hands-on Driver Training is conducted with the Certified Trainer in the field which evaluates officer's pre-driving check of vehicle safety inspection and driving operation in the field.

Resolving Conflicts

To help prevent & resolve conflicts, PSC conducts both Customer Service & Diffusing Hostile Situation Training. These two components are part of the training to help curb and resolve issues. PSC Security Officers understand how a minor incident can quickly escalate into a major incident. To defuse these situations, PSC Officers will listen and address every incident in a professional manner. Our approach is to instill in our guards the values of being courteous, friendly and projecting a positive attitude. These simple human abilities reflect on the individuals around you, causing them to be more compliant and respectful. This is why our customer service skills and ongoing training are such a crucial part to our success.

PSC Managers and Supervisors will do a follow up to each conflict to address how it began, what methods were used to defuse it, how it can be addressed in the future to prevent similar conflicts. Managers and Supervisors will also share this incident/experience with other posts and employees, whether affecting them in a positive or negative way, and the solutions they used to help resolve each particular situation. This gives our security guards more knowledge in day to day decision making and how to be more proactive.

Public Relations

PSC will ensure security personnel are alert, courteous, efficient and conscientious. Security personnel will work to gain the respect of the people with whom they come into contact, be it the public, tenants, customers, police or emergency service personnel. PSC will ensure its security personnel will have a working command of both spoken and written English in order to communicate clearly and professionally with the public, tenants, customers and fellow employees alike. Security personnel will not use offensive language at any time and will maintain their self-control in difficult or stressful situations and remain courteous at all times. Combined with training in customer service, conflict resolution and public relations PSC security officers are given the necessary tools to work in a proactive manner with customers, tenants, employees and coworkers alike.

Emergency & Situational Awareness Drills

PSC conducts ongoing emergency drills at our shopping centers with management, housekeeping, local authorities (police, medical/fire department), federal agencies and other stakeholders deemed appropriate such as tenants, mall walkers etc. on a biannual basis to ensure all stakeholders are prepared and equipped with the necessary tools should an emergency situation arise that deviates from a general security matter. Drills range in scope and size from a simple fire drill to a full-scale evacuation related to a major earthquake or a heavily armed active shooter.



Sample Training Program

Pre-Patrol Training

(Before the security officer is in uniform and patrolling alone)

- Security Officer Introduction
- Workplace Harassment
- Blood borne Pathogens
- Driver Safety/Bicycle Patrol
- Unattended Packages/Bomb Threats
- Personal Safety and Liability
- Customer Service/Community Relations
- Post Orders/Statement of Work
- Property Layout/Site Specific Training & Testing

Within 30 days of hire

- Report Writing/CASE Global
- Fire Prevention/Fire Fighting
- Read PSC Security Operations Manual

Within 90 days of hire

- Conflict Resolution
- Use of Force/Handcuffing
- Safety and Positioning
- National Threat Level Implementation
- PSC Operations Manual Test
- CPR/AED/First-Aid

Quarterly Continuing Education

- Unattended Package/Bomb Threat*
- Terrorism Awareness/Active Shooter*
- Emergency Response/Crisis Training
- Driver Refresher
- Site Specific
- Customer Service Training



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Annual Continuing Education

All above training programs are re-trained on an annual basis.

Every Training Program is issued a “Certification”

<h2 style="margin: 0;">CERTIFICATE OF COMPLETION</h2>		
<p style="margin: 0;">This certificate is awarded to</p> <hr style="border: 0; border-top: 1px solid black; width: 60%; margin: 0 auto;"/>		
<p style="margin: 0;">For the successful completion of</p> <p style="margin: 0;">PSC ANNUAL TRAINING</p>		
<p>Training topics included:</p> <ul style="list-style-type: none">HancuffingHarassmentBlood Born PathogensDriver trainingCASE GlobalPersonal safety and liabilitySafety and PositioningUse Of ForceConflict ResolutionBio ThreatFire Fighting		
<p>_____ Trainer's Name</p>	<p>_____ Date</p>	<p>_____ Director's Signature</p>
<p>_____ Expiration Date (12 months limit)</p>	<p>_____ Date</p>	<p>_____ Employee's Signature</p>
		<p>CERTIFICATE # _____</p>



PSC Training Verification Software

Dynamic Report that Follows All PSC Personnel Training

PSC Training Requirements State Requirements

Full Name	Status	Title	Actual Hire Date	Adjusted Hire Date	Pre-Patrol (A)	30 Days (B)	90 Days (C)	Quarterly (D)	Annual (E)	State A	State B	State C	State D
Jason Fishman	Active	Director of Security	11/9/1997	5/15/2006	Yes	Yes	Yes	81	303	Yes	Yes	Yes	Yes
Rogelio Jaquez	Active	Supervisor	12/16/2002	5/15/2006	Yes	Yes	Yes	81	340	Yes	Yes	Yes	340
Kenneth White	Active	Off Duty Police Officer	12/21/2002	5/15/2006	n/a	Yes	Yes	n/a	n/a	Yes	n/a	n/a	n/a
Justin Bergmann	Active	Off Duty Police Officer	12/21/2002	5/15/2006	n/a	Yes	Yes	n/a	n/a	Yes	n/a	n/a	n/a
Robert Haro	Active	Off Duty Police Officer	12/21/2002	5/15/2006	n/a	Yes	Yes	n/a	n/a	Yes	n/a	n/a	n/a
Charles Lemond	Active	Supervisor	7/27/2003	5/15/2006	Yes	Yes	Yes	81	198	Yes	Yes	Yes	198
Roberto Cuevas	Active	Security Officer	3/14/2004	5/15/2006	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Debra Andersen	Active	Security Officer	11/27/2004	5/15/2006	Yes	Yes	Yes	Yes	321	Yes	Yes	Yes	321
Noppol Sangthongkum	Active	Security Officer	7/16/2005	5/15/2006	Yes	Yes	Yes	81	187	Yes	Yes	Yes	Yes
Lilit Dermendzhyan	Active	Security Officer	8/5/2005	5/15/2006	Yes	Yes	Yes	81	207	Yes	Yes	Yes	Yes
Glen Steve Ofrin	Active	Security Officer	10/17/2005	5/15/2006	Yes	Yes	Yes	Past due	280	Yes	Yes	Yes	192
Wasim Wasef	Active	Security Officer	12/18/2005	5/15/2006	Yes	Yes	Yes	Yes	342	Yes	Yes	Yes	342
Michael Rodriguez	Active	Supervisor	1/8/2006	5/15/2006	Yes	Yes	Yes	Yes	363	Yes	Yes	Yes	363
Erick Nistal	Active	Assistant Director	2/1/2006	5/15/2006	Yes	Yes	Yes	81	Yes	Yes	Yes	Yes	Yes
Romeo Flores	Active	Security Officer	4/28/2006	5/15/2006	Yes	Yes	Yes	81	Yes	Yes	Yes	Yes	Yes
Full Name	Status	Title	Actual Hire Date	Adjusted Hire Date	Pre-Patrol (A)	30 Days (B)	90 Days (C)	Quarterly (D)	Annual (E)	State A	State B	State C	State D
Jose Corvera	Active	Security Officer	11/22/2006	11/22/2006	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	335
David Dortch	Active	Security Officer	11/22/2006	11/22/2006	Yes	Yes	Yes	81	Yes	Yes	Yes	Yes	316
Carlos Zamora	Active	Security Officer	2/28/2007	2/28/2007	Yes	Yes	Yes	Yes	49	Yes	Yes	Yes	110
Heidy Arteaga	Active	Security Officer	3/10/2007	3/10/2007	Yes	Yes	Yes	81	59	Yes	Yes	Yes	Yes
Monica Gonzalez	Active	Security Officer	4/2/2007	4/2/2007	Yes	Yes	Yes	Yes	82	Yes	Yes	Yes	81
Jason Turcios	Active	Security Officer	4/25/2007	4/25/2007	Yes	Yes	Yes	Yes	105	Yes	Yes	Yes	104
Jesus Pardo	Active	Security Officer	5/8/2007	5/8/2007	Yes	Yes	Yes	Yes	118	Yes	Yes	Yes	117
Jessy Oseguera	Active	Supervisor	5/21/2007	5/21/2007	Yes	Yes	Yes	Yes	131	Yes	Yes	Yes	130

Heidy Arteaga
Security Officer
Fashion Square

In addition to our Pre-Patrol, 30 and 90 Day Training PSC conduct ongoing quarterly and annual refresher training on selected topics. We achieve this through physical instruction & testing, emergency drills, DVD's and interactive computer presentations. All training is monitored, checked and scrutinized in our HR Software System. If a training module is about to expire, the system will notify our corporate office as well as the security director of the impending expiration. It also checks and notifies corporate staff along with security directors of an expired guard card, driver's license or any other documentation within 30 days of expiration. A report can be generated for a client at a moment's notice.

Quality Control

Quality Control is a priority of PSC as each client's goals and objectives are a corner stone of our success. PSC is committed to offering the highest level of service throughout the duration of our agreements. To achieve this commitment PSC employs various methods to track progress, feedback and operational standards. Our quality assurance policies ensure that all employees



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are properly trained and understand the duties and requirements of the Client throughout the duration of the contract. All PSC quality control practices and mechanisms are applied to all employees in all departments. Any delivery of substandard performance is dealt with immediately to ensure the highest level of quality service.

Methods for Quality Control

The CASEMobile Tour, Dispatch, and Human Resources System Software, along with the CASE Global Incident Management System, Vehicle GPS, in person Audits, Unannounced Surprise Inspections, and daily/weekly/monthly reports are just a few mechanisms deployed by PSC to ensure our quality of services. On a daily basis to ensure posts are covered at all times, as well as the performance of an officer, Field Supervisors will utilize these tools and resources for contract compliance and quality control. PSC will have a Regional task force of Security Officers in the surrounding areas that will always be ready to dispatch in case of emergencies and/or last-minute call offs. Additionally, our inspection and quality control forms can be completed both in hardcopy and online formats that allow for ease of access.

Moreover, our regional directors regularly meet with clients and their representatives to gain their prospective in the level of service provided and address any concerns they may have, considering that customer satisfaction is an accurate determining factor in the level of service provided.





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CASE Global

One of PSC's added values to the security industry is CASE Global (www.caseglobal.com), a Computer Assisted Security Environment and division of PSC. CASE Global is a web-based reporting, tracking, notification and emergency planning system. CASE Global's corporate office is open from 8:30am to 5:00pm Monday thru Friday with a 24hr Command Center and is located in Los Angeles, California.

CASE Global's main goal is to provide our Clients with a useful, affordable solution for integrating safety, security and risk management information across the organization via the web.

CASE Global is comprised of the Case Planer, Case Reports, 24-hour Command Center, Background screening and other integrated services.

CASE Global gathers information in one center location for remote access to any faculty from anywhere, at any time.

CASE Planner – A collaboration and management tool for planning and emergency response.

CASE Reports – Standardization tool for various facility departments and program analysis tool for risk reduction.

Background Screening – Able to conduct Criminal, Credit, and Social Security records searches nationwide. Today the risks are too high to allow even one bad hire or lease. False identities, employee crime, and security risks make pre-employment screening and pre-leasing screening crucial to your continued success.

CASE Global "Mobile Command Center"

The need for an on-site Mobile-Command-Center is especially important for special events and emergency situations. This state-of-the-art nerve center can disseminate and relay communications to any position inside or outside the trailer, to a centralized location or corporate office around the world. Every event, large or small has people and equipment that need to be protected. With CASE Global Mobile-Command-Center and PSC deploying our highly professional and experienced guards would be the first and only step you need. This command center is equipped with a telescoping mast for closed-circuit video surveillance. It also features a satellite dish, internet access, 37-inch monitors for television local news reports, weather and external cameras. The external cameras include fixed and rotating PTZ to shoot any type of footage needed during an emergency or disaster. They also utilize IP wireless cameras for surveillance in the field; complete exterior lighting for night work. Additionally, expandable work stations are built into the side of the rig.

CASE Global Incident Tracking System

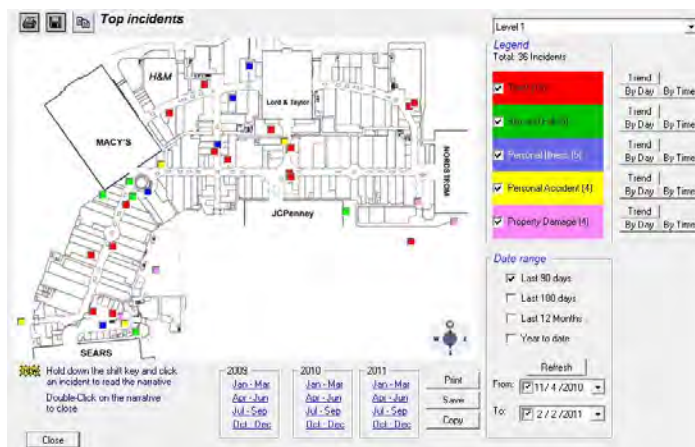
CASE Global Incident Tracking System software is a web-based real time reporting and notification system used by management, supervisors, insurance companies, maintenance and security alike to track, analyze, graph and compare data to visually see trends. This data can be from any type of incident; accidents, injuries, maintenance, etc., and allows you to compare



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data in different formats, such as: day to day, month to month or year to year. It automatically sends notifications to managers, supervisors, insurance companies or whoever you choose to be notified for whatever type of incident. Notifications are system-generated and sent through email (computer and cell phones). Also, as a secondary back-up, Professional Security Consultants 24hr Command Center also calls with a follow-up. Its simplicity is what attract most Clients.



CASE Mobile Technology

Officers will use the latest technology to report incidents that occur and to record their patrols. PSC uses several tools to accomplish this. One is the CASE Mobile Smart-Phone. The mobile phone acts as a guard patrol tracker where security officers will scan points strategically placed throughout the property. This allows the officer to better plan their patrol and ensure that all areas of the property are patrolled on a regular basis. The guard patrol tracker also allows Client management to review patrols when requested, the site supervisor to review an officer's patrol after his/her shift and provide a document of patrol in case of litigation.

The CASE Mobile Smart Phone also allows the officer to document daily patrol activities that are normally done on paper. Activities such as "stairwell checks", "parking lot surveys" and other types of routine daily duties will be input into the smart-phone and then downloaded via Wi-Fi or cellular service so a "real-time" digital daily log will be built during each officer shift.

Integrated with the CASE Global Incident Tracking System office will input incident reports immediately following the conclusion of the incident into the system via the shortcut built into the smartphone device. This system allows incident data to be analyzed at "the push of a button" and is a "live-instant database" to anyone who needs to review an incident report. Maps of the properties will be loaded into the Incident tracking system which allow "pin-mapping" of incidents which will allow the site supervisor to shift deployment when certain areas are experiencing more incidents.

The property will be broken up into patrol "Zones". Zones allow officers to concentrate on a specific area to patrol. Crime data, personal observation, and input from the onsite management help PSC define and establish patrol zones. Some zones may be bigger than others but the overall philosophy of the zone is to give a specific area the attention it deserves.

For each of these sites, PSC remains in close communication with our staff to assure they are provided the resources for success in their assignment. We track the results through our (1)



CASE Global Incident Management Software System, (2) Dispatch Software System, (3) HR Software System, (4) GPS for Vehicles (Upon purchase request from client) and (5) CaseMobile Device: These tools and resources help clients and us with our management strategies. These same techniques will continue to be implemented in our work with **Pompano Beach CRA**.

These systems will track our progress by showing our post coverage (patrol, breaks, lunch, start and end of shift, etc.). At the end of each shift, the data is uploaded into a computer system where it is checked and scrutinized by post supervisors & directors and is a key of our transparency and accountability processes.

- 1) PSC owns created and utilizes *CASE Global*, a web-based real-time Incident Management reporting, tracking & notification system which is certified by the *Department Homeland Security through the Safety Act*. Clients can get an email notification to their computer or cell phone as an incident occurs in real-time with an incident type and link to a full report. Clients can also run statistical analysis reports to see how many incidents at a location, how many slip & falls, thefts, vandalism, etc.
- 2) PSC owns and created and utilizes a *Dispatch Software System* to monitor our officers shift arrival time, patrol activities (customer assists, wet spills, tenant violations etc.), lunch and end of shift departure times. A report can be generated for a client at a moment's notice. Additionally, we use the Casemobile Time & Attendance as a means to track the performance of hours for both billing and payroll purposes.
- 3) PSC owns created and utilizes an *HR Software System* that monitors the expiration of employee certifications such as CPR/AED Cards, Driver Licenses, State Security License, and various training modules. This same concept is equally applied to security vehicles to ensure oil changes, registrations and routine maintenance are conducted on a regular basis and in compliance with warranties and laws. The system will automatically notify us 30 days before expiration or due date and is monitored by the respective site locations and corporate office. A report can be generated for a client at a moment's notice.
- 4) PSC uses *GPS technology* for tracking our Security Vehicles. Online access allows us to view driving history, set up geofencing and monitor coverage at each post/zone.





5) CaseMobile Solution is a real-time physical security software technology designed to manage officer presence and capture all of the data generated from day to day security operations. CaseMobile Solution will enable the security officer to utilize a mobile “smart” device to capture information and provide assistance while on patrol.

- Defined or Random Tours
- Location Tracking and Geo Fencing
- Time and Attendance
- Risk Management Analysis
- GPS Panic Button System
- Customer Service
- Inventory Management
- Incident Management and Reporting
- Tools and Utilities

CASE Global Mobile Solution provides an enhanced monitoring mechanism by integrating the Web and Mobile technologies enabling the security officer to utilize a mobile “smart” device to capture information and update online systems while on patrol. This solution provides easy tracking and maintenance of the entire security operation. It enables the security officers to submit incidents, alerts and emergency messages quickly with pictures, videos and text messages backed up with accurate GPS locations. It also helps to record and manage the operations performed by the officer while on patrol. One of its key features is that the mobile application is able to work both on and off-line with a two-way synchronization process running either manually or by a redefined schedule, or automatically when the devices connect to the internet via a Wi-Fi connection to synchronize the Mobile Device and the Web Based applications.

Features & Benefits of CaseMobile

- Real-time Activity Tracking
- Increased Coverage by Field Personnel
- Improved Data Collection by Field Personnel
- Detailed Daily Activity Log
- Map based, real-time incident and patrol tracking
- Capture Time and attendance information for payroll
- Geographic boundaries to monitor officer presence

Web Based – Secure and accessible from anywhere, anytime

CASE Global Incident Management System software is certified by United State Department of *Homeland Security* through the *Safety Act*. Our software, in conjunction with our security team can compare to no other company. “It is a full security package.”

(SAFETY Act Certification is included in the appendix)



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PSC Innovative and Added Values

- PSC has established a 24/7 Manned Command Center which is the central brain of the CASE technology. We at PSC recognize each property as an “entity”, and have established a highly comprehensive and effective CASE Management database which is designed to disseminate up-to-the-minute reports on location activity, summoning first-responder services in a crisis environment.
- **Incident Tracking System** Trend Analysis- Detailed trend tracking of all aspects are available on line. Regular conference calls are done with supervisors and Client Reps to review incidents and discuss a plan to better improve any trend in activity and reduce liability costs. **This report system is approved and certified by the Dept. of Homeland Security as a technology for Incident Management. This technology saves millions of dollars in liability cases.**
- Audits - Dedicated **quality control department** and audit personnel whom conduct regular audits regarding policy, procedures, equipment, appearance and training of entire security department
- PSC sites located within the local vicinity of each other can conduct cross training between their security management teams that can work together in the event of an emergency or any situation requiring an increase in personnel, be that a special event or a call off due to officer illness.
- Monthly analysis of statistical reports from CASE Global Incident Tracking System for client review upon request.
- PSC has a dedicated Training and Audit Specialist Department designed to regulate quality control of CPR, AED and First Aid Certification. All training certificates are meticulously updated and housed in a database.
- **Emergency Response Team** – Established and trained officers (off duty police, supervisor, security officers, assistant directors) from within the region/local vicinity that are able to respond to client locations within a short period of time to assist in emergency situations and/or the need for immediate additional support.
- **Mobile Command Center** - Equipped with the CCTV and communication capabilities.
- Guard Training – Unique officer training program based on state regulations, using DVDs, interactive computer presentations, physical instruction and testing.



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Added Insurance Value

Professional Security Consultants, Inc. likes to have the security and protection when working for Clients. That's why we have a Commercial General Liability coverage of \$10,000,000 per occurrence instead of the standard \$5,000,000 requirement.

Unlike the other companies, Professional Security Consultants, Inc. also carries third-party liability coverage for Acts of Terrorism with a per-occurrence level of \$25,000,000.

COVERAGE LEVELS:*

- **Certificate of Insurance for General Liability \$10,000,000**
- **Certificate of Insurance for Automobile Liability \$1,000,000**
- **Certificate of Insurance for Workers' Compensation & Employers' Liability \$1,000,000**
- **Certificate of Insurance for Excess Auto and Excess Employers Liability \$5,000,000**
- **Third-Party Liability Coverage for Acts of Terrorism \$25,000,000**
- **Employment Practice Liability & Third Party \$1,000,000**
- **Directors & Officers (D&O) \$1,000,000**
- **Business Service Bond \$100,000**



Contract Price-Option 1 Uniforms

Northwest District

<u>Position and Hours</u>	<u>Pay-Rate</u>	<u>Billing Rate</u>	<u>Total</u>
Security Supervisor – (40 hrs. p/wk)	\$17.50	\$25.88	\$53,830.40
Security Officers – (80 hrs. p/wk)	\$12.00	\$18.24	\$75,878.40
Security Officers – (40 hrs. p/wk)	\$11.50	\$17.54	\$36,483.20
Security Officers – (207 hrs. p/wk)	\$11.00	\$16.85	\$181,373.40
Weekly Hours: 367			
Cost for Year 1	\$347,565.40		

East District

<u>Position and Hours</u>	<u>Pay-Rate</u>	<u>Billing Rate</u>	<u>Total</u>
Security Officers – (112 hrs. p/wk)	\$11.00	\$16.85	\$98,134.40
Weekly Hours: 112			
Cost for Year 1	\$98,134.40		

Note: Cost does not include State Use/Sales Tax. PSC will bill additionally, based on state's current Use/Sales tax %.

- PSC charges Time and half the usual rate for guards working during (6) national holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day) (This billing will be billed additional during the holiday months)



- PSC charges Time and half the usual rate for guards working during additional hours for emergency and special events.
- PSC complies with all federal and state regulations, as such PSC provides employees with uninterrupted duty-free 30-minute meal and 10-minute rest periods. Duty-free meal and rest periods shall be uninterrupted, and employees shall not be on-call during these times.
- All rates are based on existing wage laws, should the laws force a change in the rate during the performance of the contract, PSC will adjust the billing rates accordingly to comply with any applicable minimum wage law. Prior to any change in rates vendor will first consult with the owner.
- Either party may cancel service agreement with 30 days written notice to the other party.

Cost per hour includes (Equipment cost and use are shared between Northwest and East Districts):

1. 24hr Command Center – Dedicated staff to fully functional command center designed to assist your organization in expediting the communication of important safety, security, and facility information. (24-hour toll free assistance number: 1-888-CASE-210 / 1-888-227-3210)
 - High Speed Internet
 - Emergency Power Generator Back-Up
 - Notifications via phone, text message, or email.
 - Custom Notification Matrix
2. Guard Training (Certified by Homeland Security) – Unique officer training program according to the state regulations, Using DVD's, Interactive Computer Presentations, Physical Instruction and Testing.
3. CPR/First Aid training
4. Standard Two-Toned Security Uniforms
5. AED Training & Certification
6. Background Screening & Drug Testing
7. (5) Casemobile Cell Phone/Guard Tour Device (Include Nextel push talk)
8. (4) Patrol Bike
9. (5) Body Cameras
10. (1) Patrol Vehicle including gas, maintenance and insurance)
11. Additional Security Support provided by other area Accounts
12. CASE Global Incident Management Tracking Software (at no cost) * (Certified by Homeland Security), - Case Reports is a Web based Incident Reporting and analysis tools, which is fully customized to meet the needs of Pompano Beach CRA. Case Global Incident Tracking System is a tool to capture incident and events of interest for its customers. The system has built-in support for multi-level hierarchy for incidents and events.

*Case Global Software is a software tool used and owned by Case Global. At no time is it assumed that Case Global property rights, source code or copyright will be given to the Client or contracting entity.



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Contract Price-Option 2 Uniforms

Northwest District

<u>Position and Hours</u>	<u>Pay-Rate</u>	<u>Billing Rate</u>	<u>Total</u>
Security Supervisor – (40 hrs. p/wk)	\$17.50	\$25.75	\$53,560.00
Security Officers – (80 hrs. p/wk)	\$12.00	\$18.11	\$75,337.6
Security Officers – (40 hrs. p/wk)	\$11.50	\$17.42	\$36,233.60
Security Officers – (207 hrs. p/wk)	\$11.00	\$16.73	\$180,081.70
Weekly Hours: 367			
Cost for Year 1	\$347,565.40		

East District

<u>Position and Hours</u>	<u>Pay-Rate</u>	<u>Billing Rate</u>	<u>Total</u>
Security Officers – (112 hrs. p/wk)	\$11.00	\$16.73	\$97,435.52
Weekly Hours: 112			
Cost for Year 1	\$98,134.40		

Note: Cost does not include State Use/Sales Tax. PSC will bill additionally, based on state's current Use/Sales tax %.

- PSC charges Time and half the usual rate for guards working during (6) national holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day) (This billing will be billed additional during the holiday months)



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- PSC charges Time and half the usual rate for guards working during additional hours for emergency and special events.
- PSC complies with all federal and state regulations, as such PSC provides employees with uninterrupted duty-free 30-minute meal and 10-minute rest periods. Duty-free meal and rest periods shall be uninterrupted, and employees shall not be on-call during these times.
- All rates are based on existing wage laws, should the laws force a change in the rate during the performance of the contract, PSC will adjust the billing rates accordingly to comply with any applicable minimum wage law. Prior to any change in rates vendor will first consult with the owner.
- Either party may cancel service agreement with 30 days written notice to the other party.

Cost per hour includes (Equipment cost and use are shared between Northwest and East Districts):

1. 24hr Command Center – Dedicated staff to fully functional command center designed to assist your organization in expediting the communication of important safety, security, and facility information. (24-hour toll free assistance number: 1-888-CASE-210 / 1-888-227-3210)
 - High Speed Internet
 - Emergency Power Generator Back-Up
 - Notifications via phone, text message, or email.
 - Custom Notification Matrix
2. Guard Training (Certified by Homeland Security) – Unique officer training program according to the state regulations, Using DVD's, Interactive Computer Presentations, Physical Instruction and Testing.
3. CPR/First Aid training
4. Standard Security Uniforms
5. AED Training & Certification
6. Background Screening & Drug Testing
7. (5) Casemobile Cell Phone/Guard Tour Device (Include Nextel push talk)
8. (4) Patrol Bikes
9. (5) Body Cameras
10. (1) Patrol Vehicle including gas, maintenance and insurance)
11. Additional Security Support provided by other area Accounts
12. CASE Global Incident Management Tracking Software (at no cost) * (Certified by Homeland Security), - Case Reports is a Web based Incident Reporting and analysis tools, which is fully customized to meet the needs of Pompano Beach CRA. Case Global Incident Tracking System is a tool to capture incident and events of interest for its customers. The system has built-in support for multi-level hierarchy for incidents and events.

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Schedule



Start-Up/Transition Plan and Schedule

PSC currently provides security services to the **Pompano Beach CRA** and would not require this phase in the process of awarding the contract. However, we have included our transition plan for informational purposes. The start-up/transition period is important in establishing a viable contracted Security Services project. During this phase of the start-up/transition PSC works on a 30-day notification. Once we are awarded a site(s) we will be ready to start security operations at the site(s) within 30 days. For each location awarded to PSC we will designate a Transition Manager to oversee all the sites involved. This person is a Vice-President with PSC who has the authority to make fast decisions when variables arise and has the authority to order and implement the resources needed.

Each site will have two (2) or more PSC transition team members (amount of team members to be determined on the size/hours of the site) wholly focused on that site. They will stay at a hotel very close to the site as their attention will be needed at different times during the 24 hours of operation of the site. For example, the transition team will need to spend some time with the graveyard/overnight shift to understand the duties/needs of that shift.

The activities to be performed are as follows:

(Note: All activities will be planned and organized around the current security operation as to not interfere with their duties).

- Meeting with client management team for introductions, contact information, understanding of site nuances and any anticipated challenges.
- Introduction meeting to the current security staff to discuss the transition, discuss PSC and answer questions.
- Immediately advertise in the best local resources for security jobs needed at the site.
- Days 2-5: Assign dates for current staff to interview. The goal is always to retain as many as current staff as possible.
 - Complete PSC Application
 - Background Check
 - Guard Card Verification
 - Uniform Sizing
 - Training Verification (Example: If applicant has certifications [AED-CPR] confirm validity of certification and copies)
- Days 6-10: Set up pre-deployment classes for initial training by PSC for current and new staff.
 - **Pre-Assignment Training Classes to include:**
 - Site Specific Training
 - PSC Introduction/Human Resources
 - Duties and Responsibilities/Functions of Security
 - Observation and Documentation



- Customer Service
- Radio Protocol
- CASE Global/Report Writing/CASE Mobile
- Legal Powers/Limitations/PSC-Client Policies
- Major Incident/Emergency Response
- Utility Rooms/Risers
- We will provide training sessions in the morning and afternoon so we do not disrupt current deployment. (8-AM to 12PM) & (4PM to 8 PM)
- Equipment/Uniform- Issue both officer equipment and uniforms. Officers will fit uniforms and will go to the tailor for adjustments
- Days 11-15: PSC personnel will continue to hire, and conduct pre-assignment and supervisor training. Supervisor training to include:
 - Supervisor/SD Training
 - Shift Responsibilities
 - Incident Response/Supervision
 - Incident Report review/corrections
 - Slip and Fall/Trip and Fall insurance submission
 - Progressive discipline
 - Deployment/Zone Coverage
 - Complaints/Conflict Resolution
 - Critical Incident response/Notifications
 - Risk Management
 - Shift Paperwork/Record Keeping
 - Install Tour Guard System
- Days 16-20
 - Ensure all officers uniforms have been tailored appropriately
 - Set up and ready all computers and printers and have them "out of the box ready"
- Days 21-25
 - Train Officers in CPR/AED/First Aid as needed.
- Days 26-30
 - Have several meetings where all new security personnel arrive in uniform for inspection
 - Final discussions on the transition date
 - Answer any final questions
 - Plan for any variables
 - Location of these Activities:
 - All of these activities will occur in a space given by the management team (usually a vacant space or mall conference room)
 - We may also use a local hotel conference facility if needed.



- Responsible Contractor Staff:
 - Each Site Will have a Transition Lead (Usually a security director from one of our other sites)
 - 2-3 administrative personnel who work as a team with the Transition Lead

Facilities Surveys and Reviews:

- The Transition Lead will gather site maps, current emergency plans, current site incident data and local police crime statistics

Coordination between existing contractor and Client Management:

- Our Transition Lead will work with the current contractor to understand their current schedule and staffing as to not interrupt current operations.
- Current contractor will be told that it is the intent of PSC to retain all current staff that wish to stay at the site.
- Transition lead will get the contact information of the current security director and general manager so he may remain in close contact with them as needs and variables arise.
- General manager will be given a transition outline to understand the activities and date milestones.

Personnel and logistics items:

- The personnel of the transition team will be assigned before they get to the site and their names and contact information will be given to the site management team and current contractor.
- Current contractor personnel will be given a memo with the transition plan and date milestones and will be clearly told what their obligations are to obtain employment (including training and meeting dates).
- All equipment and uniforms will be delivered to the local hotel where the transition team will stay.

System Development:

- The system development for each site will be customized by the transition team. The overall transition plan will have to be customized for local variables.
- Current emergency procedures and deployment plans will be referenced for the creation of a site SOP and emergency procedures.
- Once personnel have been hired the system for that particular site will be developed into a "Site Specific Operation Plan" consisting of the SOP, Emergency Procedures, deployment of personnel and an understanding of the available equipment to carry out the plan (such as patrol vehicles, tour guard equipment, plan of patrol, etc.)



Plans and Programs Development:

- The programs development (related to system development) will be documented and presented to the site management and the security command team (SD, ASD, Supervisors, and officers).
- These will include the SOP, Emergency Procedures, Deployment Plan, Incident Tracking System, and Tour Guard System.
- The above items will be issued and trained upon as described above.

Orientation, OJT and In-Service Training:

- Orientation as described above and will continue throughout the 30-day transition period.
- OJT will occur after the transition date and will follow our 90 days training plan for all new hires.
- In-Service training consists of training after the transition date and all PSC is in control of the site. In-service training is training that is done within the hours of the weekly budget and will be specified as needed depending on the needs of the site.

Administrative and Operations Preparation Activities:

- Our Transition Team will complete all administrative duties during the transitions such as:
 - All new hire paperwork
 - All data entry into our computerized HR system.
 - All training documentation (tests and certificates)
 - All manuals to be printed and deployed including but not limited to: SOP, Emergency Procedures, Tour Guard System policy and procedures, training programs, company employee handbooks, etc.

Security Post Instructions and Security Procedures Development:

- The documents (system and operational documents) explained above will continue to be reviewed and updated through PSC's deployment at the site.
- Center management will have input along with our regional director assigned to the site.
- All "posts and zones" for patrol will be thoroughly vetted to ensure proper usage of deployed hours during key times of the day and day of the week.
- Procedures during the "post and zones" of officer deployment will be clearly documented into checklists and explained in the SOP/Emergency Procedures/Site Specific Policy and Procedures.

Current Security Retention Program:

- As stated above, all current security employees will be retained as long as they go through the transition process with all applicable vetting procedures used by PSC.



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- PSC will work with center management to understand what current security employees request to stay (for example: no loss of vacation benefits) and how to accommodate them with the assistance of mall management.

1st Year Milestones

The plan is for a 12-month activity that uses the following milestones:

- 1st Month-Start review of client and existing security company's policies, procedures and protocol. Develop new policy and procedures with an understanding of the ergonomics for each position and the contract to be administered and undertaken.
- End of 1st Month- Completion of Review of existing security company and requirement specifications for contract. Begin work on developing new post orders for each position to ensure contract specifications will be met and achieved. Fill each guard position and complete orientation and training.
- 2nd Month-Begin Start of New Contract.
- First 3 Months - Provide extra supervision to ensure a smooth transition for the beginning of the new contract.
- End of 6th Month-Completion of Bi-annual review and quality control audit to ensure requirements are being met per the contract requirements.
- 7th Month-Completion of audit recommendations
- 12th Month-Completion of contract first year and summary of events.



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References



REFERENCE NO. 1	
Location Name:	Delray Beach Downtown Development Authority
Address:	85 SE 4 th Avenue, Suite 108, Delray Beach, FL 33483
Contact Name/ Title:	Ms. Laura Simon, Executive Director
Contact Phone	(561) 243-1077
Number/Email:	Email: lsimon@downtowndelraybeach.com
Period of Performance:	2016 to Present
Facility Type:	Providing ambassador services to the Downtown Development District.
Weekly Hours:	216 Hours

REFERENCE NO. 2	
Company Name:	West Palm Beach Downtown Development Authority
Address:	301 Clematis St., Suite 200, West Palm Beach, FL 33401
Contact Name/ Title:	Mr. Raphael Clemente, Executive Director
Contact Phone	(561) 833-8873
Number/Email:	Email: rclemente@westpalmbeachdda.com
Period of Performance:	2013 to Present
Service Type:	Providing ambassador services to the Downtown Development District.
Weekly Hours:	572 Hours

REFERENCE NO. 3	
Project Name:	City of Fort Lauderdale Community Redevelopment Agency
Address:	914 Sistrunk Blvd., Suite 200, Fort Lauderdale, FL 33311
Contact Name/ Title:	Thomasina Turner, Project Coordinator
Contact Phone	(954) 828-8953
Number/Email:	Email: thomasinat@fortlauderdale.gov
Period of Performance:	2018 to Present
Facility Type:	Providing ambassador services to the Community Redevelopment Agency.
Weekly Hours:	321 Hours



REFERENCE NO. 4	
Location Name:	Palm Beach County Tax Collector
Address:	4215 South Military Trail, Lake Worth, FL 33463
Contact Name/ Title:	Ms. Anne Gannon, Tax Collector
Contact Phone	(561) 355-4531
Number/Email:	Email: agannon@pbctax.com
Period of Performance:	2018 to Present
Facility Type:	Provide security services to the Tax Collectors Public Facility in Palm Beach County.
Weekly Hours:	120 Hours

REFERENCE NO. 5	
Project Name:	Phillips Point
Address:	777 South Flagler Drive, West Palm Beach, FL 33401
Contact Name/ Title:	Mr. Hal Friedman, General Manager
Contact Phone	(561) 833-7337
Number/Email:	Email: hal.friedman@cushwake.com
Period of Performance:	2013 to Present
Facility Type:	Providing security services to this Class A Office Facility housing multiple tenants.
Weekly Hours:	427 Hours



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**CITY OF
FORT LAUDERDALE**



October 25, 2016

Mr. Moshe Alon
PSC Corporate
11454 San Vicente Boulevard
Los Angeles, CA 90049

Dear Mr. Alon:

I would like to take this opportunity to recognize the good work of Willie Perez and his team at Professional Security Consultants. They have provided security services to Fort Lauderdale's Downtown Community since April 2014 and have formed an exceptional partnership with the Fort Lauderdale Police Department. Mr. Perez is a team builder, and he has developed positive working relationships with our residents and business community that have proven to be a success. With Mr. Perez's assistance, our City's security presence has increased. He has contributed significantly to our commitment to build community and ensure our residents' level of safety.

In a recent City survey, 93% of our City residents felt safe walking in our business areas, which directly relates to our enhanced safety efforts in our Downtown Community. Based on my observations, Mr. Perez is clearly dedicated to safety enhancement, and I applaud his level of service to our City.

Sincerely,

Franklin C. Adderley
Chief of Police

FCA/md

Police Department

1300 West Broward Boulevard, Fort Lauderdale, Florida 33312
Telephone (954) 828-5700, Fax (954) 828-6001
www.fortlauderdale.gov

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24 February 2017

To Whom It May Concern:

I am writing this to provide a letter of reference for Willie R. Perez, the security director for South Florida, Professional Security Consultants. I have known Perez for over ten years and have regularly interacted with him professionally. In every instance, he has been the consummate professional, earning my respect for his handling of multiple stressful situations.

He is an experienced security manager, who trains his personnel in all aspects of maintaining a safe environment, yet teaching them professionalism. Perez's communication skills exceed all expectations and those abilities are transferred to his subordinates. He has been able to diffuse many situations with his calming demeanor.

Most important is the relationship he has built with those businesses in the large shopping and entertainment district he represents. I've been with him when he addresses each shop and restaurant owner by name, always confirming with them there are no problems of concern to them.

In addition, his long relationship with the municipal and county police has served both well. He has made it a personal challenge to build a cooperative spirit between the agencies, something that falls short with some security companies. Perez's displays a profound ability to juggle service with vendors and to those entities that sometimes interfere, getting them to be compliant with the rules, regulations and laws governing the district.

Based on his years of experience in the military, law enforcement and now security his is a proven professional who has earned the respect of his peers, government officials and law enforcement. One only needs to review his extensive resume to understand the value of his service to the security industry.

Several of his security officers have been hired by law enforcement where based on their training by Perez are now serving admirably with those agencies.

In the event I provide additional, please do not hesitate to contact me at 561-688-3014.

Respectfully submitted,


Chief Deputy Michael E. Gauger, MSW

3228 Gun Club Road ▪ West Palm Beach, Florida 33406-3001 ▪ (561) 688-3000 ▪ <http://www.pbso.org>

- 1 -
2/24/2017 [http://portal.pbso.org/Bureaus/Media Relations/Graphics/Shared Documents/Word Templates/Perez Reference Letter.doc](http://portal.pbso.org/Bureaus/Media%20Relations/Graphics/Shared%20Documents/Word%20Templates/Perez%20Reference%20Letter.doc)



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OFFICE OF
CHIEF OF POLICE

CITY OF RIVIERA BEACH

600 WEST BLUE HERON BLVD.
(561) 845-4128

RIVIERA BEACH, FLORIDA 33404
FAX (561) 845-4022

May 9, 2016

Mr. Moshe Alon
Professional Security Consultants
West Palm Beach, Florida

RE: Letter of Recommendation – Mr. Willie Perez

Dear Mr. Alon:

It is with great pleasure that I write in support of Regional Director for Professional Security Consultants Mr. Willie Perez. Director Perez is a well-established and respected member of the West Palm Beach and Riviera Beach communities.

Director Perez's community involvement extends beyond the quality professional services he provides, he often supports community outreach efforts not only monetarily, he also does not mind rolling up his sleeves and pitching in himself.

Plainly stated, Professional Security Consultants is an excellent corporate partner.

I support Mr. Perez's effort to expand Professional Security Consultants services into the Woodbine community of Riviera Beach.

Should you require additional information, please contact me.

Sincerely,

Clarence D. Williams, III
Chief of Police

CDW/sar

RIVIERA BEACH, FLORIDA . . . "The Best Waterfront City in Which To Live, Work, & Play"
www.rivierabch.com



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CITY OF RIVIERA BEACH

P.O. DRAWER 10682

RIVIERA BEACH, FLORIDA 33419

May 6, 2016

Letter of Recommendation/Reference

I have known Willie Perez for well over 10 years he is an outstanding security executive who knows the importance of quality customer service. His company knows the importance of providing a high standard of customer service.

His organization prides itself on being problem solvers and always making sure that their customers' needs are met. There are many security companies out there but PSC is head and shoulders above all of these companies.

This organization will be a valued team member when you make them your security provider. Their motto is superb service is our standard of service.

This organization will always make you proud because of their commitment to outstanding customer service.

If you have any questions regarding Mr. Perez and his company, I may be reached at 561-876-9064.

Sincerely,

Leonard B. Mitchell

Acting assistant Chief of Police



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West Palm Beach Fire Rescue

500 North Dixie Highway
West Palm Beach, FL 33401-4212
Phone: 561-804-4700 Fax: 561-804-4777

MEMO

TO: Whomever it may concern
FROM: Danny Collazo
DATE: 10/07/2015
SUBJECT: Referral Letter

My name is Danny Collazo, and I am an Operations Captain with 21 years of service in the West Palm Beach Fire Department. This letter is to express my appreciation and gratitude for the job well done by Mr. Willie Perez of Professional Security Consultants (PSC). Mr. Perez's leadership, professionalism, and extraordinary work ethic have made an incredible impact on my fire department's ability to provide high level fire and EMS service to Citiplace. Throughout the years Mr. Perez via his actions and knowledge, has earned my trust and respect as a professional. He personally develops action plans and classes to coordinate tactics and communications between PSC, police, and fire. He is personally familiar with the entire fire protection system of Citiplace, fire department operational procedures, and effectively trains his personnel to the same high standards. Throughout the years I have responded to many emergency calls at Citiplace, and every time, a PSC employee has had a positive impact on the end result. Whether it was locating a patient quickly, leading us directly to a fire alarm location, or finding a sprinkler shut off valve to avoid extensive water damage. So, it has and continues to be my opinion that Mr. Perez work ethic allows his company the ability to provide the highest level of security possible. As such, I with sincerity, recommend Mr. Perez to provide his security services. He would also be welcomed to be a fire captain at my department any day.

Sincerely,
Danny Collazo

Operations Captain
West Palm Beach Fire Department
Cell# 786-399-6693
Office# 561-804-4740



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305 South Andrews Ave, Suite 301
Fort Lauderdale, FL 33301
Phone: (954) 463-6574
Fax: (954) 463-8412
www.ddafl.org

November 1, 2016

To Whom It May Concern,

I would like to take this opportunity to recognize the excellent work that Professional Security Consultants, through the leadership of Willie Perez, has shown in downtown Fort Lauderdale through the implementation of the Downtown Development Authority's Security Ambassador Program. The DDA started our security ambassador program in October 2014, and to date, we have seen a remarkable improvement in the quality of life for residents and visitors within our downtown. The security ambassadors have been able to assist residents and tourists in a myriad of ways, including help with parking, help with directions, assistance in emergency situations, help at special events and much more.

Previously, the DDA staff had gone to visit West Palm Beach's DDA and we were thoroughly impressed by the implementation of their security program on Clematis Street. This was the genesis of the current security program here in Fort Lauderdale. To date, our program has been a tremendous success. So successful, in fact, that it has expanded onto Las Olas Boulevard with the help of the Las Olas merchants, and it being looked at by DDA staff for further expansion to the North in Flagler Village. The increase visibility and safety enhancement that that security ambassadors provide is paramount to quality of life of our downtown residents and visitors alike.

The Downtown Development Authority fully commends the professional nature of PSC and their employees. They have truly made Downtown Fort Lauderdale a safer place to live, work and play through their various safety enhancements.

Sincerely,

Chris Wren
Executive Director

BOARD OF DIRECTORS: Michael Weymouth, *Chairman* • Dennis O'Shea, *Vice Chairman* • Tim Petrillo, *Secretary* • Jim Ellis, *Treasurer* • William H. Bodenhamer, Jr., *Board Member* • Gregory Durden, *Board Member* • John Ropes, *Board Member* • Chris Wren, *Executive Director* • John M. Milledge, *General Counsel*



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Wednesday, December 11, 2013

Re: Letter of Reference for Willie Perez, Professional Security Consultants

To Whom It May Concern:

For the past seven years Mr. Willie Perez and his team have provided security services for the downtown district in West Palm Beach, FL, under contract with the Downtown Development Authority (DDA). From an initial service agreement for two patrol officers on our main street, we have expanded the program to cover our entire downtown and waterfront with approximately 400 hours of service per week. The results have been tremendous.

Almost immediately following the start of service there was a notable decrease in crimes such as panhandling, vandalism and auto burglaries. In addition to that, the Security Ambassador program has been very effective in dealing with a wide range of issues from walking residents to their cars late at night, to providing critical information to the Police Department resulting in the arrest of repeat offenders and would-be criminals in the area. The effectiveness of the security program has resulted in a decrease in calls for service to the Police Department, thereby freeing up police officers to attend to more serious issues and further decreasing crime.

Perhaps most importantly, the visibility of the officers on the street, and their friendly demeanor with residents and business owners has fostered an atmosphere of safety and confidence that had previously been missing in some areas of our Downtown.

As a result of the effectiveness Security Ambassador Program, Downtown West Palm Beach has been recognized as a model for other urban districts to follow. We have garnered awards and recognition from the International Downtown Association, Responsible Hospitality Institute, and the American Society for Industrial Security (ASIS).

It is our opinion that one of the most important components contributing to the success of the Downtown security program is the meticulous and skilled management by Mr. Willie Perez. Mr. Perez has responded to all of our requests, addressed all of our concerns, and in every instance has gone above and beyond the call of duty to ensure that the service we receive is the best possible. Furthermore, Mr. Perez has taken the time to attend DDA board meetings, downtown resident meetings, spoken with business owners, and assisted with the creation and implementation of public safety task force plans for special events in Downtown. The business community, residents, event organizers, and Police Department have all praised the service Mr. Perez and his team provide to the Downtown area.

301 Clematis Street, Suite 200, West Palm Beach, FL 33401
Phone: 561.833.8873 Fax: 561.833.5870 www.westpalmbeachdda.com



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Looking ahead to the future of the DDA's relationship with Mr. Perez, his employer, Professional Security Consultants (PSC), and the Downtown Ambassador Program, we will continue shifting the focus of the service from security oriented toward being more ambassadorial in nature, focusing both on security and customer service. Customer service is the top priority for the DDA and PSC has provided a team that emphasizes this.

The DDA is looking forward to building upon the successes of this program and continuing to raise the bar of service and effectiveness. As our Downtown continues to grow, so too will the demand for security and hospitality services. The success of the program thus far has been more than we anticipated at the outset and the impact it has had on our downtown has been vital to ensuring continued business and residential growth. This is the DDA's primary goal, and the Mr. Willie Perez and the Security Ambassador Program have helped us achieve it.

Warmest regards,

Raphael Clemente, AICP
Executive Director

301 Clematis Street, Suite 200, West Palm Beach, FL 33401
Phone: 561.833.8873 Fax: 561.833.5870 www.westpalmbeachdda.com



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January 10, 2017

To Whom It May Concern,

I am writing this letter to recommend Willie Perez as a security professional and manager.

I served as City Administrator in West Palm Beach Florida from 1999 to 2013. West Palm Beach had a day time population of over 300,000 people as the city was the county seat for Palm Beach County and was home to County, State and Federal court houses and administrative buildings.

During this time I worked with Mr. Perez when he and his firm provided security for City Hall, the City Library, parking garages and numerous City events in the downtown area, including the July 4th event that had over 100,000 in attendance, and along the West Palm Beach Waterfront Park and Fountain area. Supplementing the West Palm Beach Police Department, Mr. Perez coordinated, through his firm, security patrols in high-crime neighborhoods and acted as a security ambassador in the North End Community Redevelopment businesses districts. I also worked very closely with Mr. Perez in his capacity as Director of Security at City Place, the largest entertainment, office and residential complex in Palm Beach County, located in West Palm Beach.

I highly recommend Mr. Perez for his qualities of being a tireless worker and dedicated and thorough professional. He pays attention to detail and always keeps the client aware of any issues and concerns.

If you have any questions, please contact me at 727-858-2412.

Sincerely,

Ed Mitchell



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PALM BEACH COUNTY HOUSING AUTHORITY

Mark Sutterfield
Director of Public Safety and Security
Palm Beach County Housing Authority
E-MAIL: MSutterfield@pbchaf1.org
PHONE: (561) 373-3652

October 28, 2015

To whom it may concern:

Re: Willie Perez/PSC Security Consultants

Dear Sir/Madam:

I would like to take this opportunity to recognize the good work of Willie Perez and his team at Professional Security Consultants. They have provided security services to our housing construction project in South Bay for almost 12 months and have formed an effective partnership with not only the Palm Beach County Housing Authority but the Palm Beach County Sheriff's Office as well.

Mr. Perez's ability to develop positive working relationships with our residents and business community has proven to be a success. Working with Mr. Perez has made the project safer and deterred crime to an area plagued with not only incidents of property crime but violent crime as well. He has contributed significantly to our commitment to build a productive community and ensure our residents' level of safety.

Based on my observations, Mr. Perez is clearly dedicated to safety enhancement, and I recommend his services to other public housing authorities and law enforcement agencies.

Sincerely,

Mark Sutterfield
Director of Public Safety and Security



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THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FLORIDA

School Police Department
3330 Forest Hill Boulevard, B-127
West Palm Beach FL 33406-5869
(561) 434-8435 FAX (561) 434-8186
www.palmbeachschools.org

LAWRENCE J. LEON, M.B.A.
Chief of Police

MICHAEL J. BURKE
Chief Operating Officer

October 5, 2015

To Whom It May Concern:

Re: Letter of Reference for Mr. Willie Perez, Regional Director/Professional Security Consultants

As the Chief of Police for the Palm Beach School District Police Department, I would like to take this opportunity to recognize the unique successes Palm Beach County School District Police and Mr. Willie Perez's team at Professional Security Consultants (PSC) have shared throughout the past few years.

To begin, the extent of generosity PSC has shown is vast, with over \$1,300 donations towards various school programs this year alone to benefit our students, I commend them for their kindness. Said programs in which donations were put forth included, but not limited to: the newly-established GAP Program (Gun Accident Prevention Program); and the "Splash into Safety" event in which the School District Police hosted a booth for a College Readiness Program.

Secondly, I would like to refer to the nationally recognized private/public partnership between the School District Police and PSC. In early 2013, the School District Police along with the National Center for Missing and Exploited Children upgraded their standard operating procedures for the investigation of missing children. During 2013, the School District Police had over 200 reporting's of missing or runaway children. In a School District Police strategic planning meeting, the City Place entertainment district in downtown West Palm Beach was identified as a destination for missing juveniles - which, also is one of the major properties that Mr. Perez oversees. A local Tri-Rail Station borders City Place/downtown West Palm Beach. This transportation system covers multiple counties in South Florida and is easily accessible to many of the schools located in Palm Beach County. As a prevention tactic to deter these at-risk children from boarding the transit system, a joint venture was developed between the School District Police and Mr. Perez/PSC. A communication system was developed with training curriculum, and, to date, 32 missing juveniles have been safely recovered, which many are classified as high risk or endangered. This partnership was so successful that it has been expanded within the West Palm Beach Police Department. Additionally, because of this successful partnership, it was brought to my attention that Mr. Perez was the recipient of the "Michael Shanahan Award for Excellence in Public/Private Cooperation" from the Florida Police Chiefs Association (FPCA) in June of this year, which recognized outstanding achievement in the development and implementation of public/private cooperation in public safety. It is my opinion that this award was more than well deserved.

PALM BEACH COUNTY SCHOOLS - RATED "A" BY THE FLORIDA DEPARTMENT OF EDUCATION 2005 - 2012
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The School District of Palm Beach County is an Equal Education Opportunity Provider and Employer



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Lastly, but in no way the least, the obvious impact on the rapport between the School District Police Officers working the Extra Duty Detail alongside Mr. Perez and his team in City Place and the students from surrounding schools, is second to none. By having the chance to interact with children off-campus, it provides the Officers time to build critical personal connections. As a result of these extra-curricular connections, students often take heed to the familiar faces of these School District Police Officers in City Place and have, as proved in the past, confided reliable Intel. This Intel directly deterred pending violent situations from occurring both on and off school grounds.

It is my hope that this remarkable affiliation between Mr. Perez and School District Police continues to grow, succeed, and most importantly lend a hand to all our children here in Palm Beach County.

Sincerely,

A handwritten signature in blue ink, appearing to read "LJL", written over a light blue horizontal line.

Lawrence J. Leon, Chief
Palm Beach County School District Police

LJL:pvh

)
)



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WEST PALM BEACH

Police Department



*Sarah J. Mooney
Chief of Police*

November 7, 2017

Mr. Moshe Alon
700 S. Rosemary Avenue
West Palm Beach, FL 33401

Dear Mr. Alon,

I am writing in order to support and recognize the efforts of all the personnel involved in the Downtown Ambassador Program which has been an integral part of our overall safety and security plan in Downtown West Palm Beach for approximately ten years. Under the guidance of Security Director, Willie Perez, since October 2000, the City of West Palm Beach Police Department has developed an outstanding working relationship with the security personnel in our Downtown Area to include CityPlace. The value of the security personnel, to include the Ambassadors, has greatly contributed to low crime rates, high solvability rates when there is criminal activity identified, and phenomenal community engagement between the Security personnel, sworn police officers, and downtown visitors. The value of having security personnel in our Downtown Entertainment District cannot be measured in dollars, but the crime data shows initiatives between Security and Police have created a safe environment for people to enjoy.

A special part of the Ambassador Program, which was instituted a few years ago by Mr. Perez, has been the recruitment and hiring of local young adults who benefit from the mentoring of Mr. Perez. The younger, local Ambassadors enjoy the benefits of gainful employment while enhancing their communication skills, familiarizing themselves with every aspect of the Downtown area, and being exposed to local police officers who offer additional encouragement. In fact, there are several current Ambassadors who we would like to cultivate into West Palm Beach Police Officers in the future.

There is a symbiotic relationship between the Ambassadors, the Police Department, the local merchants and the Downtown visitors. The partnerships created have enhanced safety and security while also providing an environment for all to thrive.

Sincerely,


Chief Sarah J. Mooney

600 Banyan Boulevard West Palm Beach, Florida 33401

Main: 561.822.1900
Records: 561.822.1890 / Fax: 561.822.1892 / Investigations: 561.822.1700 / Fax: 561.822.1704
wpb.org/police



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Local Businesses

(Exhibits A-D)

LOCAL BUSINESS EXHIBIT "A"
CITY OF POMPANO BEACH, FLORIDA
LOCAL BUSINESS PARTICIPATION FORM

Solicitation Number & Title: _____ Prime Contractor's Name: _____

<u>Name of Firm, Address</u>	<u>Contact Person, Telephone Number</u>	<u>Type of Work to be Performed/Material to be Purchased</u>	<u>Contract Amount</u>

LOCAL BUSINESS EXHIBIT "A"

LOCAL BUSINESS EXHIBIT "B"
LOCAL BUSINESS
LETTER OF INTENT TO PERFORM AS A LOCAL SUBCONTRACTOR

Bid Number _____

TO: _____
(Name of Prime or General Bidder)

The undersigned City of Pompano Beach business intends to sell commodities or perform subcontracting work in connection with the above contract as (check below)

_____ an individual

_____ a corporation

_____ a partnership

_____ a joint venture

The undersigned is prepared to sell product(s) or perform the following work in connection with the above Contract, as hereafter described in detail:

at the following price: _____

(Date)

(Name of Local Business Contractor)

(address)

(address City, State Zip Code)

BY: _____
(Name)

LOCAL BUSINESS EXHIBIT "C
LOCAL BUSINESS
UNAVAILABILITY FORM

BID # _____

I, _____
(Name and Title)

of _____, certify that on the _____ day of

_____, _____, I invited the following LOCAL BUSINESSES to bid work items to be performed in the City of Pompano Beach:

Business Name, Address	Work Items Sought	Form of Bid Sought (i.e., Unit Price, Materials/Labor, Labor Only, etc.)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Said Local Businesses:

- _____ Did not bid in response to the invitation
- _____ Submitted a bid which was not the low responsible bid
- _____ Other: _____

Name and Title: _____

Date: _____

Note: Attach additional documents as available.

LOCAL BUSINESS EXHIBIT "D"
GOOD FAITH EFFORT REPORT
LOCAL BUSINESS PARTICIPATION

BID # _____

1. What portions of the contract have you identified as Local Business opportunities?

2. Did you provide adequate information to identified Local Businesses? Please comment on how you provided this information.

3. Did you send written notices to Local Businesses?

____ Yes ____ No

If yes, please include copy of the notice and the list of individuals who were forwarded copies of the notices.

4. Did you advertise in local publications?

____ Yes ____ No

If yes, please attach copies of the ads, including name and dates of publication.

5. What type of efforts did you make to assist Local Businesses in contracting with you ?

7. List the Local Businesses you will utilize and subcontract amount.

_____	\$ _____
_____	\$ _____
_____	\$ _____

8. Other comments: _____

LOCAL BUSINESS EXHIBIT "D" – Page 2



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Litigation

Disclose any litigation within the last five years arising out of your firm's performance: None



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City Forms

COMPLETE THE PROPOSER INFORMATION FORM ON THE ATTACHMENTS TAB IN THE EBID SYSTEM. PROPOSERS ARE TO COMPLETE THE FORM IN ITS ENTIRITY AND INCLUDE THE COMPLETED FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB FOR THE RFP IN THE EBID SYSTEM.

PROPOSER INFORMATION PAGE

RFP P-15-19, Unarmed Roving Security Guard Services
(number) (RFP name)

To: The City of Pompano Beach, Florida

The below named company hereby agrees to furnish the proposed services under the terms stated subject to all instructions, terms, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read the RFP and all attachments, including the specifications, and fully understand what is required. By submitting this proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by:

Name (printed) Shaul Maouda Title Senior Vice President

Company (Legal Registered) Professional Security Consultants DBA Professional Security Concepts (PSC)

Federal Tax Identification Number 95-4018179

Address 11454 San Vicente Blvd.

City/State/Zip Los Angeles, CA 90049

Telephone No. 310-207-7729 Fax No. 310-207-5563

Email Address smaouda@pscsite.com

TIER 1/TIER 2 COMPLIANCE FORM

IN ORDER FOR YOUR FIRM TO COMPLY WITH THE CITY'S LOCAL BUSINESS PROGRAM AS A TIER 1 OR TIER 2 VENDOR, BIDDERS MUST COMPLETE THE INFORMATION BELOW AND UPLOAD THE FORM TO THE RESPONSE ATTACHMENTS TAB IN THE EBID SYSTEM.

TIER 1 LOCAL VENDOR

_____ My firm has maintained a permanent place of business within the city limits and maintains a staffing level, within this local office, of at least ten percent who are residents of the City of Pompano Beach.

And/Or

_____ My firm has maintained a permanent place of business within the city limits and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least ten percent of the contract value.

Or

X_____ My firm does not qualify as a Tier 1 Vendor.

TIER 2 LOCAL VENDOR

_____ My firm has maintained a permanent place of business within Broward County and maintains a staffing level, within this local office, of at least 15% who are residents of the City of Pompano Beach

And/Or

_____ My firm has maintained a permanent place of business within Broward County and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least 20% of the contract value.

Or

X_____ My firm does not qualify as a Tier 2 Vendor.

I certify that the above information is true to the best of my knowledge.

3/1/2019

(Date)

Professional Security Consultants

(Name of Firm)

BY: Shaul Maouda

(Name)



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**City of Pompano Beach, Purchasing Division
1190 N.E. 3rd Avenue, Building C
Pompano Beach, Florida, 33060**

February 27, 2019

ADDENDUM #1, RFP P-15-19

CRA Unarmed Roving Security Guard Services

To Whom It May Concern,

The following attachments have been added to the attachments tab of the eBid system.

1. Addendum #1
2. Requirement for Financial Documents to be attached to the Response Attachment Tab, per the bid solicitation documents

Acknowledge receipt of this Addendum using the Addendum Attribute on the Attributes tab in the eBid System.

The remainder of the solicitation is unchanged at this time.

Sincerely,
Jill Klaskin Press, CPPO
Purchasing Consultant

cc: website

[Handwritten signature]
P-15-19



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Appendix



*Professional
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Safety Act Letter and Certification

U.S. Department of Homeland Security
Washington, DC 20528



**Homeland
Security**

December 5, 2013

SAFETY ACT CERTIFICATION

Mr. Michael Lambos
Professional Security Consultants, Inc.
11454 San Vicente Boulevard
Los Angeles, California 90049

Re: PSC Security Guard Services for Commercial Shopping Malls
Application ID #: (F-307-E) C-PSC1-11454A-3-REN2

Dear Mr. Lambos:

The Department of Homeland Security (the "Department") has completed its review and evaluation of your renewal application relating to PSC Security Guard Services for Commercial Shopping Malls, described in Exhibit A (the "Technology"), pursuant to the Support Anti-terrorism by Fostering Effective Technologies Act of 2002, 6 U.S.C. §§ 441–444, (the "SAFETY Act"), and the Regulations Implementing the Support Anti-terrorism by Fostering Effective Technologies Act of 2002, 6 C.F.R. Part 25, 71 Fed. Reg. 33147, 33159 (June 8, 2006) (the "Regulations"). Pursuant to Section 25.3 of the Regulations, the Secretary of the Department (the "Secretary") has delegated his responsibilities, powers, and functions under the SAFETY Act, except the authority to determine that an act is an Act of Terrorism for purposes of Section 444(2) of the SAFETY Act, to the "Under Secretary for Science and Technology of the Department of Homeland Security or the Under Secretary's designees."

After thoroughly reviewing the analysis of the Department's Office of SAFETY Act Implementation relating to this renewal application and the Technology, I have determined that the Technology satisfies the criteria set forth in Section 442(d)(2) of the SAFETY Act and in Section 25.8(a) of the Regulations. Accordingly, I hereby issue a Certification (as defined in Section 25.2 of the Regulations) of the Technology to Professional Security Consultants, Inc. (the "Seller"). Pursuant to Section 442(d)(3) of the SAFETY Act and Section 25.9(i) of the Regulations, also enclosed is a Certificate of Conformance for the Technology, and I have directed that the Technology be placed on the "Approved Products List for Homeland Security."

TERMS AND CONDITIONS

- Description of Technology. This Certification applies only to the Technology described in Exhibit A (attached).



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Professional Security Consultants, Inc. - PSC Security Guard Services for Commercial Shopping Malls
SAFETY Act Certification
Page 2 of 3

- Seller of the Technology. Professional Security Consultants, Inc., a California corporation, is the Seller of the Technology for purposes of the SAFETY Act, the Regulations (including Section 25.2 of the Regulations), and this Certification.
- Term of Certification. This Certification is effective on the date of this SAFETY Act Certification and will remain in effect for the same term as the SAFETY Act Designation for the Technology that I have issued to the Seller on the date hereof (the "Related Designation"). Accordingly, this Certification will terminate on the "Designation Termination Date" (as such term is defined in the Related Designation). The Seller may apply for renewal of this Certification in connection with an application for renewal of the Related Designation.
- Earliest Date of Sale. For purposes of Section 25.7(c) of the Regulations, the earliest date of sale of the Technology to which this Certification applies is June 1, 1995 (the "Earliest Date of Sale"). This Certification applies, and will apply, to all sales of the Technology by the Seller that were or are consummated at any time during the period commencing on the Earliest Date of Sale and ending on the Designation Termination Date (as defined above).
- Insurance. The Seller is required to adhere to the insurance requirements set forth in the Related Designation pursuant to Section 25.5 of the Regulations.
- Act of Terrorism. The SAFETY Act provides liability and risk management protections to Sellers of Qualified Anti-Terrorism Technologies that are or will be deployed in defense against or response to or recovery from Acts of Terrorism as defined in the SAFETY Act. Pursuant to 6 U.S.C. § 444(2), the Secretary has the authority to determine that an event constitutes an Act of Terrorism for purposes of triggering the SAFETY Act's protections. 6 U.S.C. § 444(2) defines an Act of Terrorism as an act that meets the three statutory requirements as further defined and specified by the Secretary. Pursuant to 6 U.S.C. § 444(2), the Secretary may determine that an event meets these requirements as further defined and specified by the Secretary based on the facts and circumstances of the event.
- Special Restrictions on Transfer and Assignment. None
- Special Restrictions on Licensing. None
- Other Conditions. None

Except for terms expressly defined in this Certification, all terms used in this Certification shall have the meanings ascribed to them in the SAFETY Act or the Regulations. This Certification is issued under the authorities set forth in, and in accordance with, the SAFETY Act and the Regulations. The SAFETY Act and the Regulations contain other requirements that are



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Professional Security Consultants, Inc. - PSC Security Guard Services for Commercial Shopping Malls
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applicable to the Seller and the Technology. In the event of any conflict between this SAFETY Act Certification and the SAFETY Act or the Regulations, the SAFETY Act or the Regulations (as the case may be) shall take precedence and shall control. This issuance of Certification under the SAFETY Act does not constitute compliance with any statutory or regulatory requirements other than those imposed by the SAFETY Act and the Regulations, and does not relieve the Seller of any obligations it might have under any other Federal, State, or local statutes or regulations.

As an added benefit for obtaining SAFETY Act Certification, the Department can grant Professional Security Consultants, Inc. authorization to use the SAFETY Act Certified™ mark. The SAFETY Act Certified™ mark is only available for use by those Sellers of technologies that have obtained SAFETY Act Certification. The Department controls the use of the mark to ensure that its display by a Seller serves as an indication that the displaying Seller has obtained SAFETY Act Certification from the Department for a certain identifiable technology/product/service. At this time, the Department is requiring users to sign a usage agreement to use the mark. Your usage agreement will be provided in a separate communication from the Office of SAFETY Act Implementation. Please follow the instructions for signing and obtaining the SAFETY Act Certified™ mark.

Lastly, please note that it is currently against the Department's policy to allow the official Department of Homeland Security seal to be used in a manner that implies endorsement of any commercial product, service, or policy of a commercial entity. Although Professional Security Consultants, Inc. has obtained SAFETY Act Certification for a specific Anti-Terrorism Technology, the Department cannot endorse Professional Security Consultants, Inc.'s Technology over another. Therefore, the Department does not grant authorization to use the official Department of Homeland Security seal in conjunction with designations or certifications. However, the use and display of the SAFETY Act Certified™ mark is an additional benefit bestowed upon the Sellers that have obtained SAFETY Act Certification.

Any questions regarding this Certification should be directed to the SAFETY Act Help Desk by e-mail at SAFETYActHelpDesk@dhs.gov or by phone at 1-866-788-9318. Please reference application number (F-307-E) C-PSC1-11454A-3-REN2 in all correspondence.

Sincerely,

Daniel M. Gerstein, Ph.D.
Under Secretary for Science and Technology (Acting)

Attachments:

1. Professional Security Consultants, Inc., Exhibit A
2. Certificate of Conformance



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EXHIBIT A

F-307-E

**PROFESSIONAL SECURITY CONSULTANTS, INC.
C-PSC1-11454A-3-REN2**

PSC SECURITY GUARD SERVICES FOR COMMERCIAL SHOPPING MALLS

Professional Security Consultants, Inc. ("PSC"), a California corporation, provides unarmed security personnel and security program management as PSC Security Guard Services for Commercial Shopping Malls. PSC provides enhanced protection, deterrence, and response to terrorist acts against shopping centers whether perpetrated by use of explosives or through active-shooter incidents through the use of its: Security Officer Operations and Program Management; CASE Global; CASE Global© Centralized Command Center; and Emergency Response (the "Technology"). The Technology includes the following:

Security Officer Operations and Program Management

This element incorporates program management of a client's overall security operation and of the Technology's unarmed Security Officers, Security Dispatchers, Security Supervisors, and Security Directors. In these roles, PSC personnel may provide some or all of the following: stationary and mobilized patrol; vehicle and bicycle patrol; monitoring electronic surveillance and detection equipment, including CCTV and/or other remote sensing technologies; access control; perimeter control; operating security screening equipment (including hand-held metal detectors and walkthrough metal detectors); alarm response; emergency response services; dispatch and monitoring of officers via a "Watch Tour Patrol Tracking Reporting System"; and PSC's personnel management. Baseline Pre-deployment Security Training consists of 40 hours of proprietary training. This includes any security officer training required by individual states in which the Technology is deployed. Training is supplemented by use of FEMA online Course AWR304-W, the International Council of Shopping Center's Inc., Shopping Center Security Terrorist Awareness Training Program. All PSC security personnel are required to pass both written and practical job knowledge testing after training and prior to assuming duties for the first time. On-the-job training includes 24 hours of anti-terrorism awareness and disaster preparedness as well as site-specific training. PSC officers are provided with post-deployment training on a quarterly and annual basis which includes Anti-Terrorism awareness and disaster preparedness. Bi-Annual drills and exercises are conducted in partnership with local law enforcement and fire departments. The Technology uses a multi-level quality control system that includes internal, annual Quality Control Audits, daily and weekly premises inspections, meetings with tenants, tenant security surveys, and meetings with local law enforcement.



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CASE Global©

CASE Global© is a proprietary, web-based reporting and emergency planning software program. In addition to internal use, the data and information collected on the CASE Global© system are offered to local law enforcement and fire authorities at the beginning of a PSC contract, so that they may familiarize themselves with the information and interface in advance of an emergency. This security information can be accessed 24 hours a day via the web-based, password-protected application. Live camera feeds (as available) can also be integrated into CASE Global© to allow real-time monitoring of an emergency.

CASE Global© Centralized Command Center

PSC personnel working at the Command Center, located in California, can communicate security issues and monitor incidents at each deployment location. Incidents are reported internally and to the client's administration based on criteria pre-set by each shopping center. The Command Center also assists in coordinating emergency response between PSC and local first responders or other emergency personnel. Command Center employees receive 40 hours of on-the-job training with an experienced command center officer.

Emergency Response

The Technology also uses a trained emergency response team based in each operating region, which consists of security personnel who can quickly deploy to any PSC location in the event of an emergency. Personnel may be supplemented with off-duty sworn law enforcement officers from local agencies, as available. Part of the Emergency Response function is the Mobile Command Center, a self-sustained vehicle with a generator, satellite TV, mobile internet access, water tank, CCTV system with four wireless Pan-tilt-zoom cameras with the additional capability to connect to a local CCTV system, and two wireless cameras. The camera feeds can be digitally recorded and the system can wirelessly connect to remote systems via the internet. The Mobile Command Center's three large screen TVs can view camera feeds, satellite television, DVDs, and computer output and also includes medical triage equipment and first-aid supplies. The command center is staffed by a CASE Global command center employee and is supplemented by PSC security officers once at the crisis site. The decision to stand up the command center is made at the vice presidential level when a client has a critical incident and a mobile command center is needed.

The Technology also includes policies and procedures for recruiting, screening, and hiring of employees.

The Technology does not include defense against or response to chemical, biological, or radiological incidents.



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Certificate of Conformance

*This will certify that, on this date,
the United States Department of Homeland Security issued to
Professional Security Consultants, Inc.*

*a California Corporation
a Certification for its*

Security Guard Services for Commercial Shopping Malls

*as an 'Approved Product for Homeland Security' under the
Support Anti-terrorism by Fostering Effective Technologies Act of 2002 (the SAFETY Act).*

Daniel M. Gerstein, Ph.D.

Under Secretary for Science and Technology (Acting)

12/5/2013

Date



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Sample Insurance Certificates



PROFSEC-01

VUT101

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01/30/2019

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 License # 0564249 Heffernan Insurance Brokers 18004 Sky Park Circle, Suite 210 Irvine, CA 92614		CONTACT NAME: PHONE (A/C, No, Ext): 1 (949) 771-3400 FAX (A/C, No): (949) 771-3401 E-MAIL: ADDRESS:		
INSURED Professional Security Consultants, Inc. 11454 San Vicente Blvd. Los Angeles, CA 90049		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A : Philadelphia Indemnity Insurance Company		18058
		INSURER B : ACE American Insurance Company		22667
		INSURER C :		
		INSURER D :		
INSURER E :				
INSURER F :				

COVERAGES

CERTIFICATE NUMBER:

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 <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X		PHPK1897722	10/22/2018	10/22/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK1936075	01/30/2019	01/30/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB651834	10/22/2018	10/22/2019	EACH OCCURRENCE \$ 9,000,000 AGGREGATE \$ 9,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WLRC65895742	01/30/2019	01/30/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 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)
Re: As Per Contract or Agreement on File with Insured.
Pompano Beach CRA is included as an Additional Insured on the General Liability policy per attached endorsement, if required.

CERTIFICATE HOLDER

City of Pompano Beach
Attn: Risk Manager
P.O. Box 1300
Pompano Beach, FL 33061

CANCELLATION

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

ACORD 25 (2016/03)

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PSC Process for Handling Insurance Claims

- Upon receipt of a claim or complaint research if an Incident Report exists, if so copy and include in the file.
- Review matter for liability and type of complaint (i.e. general liability or employment practices).
- Report claim to PSC's insurance broker and directly to the insurance company. Once an insurance adjuster is assigned to the matter, forward contact information to PSC outside counsel/set up group email correspondence.
- Initiate and conduct a field investigation. Gather statements and information pertaining to the claim.
- Assign outside counsel, per insurance company panel list and jurisdiction. Request budget and liability exposure assessment from counsel. If a demand letter, attempt to resolve the matter.
- Monitor case status (30 days or less calendar).



Training Details

General Duties and Code of Conduct- PSC has a comprehensive new security officer training program. We have a specific training for Code of Conduct which discusses the Code of Conduct in detail with many scenarios so officers can use critical thinking in different conduct situations.

Fire Prevention and Protection- PSC has several different trainings that cover fire prevention. We train the officers in the use of Fire Extinguishers by having them operate an extinguisher to test how it works. We also train the officers on the 4 different types of fires and on how to combat them.

First Aid Training- PSC is a certified school of the American Heart Association. This training covers CPR/First-Aid. The officer will get an AHA card once the training is completed.

Employee Safety and Workplace Violence- PSC follows the federal guidelines as laid out by OSHA for employee safety. On a monthly basis, PSC selects a OSHA guideline to focus on for the month, such as "eye safety" and "proper lifting techniques". PSC uses the NIOSH (National Institute for Occupational and Safety Hazards) video (provided by the federal government) on workplace violence.

Safe Patrolling/Observation Techniques- PSC has created several training modules written by mall security directors. They cover the basic concepts of patrolling and focus on the Comprehensive Patrols of the officer while he/she is interior and/or exterior. Observation Techniques is a separate training module which teaches the officer to use sight, hearing and smell as tools for observation.

Radio and Telephone Communications- PSC has developed several modules for these two critical areas. We have a dispatch manual which reviews telephone etiquette and radio professionalism. We use the local areas "10 Codes" to mimic the local police so we can cross communicate with law enforcement when needed.

Legal Aspects of Security/Use of Force- PSC has developed several training modules with our in-house counsel on the legal aspects of a security officer. It covers the difference between a security officer and a police officer as well as the prohibitions placed on security officers when dealing with the public. Use of Force is covered extensively and goes thru the 5 levels of force from "Presence" to "Non-lethal force".

Customer/Public Relations- PSC feels that customer service is the key to almost all security interactions. We focus on "Casual Contact" as a tool to help patrons and to deter would be criminals by making contact with suspicious persons by letting them know we have seen them and are monitoring their behavior.



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Report Writing- PSC has a training module for report writing. It covers the "Who, what, where, when, how" that are components to a well-written report. We also have a comprehensive report "Sample" book which can be used as a reference when writing reports.

Police Relations- PSC understands the importance of good police relations. Our training module focuses on the concept that police officers are a partner in our efforts, not just someone you call when you have a crime. Effective police relations hinges on building personal relationships with the "persons" who are police officers.

Bomb and Hazardous Material Response- PSC has a custom-made video on bomb threats and the actions to take if one occurs. This includes a "bomb threat checklist" and instructions on how "sweep" the mall for a suspicious package if necessary. Hazardous Materials Response is covered in our OSHA training and focuses on officer/person safety and what type of protective measures one must take when responding to such an incident.

Search and Seizure- PSC has developed a training module on the legality of citizen search and seizure. PSC officers are trained that to "search" or "seize" something from someone is usually illegal even for a security officer. The exception is if an officer makes an arrest of a person for a crime the officer witnessed. A brief "pat-down" is permitted at this time.

Evidence Preservation- There are times when security officers may discover a crime scene (Example: burglary from store). Officers are taught not to disturb a crime scene and to restrict access to a crime scene until the police arrive. There are ways a security officer may "taint" a crime scene even by touching something in or walking through a crime scene.

Drug and Narcotics Identification- PSC has a training module that discusses the types of narcotics officers may discover or come in contact with while interacting with a person. It also touches on the behaviors people may exhibit while under the influence of legal and illegal drugs.

Ethnic Diversity Education- PSC trains its officers on the differences that certain cultures exhibit while interacting with an authority figure. While some person may exhibit unusual reactions to interaction with security officers, generally, it is a cultural difference and not an attempt by the person to be uncooperative or difficult with security.



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Billing and Reporting

How will you ensure the accuracy of all invoices? PSC uses a time clock for employees to punch in and out for their shifts. We have created custom payroll software called "Time & Attendance" that is used to submit labor hours to our payroll service ADP.

What mechanisms have been developed within your organization to provide accurate reporting? PSC has a custom incident tracking system developed by CASE Global Technologies. It was developed in house with the expertise of dozens of professional security directors.

What key account performance measurements are tracked and available in report format? There are several of these. The CASE Global Incident Tracking system can measure incidents by the time of day and the day of the week. All of the report functions in the Incident Tracking System are available in real time and can be formatted in bar and line charts for easy reading.

What other reporting options and capabilities do you have? PSC has a human resource system which tracks an employee's training and employment documents. PSC can set up a "Portal" for Management to monitor our training progress with real time documents.

How do you account for non-billable overtime? When PSC has overtime at a location it is accounted in 2 ways: billable and non-billable. Billable overtime would be OT approved by mall management. If this occurs a "Confirmation of Service" (COS) document will describe the OT approved and management will have to review and sign the COS. This is for transparency. Non-billable OT would be OT used at discretion of PSC. Clients are not billed for this. All OT is tracked in our "Timerack" payroll system and ADP.



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PSC Patrol Uniforms-Option 1



***Navy BDU Shorts are optional employees also receive navy blue BDU pants**



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PSC Patrol Uniforms-Option 2



***Khaki BDU Shorts are optional employees also receive Khaki BDU pants**



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PSC Uniform Patch/Badge

