



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

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

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

Accordingly, the Parties agree as follows:

I. Initial Contract Term.

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

II. Renewal Term.

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

III. Contract.

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

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

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

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

IV. Contract Management.

Department's Contract Manager:

Frank Miller
Division of State Purchasing
Florida Department of Management Services
4050 Esplanade Way, Suite 360.9X
Tallahassee, Florida 32399-0950
Telephone: (850) 488-8855
Email: Frank.Miller2@dms.myflorida.com

Contractor's Contract Manager:

Gil Neuman
Kent Security Services, Inc.
14600 Biscayne Blvd.
North Miami Beach, FL 33181
Telephone: (305) 919-9400 Ext. 216
Email: GNeuman@kentservices.com

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

CONTRACTOR
Kent Security Services, Inc.

STATE OF FLORIDA,
DEPARTMENT OF
MANAGEMENT SERVICES

Tami Fillyaw
Chief of Staff

Date:

Date:

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CONTRACTOR
Kent Security Services, Inc.



Date:

MARCH 4 2020

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

DocuSigned by:



**Tami Fillyaw
Chief of Staff**

3/9/2020 | 3:49 PM EDT

Date:

Attachment B

Scope of Work (SOW)

1. Purpose

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

2. Commodity Code List

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

3. Overview

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

4. Operational Hours

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

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

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

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

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

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

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

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

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

5. Licensing Requirements/Eligibility Criteria

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

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

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

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

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

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

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

6. Position Descriptions

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

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

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

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

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

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

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

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

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

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

7. Tasks/Deliverables

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

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

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

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

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

8. Hiring Standards/Maintaining Employment

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

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

- 8.1.1. Must possess a state issued identification card.

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

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

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

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

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

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

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

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

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

9. Service Level Agreements

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

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

9.2 The Contractor shall:

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

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

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

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

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

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

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

10. Customer Service

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

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

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

11. Contractor Inspections

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

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

12. Uniforms and Equipment

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

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

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

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

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

Insurance coverage as minimum liability:

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

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

13. Training

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

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

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

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

13.4 Mandatory Guard and Supervisor Training

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

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

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

13.5 Mandatory On-Going Guard Training

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

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

13.6 Vehicle Operating Training

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

14. Ancillary Equipment

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

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

15. Background Screening and Record Retention

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

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

15.1 Self-Disclosure

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

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

15.2 Duty to Provide Secure Data

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

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

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

15.4 Record Retention

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

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

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

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

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

16. Staff Assignments

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

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

17. Staffing Requirement and Security Guard Turnover Rate

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

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

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

18.Coverage

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

19.Security Guard Supervision

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

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

20.Reporting and Documenting Procedures

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

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

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

21. Contractor's Responsibilities

21.1 Administration

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

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

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

21.2 Holidays

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

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

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

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

21.3 Routine Communications

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

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

21.4 Contract Reporting

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

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

21.5 MFMP Transaction Fee Report

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

21.6 Quarterly Sales Reports

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

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

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

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

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

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

21.7 Diversity Report

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

21.8 Ad-hoc Report

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

21.9 Business Review Meetings

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

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

21.10 Financial Consequences

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

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

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

21.11 Price Adjustments

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

Series ID	Product
561612561612	Security guards and patrol services

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

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

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

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

Where:

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

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

Z = percent change in PPI

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

21.12 Contract Transition

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

21.13 Purchasing Card

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

SPECIAL CONTRACT CONDITIONS JULY 1, 2019 VERSION

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

SECTION 1. DEFINITION.

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

1.1 Customer.

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

SECTION 2. CONTRACT TERM AND TERMINATION.

2.1 Initial Term.

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

2.2 Renewal.

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

2.3 Suspension of Work and Termination.

2.3.1 Suspension of Work.

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

2.3.2 Termination for Convenience.

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

2.3.3 Termination for Cause.

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

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

SECTION 3. PAYMENT AND FEES.

3.1 Pricing.

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

3.2 Price Decreases.

The following price decrease terms will apply to the Contract:

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

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

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

3.3 Payment Invoicing.

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

3.4 Purchase Order.

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

3.5 Travel.

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

3.6 Annual Appropriation.

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

3.7 Transaction Fees.

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

3.8 Taxes.

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

3.9 Return of Funds.

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

SECTION 4. CONTRACT MANAGEMENT.

4.1 Composition and Priority.

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

4.2 Notices.

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

4.3 Department's Contract Manager.

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

Department's Contract Manager Name

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

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

4.4 Contractor's Contract Manager.

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

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

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

4.5 Diversity.

4.5.1 Office of Supplier Diversity.

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

4.5.2 Diversity Reporting.

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

4.6 RESPECT.

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

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

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

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

4.7 PRIDE.

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

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

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

SECTION 5. COMPLIANCE WITH LAWS.

5.1 Conduct of Business.

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

5.2 Dispute Resolution, Governing Law, and Venue.

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

5.3 Department of State Registration.

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

5.4 Suspended, Convicted, and Discriminatory Vendor Lists.

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

5.5 Scrutinized Companies - Termination by the Department.

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

5.6 Cooperation with Inspector General and Records Retention.

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

SECTION 6. MISCELLANEOUS.

6.1 Subcontractors.

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

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

6.2 Assignment.

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

6.3 Independent Contractor.

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

6.4 Inspection and Acceptance of Commodities.

6.4.1 Risk of Loss.

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

6.4.2 Rejected Commodities.

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

6.5 Safety Standards.

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

6.6 Ombudsman.

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

6.7 Time is of the Essence.

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

6.8 Waiver.

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

6.9 Modification and Severability.

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

6.10 Cooperative Purchasing.

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

SECTION 7. LIABILITY AND INSURANCE.

7.1 Workers' Compensation Insurance.

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

7.2 General Liability Insurance.

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

7.3 Florida Authorized Insurers.

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

7.4 Performance Bond.

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

7.5 Indemnification.

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

7.6 Limitation of Liability.

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

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

8.1 Public Records.

8.1.1 Termination of Contract.

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

8.1.2 Statutory Notice.

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

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

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

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

8.2 Protection of Trade Secrets or Otherwise Confidential Information.

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

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

8.2.2 Public Records Requests.

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

8.2.3 Indemnification Related to Confidentiality of Materials.

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

8.3 Document Management.

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

8.4 Intellectual Property.

8.4.1 Ownership.

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

8.4.2 Patentable Inventions or Discoveries.

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

8.4.3 Copyrightable Works.

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

SECTION 9. DATA SECURITY.

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

SECTION 10. GRATUITIES, LOBBYING, AND COMMUNICATIONS.

10.1 Gratuities.

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

10.2 Lobbying.

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

10.3 Communications.

10.3.1 Contractor Communication or Disclosure.

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

10.3.2 Use of Customer Statements.

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

SECTION 11. CONTRACT MONITORING.

11.1 Performance Standards.

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

11.2 Performance Deficiencies and Financial Consequences of Non-Performance.

11.2.1 Proposal of Corrective Action Plan.

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

11.2.2 Retainage for Unacceptable Corrective Action Plan or Plan Failure.

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

11.3 Performance Delay.

11.3.1 Notification.

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

11.3.2 Liquidated Damages.

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

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

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

SECTION 12. CONTRACT AUDITS.

12.1 Performance or Compliance Audits.

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

12.2 Payment Audit.

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

SECTION 13. BACKGROUND SCREENING AND SECURITY.

13.1 Background Check.

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

13.2 E-Verify.

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

13.3 Disqualifying Offenses.

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

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

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

13.4 Confidentiality.

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

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

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 6 – RFP Timeline Revision

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

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

Timeline of Events

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

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

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

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

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 5 – RFP Timeline Revision

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

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

Timeline of Events

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

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

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

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

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

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

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

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

a. 6. Basis of Award

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

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

a. Subsection 4.2

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

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

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

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

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

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

b. Subsection 4.3

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

c. Subsection 5.7

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

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

d. Section 6. Position Descriptions

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

e. Subsection 6.1

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

f. Subsection 6.7

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

g. Subsection 7.9.8.

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

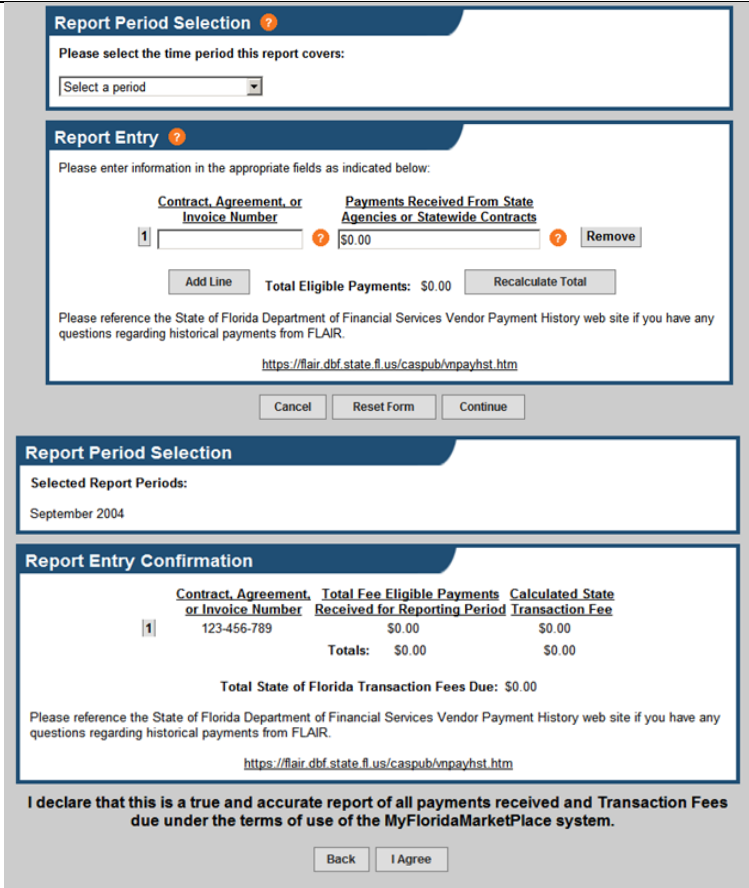
h. Subsection 7.9.16

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Quarterly Sales Report

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 3 – RFP Timeline Revision

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

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

Timeline of Events

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

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

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

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

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

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 2 – RFP Timeline Revision

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

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

Timeline of Events

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

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

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

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



Security Guard Services

Request for Proposals, No. 92121500-19-A

Addendum No. 1 – RFP Timeline Revision

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

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

Timeline of Events

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

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

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

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

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



The State of Florida

Department of Management Services

Request for Proposals (RFP) No:

92121500-19-A

Security Guard Services

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

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

The Procurement Officer should be copied on such filings.

NOTICE PURSUANT TO SECTION 287.057(23), FLORIDA STATUTES

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

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Timeline of Events

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

1 INTRODUCTION

1.1 Objective

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

1.2 Background Information

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

1.3 Term

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

1.4 Renewal Term

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

2 RFP OVERVIEW

2.1 Definitions

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

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

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

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

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

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

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

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

Department – The Florida Department of Management Services.

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

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

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

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

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

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

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

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

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

Site-Specific - Specific to that particular location.

State – The State of Florida.

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

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

2.2 Procurement Officer

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

The Procurement Officer for this RFP is:

Nicole Walker

Associate Category Manager, Division of State Purchasing

Florida Department of Management Services

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

Phone: (850) 487-4196

Email: Nicole.Walker@dms.myflorida.com

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

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

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

2.4 Minor Irregularities

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

2.5 Mandatory Requirements

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

2.6 Special Accommodations

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

2.7 Lobbying Disclosure

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

2.8 Order of Precedence for Solicitation

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

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

3 RFP PROCESS

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

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

3.1 Who May Respond

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

3.2 Commitment to Diversity in Government Contracting

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

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

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

3.3 Question Submission

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

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

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

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

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

3.4 Question and Answer Addendum

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

3.5 Addenda to the RFP

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

3.6 Public Opening

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

3.7 Technical Evaluation

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

3.8 Electronic Posting of Notice of Intended Award

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

3.9 Firm Response

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

3.10 Modification or Withdrawal of Proposal

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

3.11 Cost of Response Preparation and Independent Preparation

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

3.12 Contract Formation

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

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

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

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

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

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

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

4 HOW TO PROVIDE A PROPOSAL

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

4.1 General Instructions

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

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

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

The following sections of the PUR 1001 are inapplicable:

Section 3. Electronic Submission of Bids

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

Section 5. Questions

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

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

Section 9. Respondent's Representation and Authorization.

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

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

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

4.2 How to Submit a Proposal

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

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

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

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

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

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

4.3 Respondent Submission

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

4.3.1 Contents of Proposal

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

Tab 1 Completed Attachments:

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

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

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

4.4 Uploading Documentation

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

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

5 PRIOR TO AWARD

5.1 Responsive and Responsible Proposal

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

5.2 Right to Reject

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

5.3 Redacted Submissions

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

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

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

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

5.4 Additional Information

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

6 BASIS OF AWARD

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

The methodology for scoring is outlined below:

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

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

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

6.1 Technical Proposal - 600 Available Points

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

6.2 Cost Proposal - 400 Available Points

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

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

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

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

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

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

Where:

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

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

Z = points awarded

6.3 Identical Tie

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

RFP ATTACHMENTS

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

Attachment D

Special Instructions for Respondents

1. MFMP Sourcing

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

2. MFMP Registration

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

Vendors not currently registered with MFMP VIP must:

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

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

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

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

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

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

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

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

<https://sourcing.myfloridamarketplace.com>

3. MFMP Sourcing Posting Phase

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

Solicitations conducted in MFMP Sourcing exist in the following statuses:

Preview Status

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

Open Status

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

Pending Selection Status

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

Completed/Awarded Status

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

4. MFMP Training

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

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

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

5. MFMP Assistance

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

Attachment E Responsive Requirements

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

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

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

Name of Respondent's Organization

Signature of Organization's Authorized Representative

Date

Attachment F Vendor Information

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

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

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

Attachment G

Certification of Drug-Free Workplace

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

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

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

RESPONDENT'S NAME:

By: _____
Authorized Signature Print Name and Title

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

Instructions

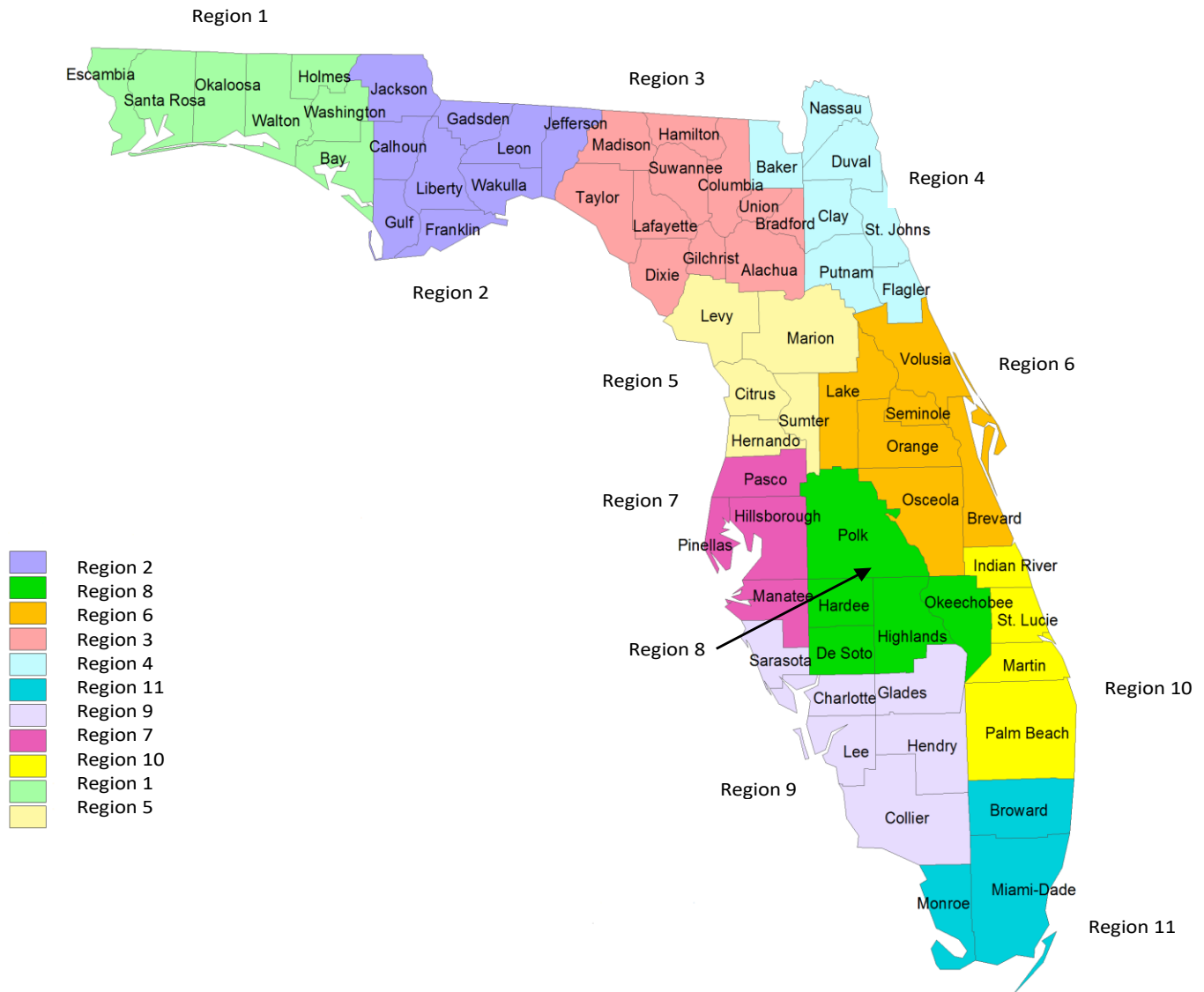
Security Guard Services (Required)

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

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

Ancillary Equipment (Optional)

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



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

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

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

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

Respondent Name

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

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

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

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

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

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

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

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

Respondent Name

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

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

Respondent Name

Renewal Term Pricing

Ancillary Equipment (Optional)

*** * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * ***

Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Vehicles - Bicycle	Hourly											
Vehicles - Golf cart	Hourly											
Vehicles - Automobile	Hourly											
Vehicles - SUV	Hourly											
Vehicles - 4WD truck	Hourly											
Vehicles - Bicycle	Daily											
Vehicles - Golf cart	Daily											
Vehicles - Automobile	Daily											
Vehicles - SUV	Daily											
Vehicles - 4WD truck	Daily											
Vehicles - Bicycle	Monthly											
Vehicles - Golf cart	Monthly											
Vehicles - Automobile	Monthly											
Vehicles - SUV	Monthly											
Vehicles - 4WD truck	Monthly											

Attachment I

Technical Proposal and Technical Proposal Evaluation Criteria

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

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

1. Experience – 250 Available Points

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

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

Proposals will be evaluated based on the following:

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

2. Proposed Solution – 200 Available Points

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

Proposals will be evaluated based on the following:

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

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

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

3. Human Resource Management – 150 Available Points

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

Proposals will be evaluated based on the following:

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

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

Attachment J Preferred Pricing

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

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

Print Contractor's Name: _____

By: _____
Signature of the Authorized Representative:

Date: _____

Print Representative's Name/Title:

STATE OF _____ COUNTY OF _____

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

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

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

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

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

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

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

The Parties therefore agree as follows.

SECTION 1. TERM

1.1. Initial Term

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

1.2. Renewal Term

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

SECTION 2. SLA DOCUMENT

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

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

SECTION 3. CONTRACT ADMINISTRATION

3.1. Contract Manager

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

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

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

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

amendment to the Contract.

3.2. Contractor Representative

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

Name:

Title:

Company:

Address:

Telephone:

Email:

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

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

SECTION 5. FACILITIES/LOCATIONS

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

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

SECTION 6. TRANSITION PLAN

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

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

SECTION 7. CUSTOMER FURNISHED ITEMS

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

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

SECTION 8. CONTRACTOR DELIVERABLES

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

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

8.1.1 [insert any additional deliverables as needed]

SECTION 9. PERFORMANCE MEASURES

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



FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

state purchasing

We serve those who serve Florida

Attachment L: Region Map Security Guard Services

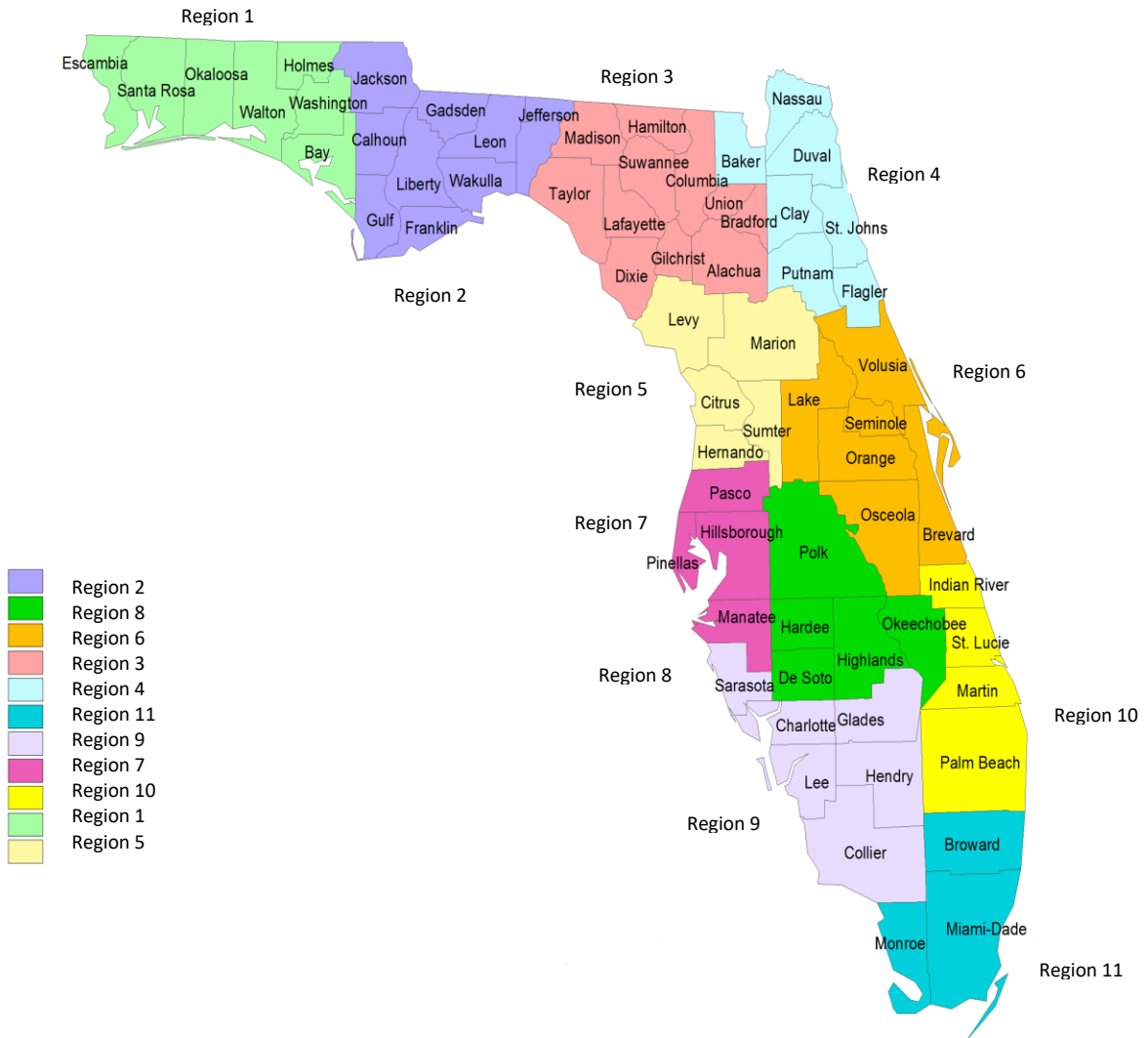


Exhibit A - Facility List Security Guard Services

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



The State of Florida

Department of Management Services

Request for Proposals (RFP) No:

92121500-19-A

Security Guard Services

Kent Security Services Proposal to Serve

Submitted by: Kent Security Services, Inc.
Address: 14600 Biscayne Boulevard Miami, FL 33181
Website: www.kentservices.com
Phone: (305) 919-9400
Fax: (305) 919-9590
FEIN: 59-2234701

Contact Person: Gil Neuman, CEO
Gneuman@kentservices.com
(305) 919-9400 ext. 206

Due Date: December 3, 2019



December 2, 2019

Dear Ms. Walker,

Thank you for the opportunity to showcase Kent Services and the many ways we can positively impact the State of Florida. Kent Services has delivered over 37 years of personnel and technology solutions to our clients. We have a proven ability to deal with any situation and pass any requirements.

Kent team was selected to provide security at four Super Bowl games and has been selected again as a security provider for the Super Bowl in Miami in February 2020.

Kent provides service to a significant number of properties located within Miami-Dade County. Additionally, Kent is the main security provider to the City of Miami, providing security services at Police Headquarters, City Hall, the MRC (Main Administrator Building), and all the city marinas just to name a few.

Since 2013, Kent has provided armed and unarmed security officers to the Miami-Dade County Public School Board at its Maintenance Service centers (MSC), Transportation Centers, Food & Nutrition Centers, Primary Learning Centers and over 30,000 hours of Firewatch services.

In addition, Kent has been chosen to be the security provider of 16 Special Assessment Districts properties.

Kent Services started as and still is a Minority/Women Business Enterprise, family-owned and operated business. This is why we never cut corners. A 50,000-watt generator is connected to our main office, which can run our headquarters for over a week during any emergency. Our main office is located in Miami-Dade County and has a 24/7 dispatch center. Dispatch will never be running by machines but by live people ready for any situation.

As an industry leader, we have nearly 2,000 of the best professional employees nationwide. We understand that success is achieved by providing our customers with genuine service and unprecedented quality. Here at Kent Services we do everything with the foundation of our core values. Our value system is built around the foundation of service, which includes:

Sincerity, Efficiency, Respect, Value, Integrity, Courtesy, Enthusiasm

Included in this proposal is a brief synopsis of our corporate structure and capabilities. I am confident that Kent will be miles ahead of the competition in your decision-making process. In the meantime, please do not hesitate to call me directly should you have any questions or require any additional information. Thank you for the opportunity to earn your business.

Sincerely,

Gil Neuman, CEO
Kent Security Services

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Tab 1 Completed Attachments

1) Attachment F - Vendor Information

**Attachment F
Vendor Information**

Please ensure the vendor information provided in this form matches the MyFloridaMarketPlace (MFMP) Vendor Registration account information: Florida Vendor Information Portal . DO NOT CHANGE THE FORMAT OF THIS FORM.	
VENDOR NAME:	Kent Security Services, Inc.
VENDOR FEID NO.:	59-2234701
VENDOR FEID MFMP LOCATION SEQUENCE NO.:	006 (Full vendor number: F592234701 006)
STREET ADDRESS:	14600 Biscayne Blvd.
CITY, STATE and ZIP:	North Miami Beach, FL 33181
WEBSITE ADDRESS:	www.kentsecurity.com
TELEPHONE NO.:	(305) 919-9400
TOLL-FREE NO.:	(800) 273-5368
FAX NO.:	(305) 919-9590
CERTIFIED BUSINESS ENTERPRISE	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
CERTIFIED BUSINESS ENTERPRISE CODE (IF APPLICABLE)	N/A State of Florida, Woman Business Certification (see attached)
FLORIDA CLIMATE FRIENDLY PRODUCTS	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> (Security Guards Services)
AUTHORIZED RESELLERS	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
AUTHORIZED RESELLERS (LIST IF APPLICABLE)	N/A
COVERAGE AREA (STATEWIDE/REGIONAL/SPECIFIC COUNTIES)	Statewide
MFMP CATALOG	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
MFMP CATALOG TYPE (PUNCHOUT, LINE ITEM)	Line Item

Person Responsible for Administering The Contract		
NAME:	Gil Neuman	
TITLE:	CEO	
STREET ADDRESS:	14600 Biscayne Blvd.	
CITY, STATE and ZIP:	North Miami Beach, FL 33181	
E-MAIL ADDRESS:	Gneuman@kentservices.com	
TELEPHONE NO.:	(305) 919-9400 Ext. 216	
TOLL-FREE NO.:	(800) 273-5368	
CELL PHONE NO.:	(305) 919-9400 24/7 Dispatch	
FAX NO.:	(305) 919-9590	
Ordering and Remit-To Information - Please provide information where Customers should direct orders. You must provide a regular mailing address and email address. If equipped to receive purchase orders electronically, you may also provide a website address.		
REMIT-TO:	Vivian Cheung, Controller.Kent Security Services, Inc.	
REMIT-TO STREET ADDRESS:	14600 Biscayne Blvd.	
REMIT-TO CITY, STATE and ZIP CODE:	North Miami Beach, FL 33181	
REMIT-TO EMAIL and/or WEBSITE ADDRESS:	Vcheung@kentservices.com	

2) Attachment G - Certification of Drug-Free Workplace

Attachment G Certification of Drug-Free Workplace

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

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

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

RESPONDENT'S NAME:

Kent Security Services, Inc.

By: 

Authorized Signature

Gil Neuman, CEO

Print Name and Title

Tab 2 Mandatory Responsive Requirements

1) A signed Attachment E - Responsive Requirements;

Attachment E Responsive Requirements

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

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

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

Kent Security Services, Inc.

Name of Respondent's Organization

Gil Neuman, CEO

Signature of Organization's Authorized Representative

November 25, 2019

Date

2) Attachment H – Cost proposal. Submit the provided Attachment H –

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

Respondent Name		Kent Security Services, Inc.										
Initial Term Pricing												
Security Guard Services (Required)												
*** Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). ***												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Long Term Commitment: One or more years												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly						\$ 15.50	\$ 15.50	\$ 15.50	\$ 16.50	\$ 15.50	\$ 15.50
Security Guard Level II	Hourly						\$ 16.25	\$ 16.25	\$ 16.25	\$ 16.75	\$ 16.25	\$ 16.25
Security Guard Level III	Hourly						\$ 17.50	\$ 17.50	\$ 17.50	\$ 17.75	\$ 17.50	\$ 17.50
Security Guard Level IV	Hourly						\$ 18.50	\$ 18.50	\$ 18.50	\$ 18.75	\$ 18.50	\$ 18.50
Security Guard Level V	Hourly						\$ 19.50	\$ 19.50	\$ 19.50	\$ 19.75	\$ 19.50	\$ 19.50
Security Guard Level VI	Hourly						\$ 22.00	\$ 22.00	\$ 22.00	\$ 22.50	\$ 22.00	\$ 22.00
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly						\$ 15.50	\$ 15.50	\$ 15.50	\$ 16.50	\$ 15.50	\$ 15.50
Security Guard Level II	Hourly						\$ 16.25	\$ 16.25	\$ 16.25	\$ 16.75	\$ 16.25	\$ 16.25
Security Guard Level III	Hourly						\$ 17.50	\$ 17.50	\$ 17.50	\$ 17.75	\$ 17.50	\$ 17.50
Security Guard Level IV	Hourly						\$ 18.50	\$ 18.50	\$ 18.50	\$ 18.75	\$ 18.50	\$ 18.50
Security Guard Level V	Hourly						\$ 19.50	\$ 19.50	\$ 19.50	\$ 19.75	\$ 19.50	\$ 19.50
Security Guard Level VI	Hourly						\$ 22.00	\$ 22.00	\$ 22.00	\$ 22.50	\$ 22.00	\$ 22.00
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly						\$ 23.25	\$ 23.25	\$ 23.25	\$ 24.75	\$ 23.25	\$ 23.25
Security Guard Level II	Hourly						\$ 24.38	\$ 24.38	\$ 24.38	\$ 25.13	\$ 24.38	\$ 24.38
Security Guard Level III	Hourly						\$ 26.25	\$ 26.25	\$ 26.25	\$ 26.63	\$ 26.25	\$ 26.25
Security Guard Level IV	Hourly						\$ 27.75	\$ 27.75	\$ 27.75	\$ 28.13	\$ 27.75	\$ 27.75
Security Guard Level V	Hourly						\$ 29.25	\$ 29.25	\$ 29.25	\$ 29.63	\$ 29.25	\$ 29.25
Security Guard Level VI	Hourly						\$ 33.00	\$ 33.00	\$ 33.00	\$ 33.75	\$ 33.00	\$ 33.00

Respondent Name	Kent Security Services, Inc.
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Initial Term Pricing												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Short Term Commitment: Less than one year												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly						\$ 15.50	\$ 15.50	\$ 15.50	\$ 16.50	\$ 15.50	\$ 15.50
Security Guard Level II	Hourly						\$ 16.25	\$ 16.25	\$ 16.25	\$ 16.75	\$ 16.25	\$ 16.25
Security Guard Level III	Hourly						\$ 17.50	\$ 17.50	\$ 17.50	\$ 17.75	\$ 17.50	\$ 17.50
Security Guard Level IV	Hourly						\$ 18.50	\$ 18.50	\$ 18.50	\$ 18.75	\$ 18.50	\$ 18.50
Security Guard Level V	Hourly						\$ 19.50	\$ 19.50	\$ 19.50	\$ 19.75	\$ 19.50	\$ 19.50
Security Guard Level VI	Hourly						\$ 22.00	\$ 22.00	\$ 22.00	\$ 22.50	\$ 22.00	\$ 22.00
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly						\$ 15.50	\$ 15.50	\$ 15.50	\$ 16.50	\$ 15.50	\$ 15.50
Security Guard Level II	Hourly						\$ 16.25	\$ 16.25	\$ 16.25	\$ 16.75	\$ 16.25	\$ 16.25
Security Guard Level III	Hourly						\$ 17.50	\$ 17.50	\$ 17.50	\$ 17.75	\$ 17.50	\$ 17.50
Security Guard Level IV	Hourly						\$ 18.50	\$ 18.50	\$ 18.50	\$ 18.75	\$ 18.50	\$ 18.50
Security Guard Level V	Hourly						\$ 19.50	\$ 19.50	\$ 19.50	\$ 19.75	\$ 19.50	\$ 19.50
Security Guard Level VI	Hourly						\$ 22.00	\$ 22.00	\$ 22.00	\$ 22.50	\$ 22.00	\$ 22.00
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly						\$ 23.25	\$ 23.25	\$ 23.25	\$ 24.75	\$ 23.25	\$ 23.25
Security Guard Level II	Hourly						\$ 24.38	\$ 24.38	\$ 24.38	\$ 25.13	\$ 24.38	\$ 24.38
Security Guard Level III	Hourly						\$ 26.25	\$ 26.25	\$ 26.25	\$ 26.63	\$ 26.25	\$ 26.25
Security Guard Level IV	Hourly						\$ 27.75	\$ 27.75	\$ 27.75	\$ 28.13	\$ 27.75	\$ 27.75
Security Guard Level V	Hourly						\$ 29.25	\$ 29.25	\$ 29.25	\$ 29.63	\$ 29.25	\$ 29.25
Security Guard Level VI	Hourly						\$ 33.00	\$ 33.00	\$ 33.00	\$ 33.75	\$ 33.00	\$ 33.00
Emergency Response Security Guards - Armed	Hourly						\$ 39.95	\$ 39.95	\$ 39.95	\$ 39.95	\$ 39.95	\$ 39.95
Emergency Response Security Guards - Unarmed	Hourly						\$ 27.80	\$ 27.80	\$ 27.80	\$ 27.80	\$ 27.80	\$ 27.80

Respondent Name	Kent Security Services, Inc.
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Initial Term Pricing												
Ancillary Equipment (Optional)												
*** Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). ***												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Vehicles - Bicycle	Hourly											
Vehicles - Golf cart	Hourly											
Vehicles - Automobile	Hourly											
Vehicles - SUV	Hourly											
Vehicles - 4WD truck	Hourly											
Vehicles - Bicycle	Daily											
Vehicles - Golf cart	Daily											
Vehicles - Automobile	Daily											
Vehicles - SUV	Daily											
Vehicles - 4WD truck	Daily											
Vehicles - Bicycle	Monthly						\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Vehicles - Golf cart	Monthly						\$ 330.00	\$ 330.00	\$ 330.00	\$ 330.00	\$ 330.00	\$ 330.00
Vehicles - Automobile	Monthly						\$ 2,250.00	\$ 2,250.00	\$ 2,250.00	\$ 2,250.00	\$ 2,250.00	\$ 2,250.00
Vehicles - SUV	Monthly						\$ 2,380.00	\$ 2,380.00	\$ 2,380.00	\$ 2,380.00	\$ 2,380.00	\$ 2,380.00
Vehicles - 4WD truck	Monthly						\$ 2,480.00	\$ 2,480.00	\$ 2,480.00	\$ 2,480.00	\$ 2,480.00	\$ 2,480.00

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

Respondent Name		Kent Security Services, Inc.										
Renewal Term Pricing												
Security Guard Services (Required)												
*** Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). ***												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Long Term Commitment: One or more years												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly						\$ 15.97	\$ 15.97	\$ 15.97	\$ 17.00	\$ 15.97	\$ 15.97
Security Guard Level II	Hourly						\$ 16.74	\$ 16.74	\$ 16.74	\$ 17.25	\$ 16.74	\$ 16.74
Security Guard Level III	Hourly						\$ 18.03	\$ 18.03	\$ 18.03	\$ 18.28	\$ 18.03	\$ 18.03
Security Guard Level IV	Hourly						\$ 19.06	\$ 19.06	\$ 19.06	\$ 19.31	\$ 19.06	\$ 19.06
Security Guard Level V	Hourly						\$ 20.09	\$ 20.09	\$ 20.09	\$ 20.34	\$ 20.09	\$ 20.09
Security Guard Level VI	Hourly						\$ 22.66	\$ 22.66	\$ 22.66	\$ 23.20	\$ 22.66	\$ 22.66
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly						\$ 15.97	\$ 15.97	\$ 15.97	\$ 17.00	\$ 15.97	\$ 15.97
Security Guard Level II	Hourly						\$ 16.74	\$ 16.74	\$ 16.74	\$ 17.25	\$ 16.74	\$ 16.74
Security Guard Level III	Hourly						\$ 18.03	\$ 18.03	\$ 18.03	\$ 18.28	\$ 18.03	\$ 18.03
Security Guard Level IV	Hourly						\$ 19.06	\$ 19.06	\$ 19.06	\$ 19.31	\$ 19.06	\$ 19.06
Security Guard Level V	Hourly						\$ 20.09	\$ 20.09	\$ 20.09	\$ 20.34	\$ 20.09	\$ 20.09
Security Guard Level VI	Hourly						\$ 22.66	\$ 22.66	\$ 22.66	\$ 23.20	\$ 22.66	\$ 22.66
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly						\$ 24.00	\$ 24.00	\$ 24.00	\$ 25.50	\$ 24.00	\$ 24.00
Security Guard Level II	Hourly						\$ 25.11	\$ 25.11	\$ 25.11	\$ 25.90	\$ 25.11	\$ 25.11
Security Guard Level III	Hourly						\$ 27.05	\$ 27.05	\$ 27.05	\$ 27.42	\$ 27.05	\$ 27.05
Security Guard Level IV	Hourly						\$ 28.59	\$ 28.59	\$ 28.59	\$ 29.00	\$ 28.59	\$ 28.59
Security Guard Level V	Hourly						\$ 30.14	\$ 30.14	\$ 30.14	\$ 30.51	\$ 30.14	\$ 30.14
Security Guard Level VI	Hourly						\$ 33.99	\$ 33.99	\$ 33.99	\$ 34.80	\$ 33.99	\$ 33.99

Respondent Name		Kent Security Services, Inc.										
Renewal Term Pricing												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Short Term Commitment: Less than one year												
Full Time: 35 to 40 hours per week												
Security Guard Level I	Hourly						\$ 15.97	\$ 15.97	\$ 15.97	\$ 17.00	\$ 15.97	\$ 15.97
Security Guard Level II	Hourly						\$ 16.74	\$ 16.74	\$ 16.74	\$ 17.25	\$ 16.74	\$ 16.74
Security Guard Level III	Hourly						\$ 18.03	\$ 18.03	\$ 18.03	\$ 18.28	\$ 18.03	\$ 18.03
Security Guard Level IV	Hourly						\$ 19.06	\$ 19.06	\$ 19.06	\$ 19.31	\$ 19.06	\$ 19.06
Security Guard Level V	Hourly						\$ 20.09	\$ 20.09	\$ 20.09	\$ 20.34	\$ 20.09	\$ 20.09
Security Guard Level VI	Hourly						\$ 22.66	\$ 22.66	\$ 22.66	\$ 23.20	\$ 22.66	\$ 22.66
Part-Time: 1 to 34 hours per week												
Security Guard Level I	Hourly						\$ 15.97	\$ 15.97	\$ 15.97	\$ 17.00	\$ 15.97	\$ 15.97
Security Guard Level II	Hourly						\$ 16.74	\$ 16.74	\$ 16.74	\$ 17.25	\$ 16.74	\$ 16.74
Security Guard Level III	Hourly						\$ 18.03	\$ 18.03	\$ 18.03	\$ 18.28	\$ 18.03	\$ 18.03
Security Guard Level IV	Hourly						\$ 19.06	\$ 19.06	\$ 19.06	\$ 19.31	\$ 19.06	\$ 19.06
Security Guard Level V	Hourly						\$ 20.09	\$ 20.09	\$ 20.09	\$ 20.34	\$ 20.09	\$ 20.09
Security Guard Level VI	Hourly						\$ 22.66	\$ 22.66	\$ 22.66	\$ 23.20	\$ 22.66	\$ 22.66
Occasional: Days, hours, and frequency may vary. This type of service includes regularly scheduled events held monthly, quarterly, or semi-annually, or single events or circumstances.												
Security Guard Level I	Hourly						\$ 24.00	\$ 24.00	\$ 24.00	\$ 25.50	\$ 24.00	\$ 24.00
Security Guard Level II	Hourly						\$ 25.11	\$ 25.11	\$ 25.11	\$ 25.90	\$ 25.11	\$ 25.11
Security Guard Level III	Hourly						\$ 27.05	\$ 27.05	\$ 27.05	\$ 27.42	\$ 27.05	\$ 27.05
Security Guard Level IV	Hourly						\$ 28.59	\$ 28.59	\$ 28.59	\$ 29.00	\$ 28.59	\$ 28.59
Security Guard Level V	Hourly						\$ 30.14	\$ 30.14	\$ 30.14	\$ 30.51	\$ 30.14	\$ 30.14
Security Guard Level VI	Hourly						\$ 33.99	\$ 33.99	\$ 33.99	\$ 34.80	\$ 33.99	\$ 33.99
Emergency Response Security Guards - Armed	Hourly						\$ 41.15	\$ 41.15	\$ 41.15	\$ 41.15	\$ 41.15	\$ 41.15
Emergency Response Security Guards - Unarmed	Hourly						\$ 28.64	\$ 28.64	\$ 28.64	\$ 28.64	\$ 28.64	\$ 28.64

Respondent Name	Kent Security Services, Inc.
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Renewal Term Pricing												
Ancillary Equipment (Optional)												
* * * Please read the 'Instructions' tab prior to completing and submitting the Cost Proposal (Attachment H). * * *												
Service Description	Unit of Service	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11
Vehicles - Bicycle	Hourly											
Vehicles - Golf cart	Hourly											
Vehicles - Automobile	Hourly											
Vehicles - SUV	Hourly											
Vehicles - 4WD truck	Hourly											
Vehicles - Bicycle	Daily											
Vehicles - Golf cart	Daily											
Vehicles - Automobile	Daily											
Vehicles - SUV	Daily											
Vehicles - 4WD truck	Daily											
Vehicles - Bicycle	Monthly						\$ 103.00	\$ 103.00	\$ 103.00	\$ 103.00	\$ 103.00	\$ 103.00
Vehicles - Golf cart	Monthly						\$ 339.90	\$ 339.90	\$ 339.90	\$ 339.90	\$ 339.90	\$ 339.90
Vehicles - Automobile	Monthly						\$ 2,317.50	\$ 2,317.50	\$ 2,317.50	\$ 2,317.50	\$ 2,317.50	\$ 2,317.50
Vehicles - SUV	Monthly						\$ 2,451.40	\$ 2,451.40	\$ 2,451.40	\$ 2,451.40	\$ 2,451.40	\$ 2,451.40
Vehicles - 4WD truck	Monthly						\$ 2,554.40	\$ 2,554.40	\$ 2,554.40	\$ 2,554.40	\$ 2,554.40	\$ 2,554.40

3) Attachment I- Technical Proposal and Technical Proposal Evaluation Criteria

1. Experience

Formed in 1982, for over 37 year Kent Services continues to proudly offer the industry's most formidable, functional and flexible security solutions. Today, our capabilities extend to other vital business areas. We offer the most attentive and professional security service programs, as well as a full complement of technological solutions.

Founded in South Florida and still headquartered here, Kent Services is a Minority/Women Business Enterprise, family-owned and operated business. Today Kent Services has a national presence with offices that offer in-market expertise throughout North America.



What sets Kent Services apart is our unique ability to attract the best talent, provide them with the best tools and training and integrate advanced technology and online portals to track, monitor and report on our guards' performance. Our extensive expertise has led us to develop some of the most advanced best practices in the industry.

Kent's primary differentiators are our ability to integrate technology into the day-to-day functions of our security team, thereby enhancing their level of service provision and reducing costs overtime to the State of Florida.

Our team is equipped to provide the State of Florida with the services required due to our similar experience with contracts of this size and magnitude, scope and complexity. Kent Services has delivered over 37 years of personnel and technology solutions to our clients. We have a proven ability to deal with any situation and pass any requirements.

Kent team was selected to provide security at four Super Bowl games and has been selected again as a security provider for the Super Bowl in Miami in February 2020.

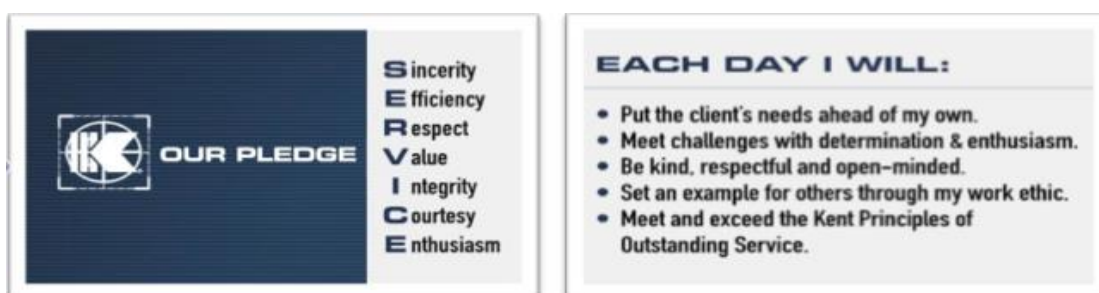
Kent provides service to a significant number of properties located within Miami-Dade County. Additionally, Kent is the main security provider to the City of Miami, providing security services at Police Headquarters, City Hall, the MRC (Main Administrator Building), and all the city marinas just to name a few.

Since 2013, Kent has provided armed and unarmed security officers to the Miami-Dade County Public School Board at its Maintenance Service centers (MSC), Transportation Centers, Food & Nutrition Centers, Primary Learning Centers. We have also provided over 30,000 hours of Firewatch services.

In addition, Kent has been chosen to be the security provider of 16 Special Assessment Districts properties.

At Kent, our philosophy and tactical mission is to maximize each dollar spent by securing the best people with the most advanced technology and resources in the industry.

To get there, we know how important it is to have a unified, front-line team that is just as committed to being hospitable as they are about securing their post. As a condition of employment, every Kent professional adopts a set of core service values that we call the Kent “Principles of Outstanding Service.” They are reminders of the deep financial and professional responsibilities entrusted to us by our customers. Every Kent professional is in possession of a personal pledge card and is trained to deliver and to live the values set upon them every day on the job.



Every Kent solution is built by highly trained personnel and integrated with the most cutting-edge technology. Our preferred and often exclusive relationships with the industry's top technology manufacturers ensure maximum results while minimizing costs.

As a family-owned operation, we do not answer to shareholders. We answer to our clients and should we be fortunate enough to count the State of Florida among them, we guarantee high-performance and measurable solutions.

With a Kent Academy™ located in each office, each new hire for the State of Florida is assured to get the most comprehensive training conducted by a licensed industry-leading expert with a military or law enforcement background. Kent's “Principles of Outstanding Service” training curriculum is based on five-star hospitality customer service values, coupled with elite security guidance.

The job of every Kent officer is to provide a uniformed presence, as well as serve as the State of Florida brand ambassador.

Kent Services' portfolio consists of armed and unarmed security officers, roving patrol, dispatchers, access control and traffic enforcement, as well as front desk and concierge services - to name a few.

Kent is unique in that we are comprised of a seasoned, accessible management team that abides by corporate policies designed to deliver a distinctive security experience. This includes providing innovative security systems and advanced technology that meets the unique needs of a complex contract such as the State of Florida.

Every Kent solution is built by highly trained personnel and integrated with the most cutting-edge technology. Our preferred and often exclusive relationships with the industry's top technology manufacturers ensure maximum results while minimizing costs.

Our range of security services includes:



Kent People

- Armed and Unarmed security officers
- Service Ambassadors
- Concierge and Front Desk Services
- Dispatch Personnel
- Cashier Services & Parking Personnel
- Roving Patrols
- Emergency Response Teams
- Traffic Enforcement and Traffic Flow,
- Security Assessments and Evaluations,
- Hurricane Preparedness and Response,
- Kent Certified TM Technicians and Technology Integrators
- Plain-Clothes Officers

Kent Technology

- Camera Installation & Maintenance
- Access Control Hardware & Software
- Facial Recognition & Motion Detection
- Remote Guard Services & Surveillance
- Analytic "Smart Camera" Software
- Gate Installation & Maintenance

Kent Services

- Security Assessments
- Security Design & Consulting
- Anti-Terrorism/Threat Elimination
- K-9 Units
- Parking Services
- Building Maintenance and Cleaning



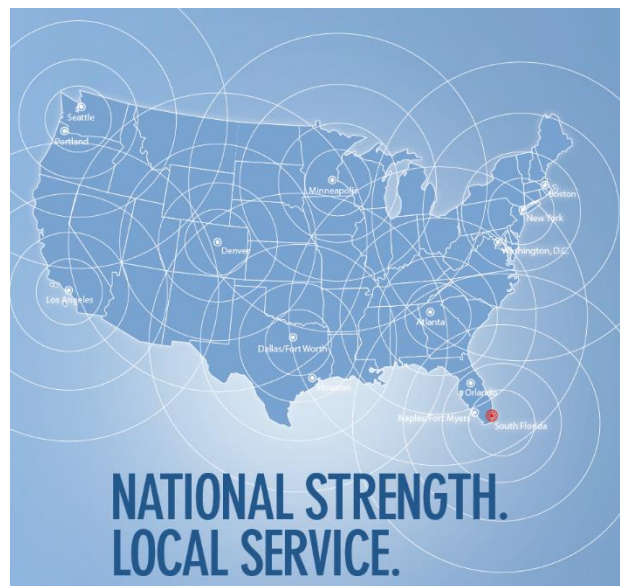
With an extensive history of providing contracted services since 1982, Kent has regional offices throughout the United States, including our corporate headquarters in Miami-Dade County and our office in Orlando that will service State of Florida accounts. Our workforce includes close to 2,000 people nationally, with the majority centered in the South Florida area.

This pool of qualified armed and unarmed guards are Kent-certified and trained and mobilized as needed, according to the contract obligations and immediate needs based on incidents or external factors.

We currently provide services for high-profile organizations, multi-million dollar companies, government agencies, exclusive condominiums, master-planned communities, venues, special events, educational institutes, shopping malls & centers and more.

Markets we serve:

- >> Residential
- >> Commercial
- >> Industrial
- >> Construction
- >> Government
- >> Municipalities
- >> Retail
- >> Financial
- >> Healthcare
- >> Education
- >> Sporting/Entertainment
- >> Special Events
- >> Private Security



We understand that the need will arise to provide additional security personnel for special events and situations, meeting, elevated threat conditions or emergencies. Kent is committed to maintaining a surge capability equal to approximately 20% of its workforce for this contract. In addition to this, Kent maintains a bench of qualified employees – who meet both Kent and the State of Florida criteria - at all times, who are ready to be mobilized without undue delay.

References

Client: The City of Miami

I. Description of work:

Provide unarmed security guard services to facilities throughout the City of Miami.

II. Degree of public contact:

Kent has a significant public interaction at most locations for the city. The city has multiple locations and is a public works, which requires all of our officers to interact with the public on a regular basis.

III. Location:

Various locations within the City of Miami (see table below).

CITY OF MIAMI	Weekly Hours	Weekly Revenue
Manuel Airtime Community Center	40.00	\$590.63
Miamarina At Bayside	196.00	\$2,761.86
Marine Stadium Marina	168.00	\$2,436.57
Dinner Key Marina	168.00	\$2,437.70
Bayfront Park Management Trust	168.00	\$5,014.41
Miami Riverside Center	88.00	\$2,933.76
Citi of Miami Building Department, 4th	120.00	\$1,835.96
Central District Police Headquarters Building	168.00	\$3,070.40
City Hall	70.00	\$1,026.11
James L. Knight Center	168.00	\$2,369.58
SOS Substation	118.00	\$1,664.34
Little Haiti Cultural Center	56.00	\$2,087.48
City of Miami - Public Works Operations	59.50	\$839.22
Dinner Key Marina / Mooring Facility	77.00	\$1,082.53
Marine Stadium For Daniel Rotenbergs	168.00	\$2,369.58
Domino Park	49.00	\$796.91
GSA Fueling Facility	24.00	\$390.52
Paul Walker Park	40.00	\$620.60
TOTAL	1,945.50	\$34,328.17

IV. Number of hours contracted per week:

V. Total dollar value of the contract:

\$1,785,065

- VI. Dates covering the term of the contract:**
April 2007- Present
- VII. Client contact person and phone number:**
Deputy Chief Ron Papier,
Police Department- 400 NW 2nd Ave, Miami, FL 33128
(305) 603-6130
- VIII. Statement of whether Proposer was the prime contractor or subcontractor**
We are the prime contractor
- IX. The results of the project:**
Ongoing Contracts

Client: Miami-Dade County Public Schools

- I. Description of work:**
Provide Unarmed Security Patrol and Security Access Control and Armed Security Officers
- II. Degree of public contact:**
Kent has a significant public interaction at most locations for the Miami-Dade County Public Schools. The Miami-Dade County Public Schools has multiple locations and is a public works, which requires all of our officers to interact with the public on a regular basis.
- III. Location:**
Miami-Dade County Public Schools Various locations (see table below)
- IV. Number of hours contracted per week:** 3,916 hours per week as follows:

SCHOOLBOARD OF MIAMI-DADE - UNARMED GUARDS	Weekly Hours	Weekly Revenue
MSC3	130.50	\$1,969.38
MSC2-2	168.00	\$2,369.58
MSC2-1	260.00	\$3,804.83
MDCPS - Dept. of Transportation / Central East Transportation	70.00	\$1,270.98
MDCPS - Dept. of Transportation / Central West Transportation	168.00	\$2,653.24
MDCPS - Dept. of Transportation / John Schee Transportation	168.00	\$2,653.24
MDCPS - Dept. of Transportation / North Transportation	168.00	\$2,653.24
MDCPS - Dept. of Transportation / Northeast Transportation	168.00	\$2,653.24
MDCPS - Dept. of Transportation / Northwest Transportation	168.00	\$2,666.85
MDCPS - Dept. of Transportation / South Transportation	168.00	\$2,653.24
MDCPS - Dept. of Transportation / Southwest Transportation	238.00	\$3,924.22
Food and Nutrition	168.00	\$2,369.58
MSC4	128.00	\$1,890.02
Miami Dade County Schools Police Department	40.00	\$564.18
Bethune Early Childhood CTR	50.00	\$844.51
Fort Dallas Park	168.00	\$2,369.58
School Board Administration Building	80.00	\$2,104.62
Carrie P Meek and Connecting Building	84.00	\$1,259.72
Stearns Park	84.00	\$1,269.42
TOTAL SCHOOLBOARD OF MIAMI-DADE - UNARMED GUARDS	2,676.50	\$41,943.65
SCHOOL BOARD OF MIAMI DADE - ARMED GUARDS		
James H Bright/J.W Johnson Elementary	40.00	\$947.08

Leisure City K-8 Center	40.00	\$947.08
Dr. Whigham L Edward	40.00	\$947.08
Greynolds Park Elementary	40.00	\$947.08
Neva King Cooper Educational Center	40.00	\$947.08
Chapman Partnership Early Childhood Center	40.00	\$947.08
Title 1 Migrant Redland (VPK Program)	40.00	\$947.08
Title 1 Migrant South Dade (VPK Program)	40.00	\$947.08
Alternative Outreach Program	40.00	\$947.08
Chapman Partnership Early Childhood Center	40.00	\$947.08
Kensington Park Elementary	40.00	\$947.08
Thena Crowder ECD (Early Childhood Thena Crowder ECD)	40.00	\$947.08
Bethune Early Childhood Center	40.00	\$947.08
Charles R Hadley Elementary	40.00	\$947.08
Christina M Eve Elementary	40.00	\$947.08
Cope North Alternative Education	40.00	\$947.08
Dr Manuel C Barreiro Elementary	40.00	\$947.08
Liberty City Elementary (DR Martin Liberty City Elementary)	40.00	\$947.08
Madie Ives Community Elementary	40.00	\$947.08
Marjory Stoneman Douglas	40.00	\$947.08
Oliver Hoover Elemenatary	40.00	\$947.08
Palm Springs North Elementary	40.00	\$947.08
Pine Villa Elementary	40.00	\$947.08
Pre-K Intervention	40.00	\$947.08
Jack D Gordon Panther	40.00	\$947.08
Jack Gordon Manatee	40.00	\$947.08
Aventura Waterways Prepatory	40.00	\$947.08
Bob Graham Education Center	40.00	\$947.08
Auburndale Elementary	40.00	\$947.08
John 1 Smith K-8 Center	40.00	\$947.08
Bowman Ashe/Doolin K-8 Academy	40.00	\$947.08

SUBTOTAL SCHOOLBOARD OF MIAMI-DADE ARMED GUARDS	1,240.00	\$29,359.38
TOTAL	3,916.50	\$71,303.04

V. Total dollar value of the contract:

\$3,707,757.96

VI. Dates covering the term of the contract:

May 2013- Present

VII. Client contact person and phone number:

- Edwin Lopez, Chief of Police
Miami-Dade Schools Police Department
(786) 660-9523
- Tom Homberg, Director of the Food& Nutrition Center
7040W Flagler St., Miami, FL 33144
(305) 603-6130
- Ronald Johnson, Director of North East Transportation Center
1450 Northeast 2nd Avenue, Miami FL 33132
(305) 638-1658

VIII. Statement of whether Proposer was the prime contractor or subcontractor

We are the prime contractor

IX. The results of the project:

Ongoing Contract

Client: Miami Dade County Special Assessment Districts

- I. Description of work:**
Providing Unarmed Security Officers and Roving Patrol Security Offices
- II. Degree of public contact:**
Very public contract- Every officer deals with the public for a majority of his entire shift. Kent goes through intense training on customer service.
- III. Location:**
Various locations within the Miami Dade County Special Assessment Districts
- IV. Number of hours contracted per week:**
1,874 weekly hours
- V. Total dollar value of the contract:**
\$2,620,410
- VI. Dates covering the term of the contract:**
December 2011- Present
- VII. Client contact person and phone number:**
Rick Schermer, Security Committee
(305) 710-2077
- VIII. Statement of whether Proposer was the prime contractor or subcontractor**
We are the prime contractor
- IX. The results of the project:**
Ongoing contracts

Client: Bal Harbour Village

- I. Description of work:**
Provide unarmed security officers for Access control.
- II. Degree of public contact:**
Very public contract- Every officer deals with the public for a majority of his entire shift. Kent goes through intense training on customer service.
Ongoing relationship with the gatehouse guards and the Bal Harbor police department.
- III. Location:**
655 96th Street, Bal Harbour Village FL 33154
- IV. Number of hours contracted per week:**
168 weekly hours
- V. Total dollar value of the contract:**
\$184,700.88
- VI. Dates covering the term of the contract:**
2004- Present
- VII. Client contact person and phone number:**
Lieutenant Jack Young, Bal Harbour Police
(954) 868-5031
- VIII. Statement of whether Proposer was the prime contractor or subcontractor**
We are the prime contractor
- IX. The results of the project:**
Ongoing contracts

A letter of appreciation from City of Miami Chief of Police John F. Timoney

City of Miami



PEDRO G. HERNANDEZ, P.E.
City Manager

DEC 17 2007

Mr. Gil Neuman, C.E.O.
Kent Security
14600 Biscayne Blvd.
North Miami, Florida 33181

Dear Mr. Neuman:

For several years the City of Miami has relied on security services being provided by a private security guard company to eighteen city facilities. Several weeks ago training was provided to all your security guards by Officer Marco Perez and Sergeant Julio Pinera. The guards assigned to the police headquarters front desk lobby area, were also trained in the critical function of learning how to operate and read the magnetometer.

During the last week of November, your security guards assigned to the front desk lobby area detected and confiscated nine knives and other dangerous weapons. I recognize their outstanding efforts and congratulate them for a job well done. Earlier this year and before your security company started providing their services, a mentally disturbed individual armed with a butcher knife concealed in his waistband, had to be forcefully restrained as he attempted to get in an elevator to kill me. The following security guards assigned to the front desk lobby area are to be commended for their dedication and professionalism:

- Jean Cornet
- Francia Alejo
- Roman Furman
- Augusto Panta
- Mario Mayem

In addition, I would like to also recognize the following security officers assigned to the rear gate employee entrance and the Auto Pound for their excellent, courteous and professional services.



MIAMI POLICE DEPARTMENT/PO. BOX 016777 / Miami, Florida 33101 / (305) 579-6565
E-mail Address: chief@police@miami-police.org

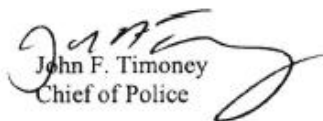


Mr. Gil Neuman
Page 2

- Melissa Gabela
- Mariya Smolenets
- Kenise Gaffard
- Jean Mario Romelus
- Victor Alfonso
- Yennis Riveeron

Congratulations to all of them for their outstanding work. We look forward to continuing this mutually beneficial relationship.

Sincerely,


John F. Timoney
Chief of Police

JFT:GC:kdh

Kent Performance Survey- Miami-Dade County Public Schools

Personalized letter from Mr. Heraut Vixamar, Assistant Principal at Madie Ives K-8 Preparatory Academy.



Miami-Dade County Public Schools

giving our students the world

Superintendent of Schools
Alberto M. Carvalho

Miami-Dade County School Board
Dr. Lawrence S. Feldman, Chair
Dr. Marta Pérez, Vice Chair
Dr. Dorothy Bendross-Mindingall
Susie V. Castillo
Dr. Steve Gailon III
Perla Tabares Hantman
Dr. Martin Karp
Lubby Navarro
Mari Tete Rojas

May 31, 2019

To whom it may concern:

It is indeed a pleasure to write a letter of recommendation for Mr. Heraut Vixamar. As an Assistant Principal at Madie Ives K-8 Preparatory Academy, I had the pleasure of observing and working with Mr. Vixamar since the first day of school, August 20, 2018.

Security is an essential part of the school's daily operation, and Mr. Vixamar is one of the most thorough and dependable people working here. Mr. Vixamar never misses his patrol rounds, cafeteria supervision, and arrival and dismissal assistance. He has an extremely strong sense of dedication, never misses a day of work, and is always comprehensive in his security checks around the school grounds. Mr. Vixamar is one of the most reliable people I know. Overall, he does a consistently excellent job and we are extremely lucky to have him here at Madie Ives K-8 Preparatory Academy.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Dr. Alexandra Lichtman
Assistant Principal

2. Proposed Solution

Kent Security Services has the experience, management and support to ensure that we will be able to preform the services describe in the RFP.

As a current security service contractor to the City of Miami, Miami-Dade County, The Town of Miami Lakes, Miami Dade Special assessment districts and numerous other public and privately owned facilities, we at Kent have demonstrated ability to ramp up quickly and mobilize large teams if and when the need arises. Kent also has the ability to successfully transition large complex projects in short periods of time and to accommodate a wide range of project scope, size and complexity.

Our special teams have worked in highly-elevated security environments and on highly-sensitive events i.e., four Super Bowls and have been requested to provide the same services during the upcoming 2020 Super Bowl event scheduled to take place in Miami Dade.

Once the background checks and medical exams have been successfully completed, our compliance department confirms the licensing status. At that point, the applicant attends an eight-hour orientation on company policies, procedures and protocols. The applicant is then sent for an interview with an Operations Manager to evaluate compatibility to a specific post and the security team currently providing services there. From there, a complete uniform supply and employee handbook is delivered and reviewed. Finally our senior operational personnel meet with and assign the new officer to a site specific training program where they participate in a four hours session on site specific post orders. This training prepares the applicant to pass the post order requirements evaluation under training supervision.

Our recruiting efforts are not only focused on bringing new highly skilled and qualified individuals to our company, they also focus on identifying and promoting talented and driven individuals within our company. Kent Security has many internal candidates who are qualified to hold the positions of unarmed officers, armed officers, supervisors, Operational Managers, and Security Directors. All personnel files will be available to the State of Florida upon request.

Kent Service Approach

Throughout the State of Florida, Kent will create a visible presence of security personnel to improve the perception of public safety and safeguard the residents, visitors, employees and property of the State of Florida.

As part of its proposal, Kent will provide the following services, with a more detailed approach to methodology and implementation later in this proposal:

- Level 1/2/3/4/5 Security Guard, Emergency Response Security Guards- Armed, Emergency Response Security Guards- Unarmed, Bicycle, Golf cart, Automobile, SUV, 4WD Truck.
- Written activity and incident reports, maintenance requests, visitor logs as dictated by the post assignment
- An Operations manager who will be required to meet with the State of Florida manager upon request
- All uniforms, radios, rain gear, traffic vests, tool and equipment necessary to perform the required services
- Rules and Regulations Manual for Security Officers
- Project Manager to work with the Contract Administrator or their designee to review and/or develop Post Orders for all locations where Security Officers will be utilized.
- A written, quarterly report of security incidents to the Contract Administrator

Project Approach: Coverage and Security Operations

I. Technical Operating Plan

Kent Security proposes an operating plan that incorporates our experience management team of well-trained, empowered decision makers; the expertise of 30+ years of best practices in Post Order development, Quality Assurance procedures and digital Incident Reporting coupled with advanced technology that enables Kent's management team to ensure post coverage and real-time guard tour monitoring, while allowing State of Florida management teams to view a real-time dashboard, generate on-demand reports and obtain trend analyses over the life of the contract to see where efficiencies can be found. This comprehensive program will be delivered by Kent Officers who will represent the brand and image that State of Florida requires.

II. Key Pain Point Areas To Be Addressed By Kent

Kent personnel have spent several months conducting extensive due diligence determining where possible areas of concern may arise and what pain points can proactively be addressed by Kent, should we be awarded the contract:

- Kent will ensure that there are sufficient staffing levels at all times and will commit to having a talent bench of available employee, who are properly trained and vetted and tapped in at a moment's notice.
- Kent will ensure that our attrition rates remain well below the national average for the Security Industry. We are proud that Kent employees, on average, stay 3 times longer with Kent than with most any other national security company. Our turnover ratio has always been at least 15% lower, on average, than the industry norm.

- Kent will conduct extensive background checks on any new hire, and re-check each employee multiple times per year in order to ensure that their record remains clean. As part of the background check, Kent will check employer references to ensure accuracy and that inappropriate behavior did not take place in the previous place of work.
- Kent will ensure that there are no delays in responding to important job functions – such as the opening of the checkpoint gates that are not manned 24 hours a day.
- Kent will ensure that each officer arriving on-site each day knows where they are stationed, how to get there, what their job duties and responsibilities are and who the Officer In Charge (OIC) is. Kent will ensure that each roving officer knows the site plan, how to get around most efficiently and in a manner that allows them to respond to requests such as opening of a gate as quickly as possible.
- Kent will enforce a ZERO TOLERANCE policy for certain infractions (e.g. “sleeping on post”) and a three-strike rule for other infractions. We believe in holding our employees accountable and ensuring that when our clients are unhappy with the performance of a Kent officer, that we either try to counsel the individual and mentor them, or we remove them for the site.
- The Kent management team will encourage and foster the culture of teamwork between the State of Florida and the security vendor. Kent officers will understand that State of Florida officers have a lot of knowledge and expertise to offer our on-site team and ensure that we are open to suggestions and opportunities for mentoring.

Kent Time and Attendance Management Plan

We believe that fail-safe systems need to be built with redundancies and using technological support. Kent utilizes several systems to ensure that Scheduling, Time and Attendance, and Payroll are accurately captured, actively monitored and continuously provided with oversight through real-time surveillance. These systems are the most sophisticated technology available to manage operations and provide efficiencies that are passed on to our clients – ultimately saving our client’s money at the end of each budget year.

I. Scheduling

Accurate scheduling is a vital component of effectiveness and client satisfaction. Our automated scheduling system will provide State of Florida with the most accurate and efficient scheduling available. The system plans who will work and when, and integrates with our training compliance tracking to ensure scheduled security officers meet the criteria required to hold the post, that they were trained and have the skills.

Our employees are provided with their schedules more than one week in advance, so that they can effectively manage their time and personal commitments without compromising their professional lives and Kent’s service delivery.

II. Post Watch™

Post Watch™ ensures that Kent officers assigned to duty are on duty at the assigned post at the required start time. The State of Florida can benefit by knowing in real-time that Kent officers are: on-site at the contracted start times, properly trained and credentialed for the site post, and that the officer who was scheduled to work is actually the officer on-duty. We would be happy to demonstrate all available technologies during the question and answer phase.



PERSONNEL SCHEDULING

Manage your workforce efficiently with integrated scheduling.

- Roll over a master schedule to create a weekly work schedule easily, saving time, maintaining contract parameters & avoiding wage creep.
- Manage by exception & make changes to weekly work schedule as necessary.
- Manage overtime effectively by viewing the entire weekly schedule in advance.
- Keep thorough, customized billing information for each jobsite.
- Streamline payroll & billing processes with accurate, timely scheduling information.
- Ensure that scheduled employees meet post & compliance requirements.
- Address open shifts, overtime & scheduling conflicts quickly with alerts.
- Evaluate profitability & scheduling activity with interactive reports.

On-the-go features through eHub Employee Self-Service on the Web & Mobile

- Supervisors can fill open posts, modify schedules & send schedules to employees.
- Employees can check their schedules.

The utilization of Post Watch™ ensures that guards cannot report they are a gate or at a post when they are not physically there. We know this has been an issue in the past and we can assure you that it won't be with Kent!



POST WATCH

Monitor attendance and manage exceptions easily with Post Watch.

- Get a snapshot of scheduling information directly from Personnel Scheduling in WinTeam, TEAM's core financial operations & workforce management solution.
- Edit shifts, clock employees in or out, change shift times or assign a different employee to a shift to keep operations running smoothly.

Post Watch can also read clock-in/clock-out information from TeamTime, TEAM's time and attendance solution.

- Stay updated with real-time scheduling activity from the field.
- Review open positions, posts with no clock-in time & posts with no clock-out time & take action right from the Post Watch screen.

III. Patrol Confirmation Tool- ProxiGuard Live

With ProxiLive you will be able to monitor the on-site guard tours Online and Live! No limit for administrators to view and ensure high security level and guaranteed protection of your assets.

- ▶ Real-time
- ▶ Cloud system
- ▶ User friendly
- ▶ Advanced Reporting
- ▶ Multiple User Management

SCAN ••
QR-codes/NFC tags compatibility

••TEST
Check guards' position / state

••INCIDENT
Send incident report (broken door, etc)

MME ••
Send image, text, voice & add signature

SOS ••
Send SOS alerts - take immediate action

PATROL ••
Start-End a patrol tour

PROXIGUARD LIVE

Your guards online

ProxiLive has five reporting features:

- ▶ Basic Report
- ▶ Missed Scan Alert
- ▶ Daily Guard Duration Report
- ▶ Client Event Report
- ▶ Incident Report

Client Events Report

Client	Miami World Center
Sites	MWC Patrol
Type	MME, INCIDENT
Period	01/22/2018 00:00:00 - 02/01/2018 23:59:00
Total Events	153

01/22/2018

Events: 8

Type	Site	Time	Worker	Incident	Check Point
MME	MWC Patrol	08:35:33	MWC Rover	Director Wright began shift relieving supervisor Jackson. Performed vehicle inspection.	12150 - Group Site Office
MME	MWC Patrol	09:03:23	MWC Rover	One car parked in Paramount sales office parking lot.	34346 - Sales Office
MME	MWC Patrol	09:06:27	MWC Rover	Demolition crew on site at Venture hive. Back gate open.	36545 - Venture Hive
MME	MWC Patrol	11:09:38	MWC Rover	The hangar nightclub on 11th Street active.	36147 - Rover 1404 Location
MME	MWC Patrol	15:46:30	MWC Rover	Exiting Miami World Center on route to FC background.	36147 - Rover 1404 Location

Incident reports includes:

- ▶ GPS Location stamp
- ▶ 1 Photo Attachment
- ▶ 256 character description
- ▶ Guard signature
- ▶ Emailed to clients automatically

Incidents Report

Client	Show All
Sites	Show All
Workers	Show All
Period	02/01/2018 00:00:00 - 02/01/2018 23:59:00

Date: 02/01/2018 01:26:47

Client: Fendi

Site: Chateau Ocean

Worker: 6f50000079

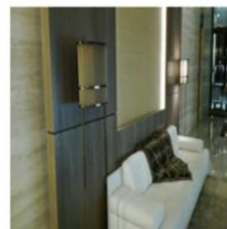
Description

S/o Garcia noticed on 2/1/2018 at 12:30 am that one of the lamps at the lobby was out. Reported to front desk for work order.

Incidents

Incident / Misc.

Image



Signature

[Handwritten signature]

IV. Kent's Overtime Guarantee™

Overtime happens. It's the nature of the security industry. Kent understands its fiduciary responsibility to the client and work diligently to help them stay on budget. Therefore, if staffing shortages produce overtime and are due to any operational challenges not met by Kent, **Kent will not pass the overtime charges to the State of Florida.**

V. Worker Retention Program

Kent agrees that we will evaluate and retain employees for a 90-day trial period. Upon a favorable review at the end of this trial period, Kent will offer high-performing guards a job.

We cross-train officers to ensure that they have in-depth knowledge and experience in a variety of posts, locations and job requirements across all State of Florida facilities.

Kent Security Emergency Response and Preparedness

Officer Availability/Surge Capabilities

Kent has a pool of close to 1,000 officers located within a the state of Florida. This pool of qualified armed and unarmed guards are Kent-certified and trained and mobilized as needed, according to the contract obligations and immediate needs based on incidents or external factors.

We understand that the need will arise to provide additional security personnel for special events, situations, meeting, elevated threat conditions or emergencies. Kent is committed to maintaining a surge capability equal to approximately 20% of its workforce for this contract. In addition to this, Kent maintains a bench of qualified employees – who meet both Kent and State of Florida criteria - at all times, who are ready to be mobilized to specific posts and tasks at any point in time.

Hurricane Emergency response and preparedness



Hurricanes are a fact of life in South Florida. The State of Florida can rest assured that should one strike, Kent Services has airtight systems in place to ensure ongoing security services for your property, even in the wake of a catastrophic storm. Our 24/7/365 Command Center also serves as the Emergency Operations Center (EOC) for Kent Services. The EOC is backed by a 50,000- watt generator with a fuel supply capable of powering our headquarters for one week. Kent Services also has a contract with a fuel company to supply additional fuel if needed.

The EOC communication system is supported by four satellite cell phones. The EOC has contact and information pertaining to the schedule of every employee assigned to our five South Florida offices, enabling Kent Services to quickly transition to alpha/bravo staffing.

Should our Miami-based EOC fail for any reason, our Naples, Orlando, Seattle, Atlanta or New York City centers will quickly and seamlessly step in and fill the role. In the event of a hurricane or civil disorder, Kent Services has the ability to mobilize assets, including Officers from offices around the country to the affected location.

Today thousands of master and homeowners associations, commercial properties, condominium communities, schools, hospitals, entertainment venues, major corporations, and government facilities count on Kent Services.

Kent's 24/7/365 Dispatch & Central Command

Kent Security's main Dispatch and Central Command operations (for the entire United States) is based in North Miami, Florida. Our dispatch agents can perform multiple scheduling functions. If an officer calls in sick, for example, the agent can find a replacement using the Personnel Scheduling data screen and note the change in the officer's schedule. Once the change and reason is logged in, an absence record is automatically created and is stored in the officer's file. This process and level of accountability allows the Account Manager to select the best long-term solutions for staffing problems.



Kent Training Approach

State of Florida Specific Training

Assigned officers will comply with any and all specific State of Florida requests in addition to those that will directly be spelled out in the post orders. Our Post Captains and Operational managers, will make sure that all assigned and newly hired officers receive every available training required by our agency and those specifically made available by State of Florida in furtherance of their duties and responsibilities. Kent Security will have the flexibility to adjust schedule staffing to ensure that all guards participate and take advantage of any and all provided State of Florida specific training.

Basic Training

All Kent security personnel are “D” (unarmed), “G” (armed), or both, trained license holders when hired and their roll out is conducted in the following three phases:

Class “D” Training & experience

- Copies of all Site Training requirements are kept on site, and available for immediate inspection, upon request, during normal business hours.
- A trainer provides standardized material and documentation of completion and results will be kept for each employee.
- Kent provides a minimum of eight (8) hours of orientation training, which includes as a minimum (per person):
- Legal Restrictions – Problem solving exercise and policies related to confrontational situations and self-defense.
- Patrols: Methods of patrolling and the safe conduct of patrol rounds with guidance on notification of unsafe and security related issues.
- Report Writing: How to prepare, draft, review and submit relevant information for County personnel.
- Radio communication procedures – Radio operations (routine and emergency situations), site specific procedures and terminology/protocol.
- Training will include appearance, courtesy, and customer service to the public. Security Guards will be familiar with site location details and be able to provide accurate directions to the public.
- Site orientation – Policies, procedures, rules and regulations.
- Disaster, Evacuation Response and Contingency Training.
- Familiarization with the State of Florida facilities and personnel and General Post Orders/Expectations.
- Alarm system orientation: Identification and discussion of various alarm devices found on City property, including responding to and dealing with security access alarms and the various types of alarms (to include procedures for securing the event)
- Copies of all Site Training requirements are kept on site, and available for immediate inspection, upon request, during normal business hours.
- Kent has an established training program in which all Security personnel have participated and are tested in. Employees who operate a vehicle or golf cart on site will complete and maintain a valid State of Florida approved Defensive Driving Certificate.

- A trainer provides standardized material and documentation of completion and results will be kept for each employee.
- Kent provides a minimum of twelve (12) hours of orientation training, which includes as a minimum (per person):
 - Legal Restrictions – Problem solving exercise and policies related to confrontational situations and self-defense.
 - Patrols: Methods of patrolling and the safe conduct of patrol rounds with guidance on notification of unsafe and security related issues.
 - Report Writing: How to prepare, draft, review and submit relevant information for County personnel.
 - Radio communication procedures – Radio operations (routine and emergency situations), site specific procedures and terminology/protocol.
 - Training will include appearance, courtesy, and customer service to the public. Security Guards will be familiar with site location details and be able to provide accurate directions to the public.
- Kent provides a minimum of an additional twenty-eight (28) hours of training on:
 - Site orientation – Policies, procedures, rules and regulations.
 - Disaster, Evacuation Response and Contingency Training.
- Kent provides on-the-job training in response to Security personnel needs and changing conditions to ensure they are performing to the satisfaction of the State of Florida.
- Kent implemented a process for follow up and on-going training to ensure all employees remain aware of current rules, regulations, post order and other site specific requirements.

Kent management will provide additional on-site training for all personnel assigned to the State of Florida on a quarterly basis at a minimum. All regularly assigned personnel will be required to attend these meetings semi-annually.

Mandatory Pre-Assignment Training

Kent will also provide 40 hours of pre-employment orientation and First Aid and CPR Certification at no cost to the State of Florida.

We train our guards on: Report Writing, Safety and Fire Prevention, Patrol Methods, Police Authority and Jurisdiction and Identification Procedures. The foundation of any sound security program is training. Kent Security Services recognizes this and is prepared to provide the State of Florida with a tailored-made program that specifically addresses each position for screening and all other requirements. Our training program has a specific goal of improving each Kent Security officer's capabilities, capacity and performance. We have a highly sophisticated, national training team headed Mr. Nelson J. Barbosa.

Kent Security has long-recognized that the goal of training is to increase proficiency and build confidence. This is done in state-sanctioned, certified training centers with veteran training officers and state-of-the-art teaching materials to administer both the Unarmed and Armed license courses.

The following is the course outline for unarmed certification:

- Workplace Familiarization
- Standard Shift Reports
- Interview Techniques
- Incident Reporting

- Types of Reports
- Quality and Accuracy in Writing
- Completing and Submitting Reports

Conflict Resolution Awareness

- Recognizing Conflict
- Solution Considerations
- Situational Dialogue
- Mutual Resolution Outcomes
- Active Shooter and Hostage Situations

Legal Issues and Civil Liability; Security Officer's Legal Power and Limitations

- Statutory Legal Authority, Ch. 493 F.S.
- Private Property vs. Public Property
- Contractual Obligations / Responsibilities
- Negligence / Failure to Perform
- Use of Force / Arrest and Detention
- Tort Law, Civil Law, Criminal Law

Basic Emergency First Aid/AED/CPR HeartSaver® by the American Heart Association

- AED – CPR Training: American Heart Association
- First Aid
- Limitations to Assisting
- Good Samaritan Act

Emergency Procedures

- School Lockdowns
- Power Outages
- Flooding Situations
- Fire Detection / Prevention
- Evacuation Procedures
- Emergency Communications
- Police, Fire, or Rescue Needs
- Active Shooter
- Hurricane Preparedness (Florida)
- Natural Disaster Preparedness and Response (Blizzards, Tornadoes, Earthquakes, etc.)
- Post-Disaster Response and SOPs

Ethics and Professional Conduct

- Code of Conduct
- Professional demeanor / Behavior
- Deportment
- Uniform Standards
- Confidentiality
- Duty Assignments
- Public and Human Relations
- Interpersonal Relations
- Supervision of Juveniles

Patrol Techniques

- Foot Patrol
- Vehicular Patrol
- Bicycle Patrol
- Facility Ingress and Egress
- Parking Management
- Crime and Accident Prevention
- Safety in the Workplace
- Crime Scene and Accident Scene Protection

Proper Use of Equipment

- Proper Use and Responsibility
- Uniform Maintenance
- Use of CCTV Equipment
- Proximity Guards, Degi Readers
- Key Control
- Equipment Inventory
- Telephone and Radio Usage / Proper Care
- Reporting Equipment Deficiencies
- Cleanliness of Work Area

Disaster and Emergency Procedures

- Hurricane Preparation /Response
- Tornadoes, Fires, Floods
- Disaster Security Operations
- Crowd Control
- Fire Detection, Suppression, and Life Safety

Five-Star Service Ambassador Hospitality Training

- Review of “Kent Principles of Outstanding Service” Guidebook
- Review of Client’s Core Values and Expectations
- Defining Customer Service
- Resolution of Customer Issues

All new officers that will be on this special security detail for the State of Florida will be required to attend our Kent Security Orientation class. This multi-day class outlines our company’s policies, procedures and culture. We provide the employee with a clear understanding of what is expected from them and the service and security levels we provide for the County. Customer Service training is emphasized as well as interpersonal communication and report writing in the course. Kent Security continues to exceed the state requirements by training and certifying all of its Security Officers with the cooperation of The American Heart Association in the use of AED’s and CPR. This training not only occurs in the classroom, but also on site. This is conducted so that should an emergency arise, the officer has trained for it, using the same equipment, in the same location. Kent Security continues to offer an industry-leading program of additional training. Much of this curriculum is certified by the Department of Homeland Security, such as the “Get Ready Now!” program, or the Federal Emergency Management Agency’s “Are You Ready?” instruction. Kent Security also partners with “Professional Security Training Network” (PSTN) for curriculum development, and refers to FEMA and OSHA for practice standards.

Pre-Assignment Training

As a State certified training center, Kent management requires that each newly hired security officer undergoes 8 hours of visual orientation describing the history of our company, overall guard responsibilities and demeanor while at their assigned posts, report writing skills, threat assessment and many other aspects of security.

On-the-Job Training

Every site has post orders that must be adhered to by our officers. Our operational managers, road supervisors and post captains are responsible for making sure that all officers are well trained and qualified to work their designated post. They periodically conduct follow-up training to ensure that our officers are fully in compliance with all aspects of the post orders to confirm that the officers are properly trained or if in need of additional training. This part of the training process is steady and intended to build the officer's job proficiency and confidence level.

In-Service Training

Our in-service training is conducted in-house by professional trainers and is ongoing in our classroom and/or selected post settings and always reinforcing established prerequisites as follows:

- Prevention of possible theft and vandalism by emphasizing adherence to post orders and the use of our proxy reporting system when patrolling.
- Reporting of incidents using the proxy system by documenting, photographing and disseminating incidents immediately when they occur. This training is ongoing and it normally takes place at each post in adherence to post orders requirements and observations.
- Fire protection training at each post. Our officers are expected to learn their posts well and to identify potential fire hazards and prevention. Fire drills are routinely conducted at our posts by clients as depicted in post orders and are adhered to by our officers and post captains.
- Besides calling 911 during serious emergency situations, our security officers are instructed to contact our in-house 24/7 dispatch and our clients and managers when an emergency takes place. They are also trained to assist in evacuation procedures as per post orders and to properly document all events as they occur.
- Report writing and effective writing skills is an ongoing portion of the training our officers receive. This training takes place in a classroom setting, at their designated posts and at various selected training facilities.
- State and company regulations, require that our officers constantly display proper uniform, appearance and licenses, including company identification card, as mandated in our employee handbook and during their employment orientation training.
- Our officers are routinely trained that they do not have law enforcement authority and that their primary responsibility is deterrence. They learn that their primary responsibility is to observe and report unless an issue becomes imminent that may require the officer to take some form of action such as contacting law enforcement authorities, if time and the situation permits. If armed, officers are trained to take appropriate action if necessary to safeguard their lives and that of potential innocent victims, if law enforcement is not present or available at the time of the incident.
- Patrolling is another essential part of the training our officers receive on a routine basis. This is learned at their assigned posts under the supervision of our experienced managers and pursuant to post orders.

- Kent officers know the importance of reading and following post orders and site regulations. Our Operational Managers make sure that our guards become fully knowledgeable of what is expected of them at their assigned posts while our supervisors are expected to not only oversee guards performance but also assure that they knowledgeable of every post in the event they need to cover a specific post and/or train replacement officers.
- Our post captains and operational managers provide our officers with fire drill and safety situation training at their assigned post in adherence to post orders instructions and fire department regulations. Every site has post orders that must be adhered to by our officers, operational managers and post captains and each is responsible for making sure that all officers are well trained and qualified to work their post.
- Our armed (“G” licensed) security officers receive ongoing firearms qualification, weapon retention and active shooter situation training under the supervision of hired state certified firearms instructors. They are also expected to enhance their firearms skills by frequently practicing at local ranges of their choice and for each training they receive, a certificate of achievement is awarded. All training is

well planned and coordinated by Mr. Nelson J. Barbosa, a retired Federal Bureau of Investigation (FBI) Special Agent and our current Director of Quality Control, Training and Compliance.

Class “G” Training & Experience

Our Director of Training, Mr. Nelson J. Barbosa, is former U.S. Marine and retired FBI Special Agent, with many years of firearms experience. He is responsible for hiring and oversee professional firearms and active shooter instructors to provide ongoing firearms and active shooter training to our “G” (armed) officers. Our ongoing firearms training focuses not only on firearms qualification and practice but also on deploying their personal sidearm for personal protection, and crisis intervention. In addition, the training focusses on drawing from concealment, multiple targets, closing distance, shooting from cover, magazine changes/jams corrections and third party protection.

Ongoing Training Courses

Kent Security Services continuing education is a key component in our personnel development plan and quality assurance measures. At Kent Security, we believe in promoting officers who demonstrate superior abilities and dedication.

Training does not stop in the start-up phase, but rather we at Kent offer a variety of courses both at our offices, on-site and online, to assist with our officers’ continuing education and pursuit towards excellence in their field. Any and all client provided specific training to our officers is a plus that Kent Security sincerely appreciates.

The Kent Corporate Training division is committed to provide on-site training at least once per quarter, while the on-site training supervisor will be providing on-the-job training, mentoring and reinforcements daily.



3. Human Resource Management

At Kent, we pull from an infinite array of security and service solutions and integrate them to deliver the most manpower-efficient, operationally effective and ROI-rich program you'll find anywhere.

Our company was created to improve the way things were done. This vision remains the core of everything we do.

Kent Security is committed to constantly improving the performance and efficiency of the company by recruiting high caliber Security Officers, who are the best applicants available for the job.

Our recruitment personnel adheres to policies that reflects the needs of our clients as well as internal policies. During the application process, applicants are required to complete Form I-9 to verify their identity and employment authorization. Acceptable documents are requested to verify their eligibility to work in the United States.

All Security Officers undergo a criminal background checks to identify applicants prone to unacceptable workplace behavior. This tool allows us to identify potential hiring risks for safety and security reasons, giving us the ability to provide clients with high caliber Security Officers. The Human Resources staff evaluates the results on a case-by-case basis.

Kent Services is supported by a seasoned Human Resources team that has successfully transitioned projects of similar scope and size. We understand that our success is directly related to the capabilities and quality of our staffing Plan. Internally, we will look to current, proven on-site employees who are looking for a new opportunity to shine, excel and grow.

We will deploy a detailed project management approach in order to achieve the objectives in the most cost-effective and efficient manner. Our approach to any start-up or transition process is a combination of a strong organizational structure with a definitive, detailed operation plan. We will assemble an elite team that will launch this account and ensure that each step of the process is attended to.



Kent Security Transition Approach: 30-day Transition Plan

As the current security provider to several large-scale, complex accounts, that have multiple facilities and locations, Kent is in a perfect position to provide services for a dynamic account like the State of Florida. We are familiar with the geographic location, demographics and unique challenges that face the State of Florida. A key component will be worker retention. We want to provide every employee an opportunity to transition to Kent. Displacement of workers is not beneficial to the campus or to Kent. We will work with State of Florida staff to finalize a plan.

Kent Services is supported by a seasoned Human Resources team that has successfully transitioned projects of similar scope and size. We understand that our success is directly related to the capabilities and quality of our Transition Plan. Our team will generate hundreds of qualified applicants within the first weeks of advertising for a position with our company. Internally, we will look to current, proven on-site employees who are looking for a new opportunity to shine, excel and grow. We will deploy a detailed project management approach in order to achieve the objectives in the most cost-effective and efficient manner. Our approach to any start-up or transition process is a combination of a strong organizational structure with a definitive, detailed operation plan. We will assemble an elite team that will launch this account and ensure that each step of the process is attended to.



Staffing Plan

Kent Security will take multiple steps in order to meet the staffing requirements for each facility of this State of Florida contract, using our proven processes and methodologies to attract and identify the best officers:

- **Retention of Current Staff.** We will work with the management team at the County, to analyze the qualifications of the incumbent personnel who wish to remain on the new contract. They will be placed to maximize their experience. We will then screen this select group of personnel to ensure they meet the same rigorous requirements, background and screening standards that Kent requires of them. We will all make sure that their security licenses are up-to-date, that they are background checked and that they pass a drug test.
- **Internal Recruiting.** Kent Services will look within our organization and hand-select the top personnel who are looking for new career opportunities or career advancement and who have proven themselves to be valuable members of our team.
- **External Recruiting.** We will recruit and screen the best candidates using our proven recruitment expertise to advertise, attract and assess the top applicants to fill the staffing profile required to staff the City's facilities.

Immediately following the awarding of this contract, Kent Security will implement a comprehensive staffing strategy to address retention and acquisition of qualified personnel. Identifying and assessing retainable staff is a primary task. The incumbent work force will be invited to Open House events at near-by off-site locations providing immediate opportunities to meet Kent managers and staff, learn more about Kent and provide our recruiters with an opportunity to distribute information and collect resumes. A number of events on different days will be planned to ensure incumbents have an equal opportunity to ascertain their personal work choices. While every effort will be made to hire the qualified and capable incumbent work force, Kent will also be screening candidates from our local workforce and internal workforce.

Kent Security has an excellent reputation for successful transitions of accounts big and small, even under the most difficult conditions, challenging timelines and requirements. We have a demonstrated history of seamless transitions for our clients that are similar in scope and size to the Miami-Dade County.

Recruitment Policy and Plan

Kent Security is committed to constantly improving the performance and efficiency of the company by recruiting high caliber Security Officers, who are the best applicants available for the job.

Kent Services recruitment personnel adheres to policies that reflects the needs of our clients as well as internal policies. Our company is proud to be an equal opportunity employer. We are committed to recruit without discrimination and harassment of any type without regardless of race, color, religion, age, sex, national origin, genetics, protected veteran status, sexual orientation, marital status, disability, or gender identity or expression, or any other characteristic protected by federal, state or local laws.

Background screening is an essential component in our process for selecting high caliber officers for State of Florida. Initial conversations with current incumbent officers and new applicants provide an opportunity to evaluate demeanor, attitude and communication skills. Qualified candidates will advance to a formal interview with our recruiters and attend our orientation programs. Only those candidates who pass the “Kent Basics” course and written test will be considered.

Language Proficiency

Among many of the qualities assessed as part of the “Kent Basics” course is whether or not each candidate is fluent in English – both in speaking, writing and reading. We understand the importance of having educated guards who are capable of communicating verbally and in writing.

Kent guarantees that we will provide the State of Florida with the industry’s best-vetted, best-trained and best uniformed security officers, superior supervisors with the qualities and skills that one would expect from an industry leader, and a local response supported by our corporate resources – located in Coral Springs, Broward County and in North Miami, Miami-Dade County.

Background Checks and Drug Screening

Our Compliance Department, which reports up to our Human Resources Divisions, conducts background checks and drug testing on all employees and candidates. Working with an employment-screening firm allows us to ensure quality and allows for a quick turnaround time.

We offer a comprehensive range of background screening solutions that can be customized for virtually every type of industry and position. The core services include: background screening, drug testing and fingerprinting. We are also capable of conducting lie-detector tests, when necessary, as a condition of hire.

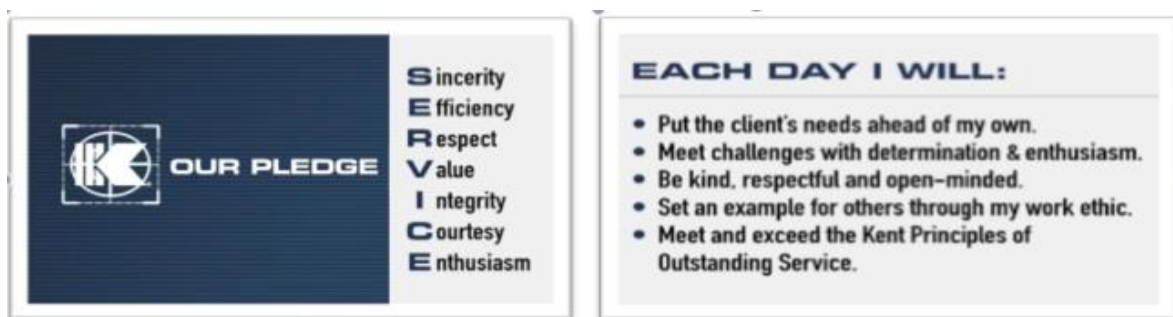
Our service providers are members of the National Association of Professional Background Screeners (NAPBS), Drug and Alcohol Testing Industry Association (DATIA), Substance Program Administration Association (SPAA), as well as Safe Harbor Certified.

Core Principles and Our Service Pledge

At Kent, our philosophy and tactical mission is to maximize each dollar spent by securing the best people with the most advanced technology and resources in the industry.

To get there, we know how important it is to have a unified, front-line team that is just as committed to being hospitable as they are about securing their post. As a condition of employment, every Kent professional adopts a set of core service values that we call the Kent “Principles of Outstanding Service.” They are simple reminders of the deep financial and professional responsibilities entrusted to us by our customers.

Every Kent professional is in possession of a personal pledge card and is trained to deliver them and to live up to them each and every day on the job.



Active Senior Management – No matter which services are entrusted to Kent, you will enjoy active supervision from senior management. We operate from the top down and a visible commitment from management drives the daily commitment of your on-site staff.

Customized, Value-Based Solution – We adapt our services to your specific business challenges to create the most cost-effective and operationally sound solutions. From the menu of services and products we deliver, to the uniforms our personnel wear and any specialized equipment or training you will need for your community, Kent will build it and make it specific to the State of Florida.

Unequalled Training – Our Director of training trains our security personnel to be friendly yet formidable with military law enforcement and anti-terrorism expertise. All Kent personnel receive training and continuing education in hospitality-based five-star customer service standards, leadership, professional presentation, situation management and policies and procedures.

Precise Talent Acquisition – We are meticulous about personnel we bring to you. All Kent staff will be screened, drug tested and background-checked to ensure the criteria specified the State of Florida is met. When we find the right person, we believe in paying a mark above the rest, and as a result, we enjoy a well-populated pipeline of talent.

Monitoring/Accountability – At each site we service, we install technology to monitor officers. This includes Kent Guard Tour™ powered by Proxi-System, a web-based tracking system that is used on a smartphone or tablet. This system includes GPS geo-fencing technology, as well as guard tour applications and online reporting that can be viewed in real-time on the management dashboard portal. Our Quality Assurance team supports the training investment made in each

officer by conducting routine, unannounced site visits. Scorecards are issued and quality standard adherence is rewarded. Through technology, our 24/7/365 Central Command Center can be interconnected to the State of Florida supervisory, adding yet another layer of oversight.

Fully Transparent Reporting – Kent is a paperless operation! Your team will prepare and provide you with regular, web-based reports in all service areas. This includes cleanliness inspections, cost-analysis, an annual security assessment and evaluation, as well as quality assurance reports. Each guard completes their Daily Activity Reports (DARs), Incident Reports and Vehicle Inspection Reports on their tablet or smartphone – immediately emailing the file to their supervisor, your management team and the Director of Security. When and where appropriate, we will provide you with the trend reporting as well.

Kent Recruitment procedures

Purpose

The purpose of this procedure is to increase efficiency in hiring and retention. The steps below are recommended in order to ensure consistency and compliance in the recruitment and selection process.

Scope

Kent Services is committed to employing, in its best judgment, the best qualified candidates for approved positions while engaging in recruitment and selection practices that are in compliance with all applicable employment laws. It is Kent's policy to provide equal employment opportunity for employment to all candidates and employees.

Responsibilities

Hiring Manager (HM) – The hiring manager identifies hiring needs, develops and/or updates the job description, prepares and submits documentation to Human Resources. In addition, the hiring manager will schedule job interviews and conduct interviews showing good faith efforts to broaden diversity. To ensure a successful hiring process, the hiring manager must work closely with Human Resources to develop a recruitment strategy.

Human Resources – Works closely with the Hiring Manager to ensure compliance with the proper procedures and documentation. Human Resources will initiate the hiring process in the Applicant Tracking System, post open position on selected job boards, works with hiring manager in the selection of candidates, conducts background checks and drug screenings, predictive index assessment, notifies interviewees not selected and issues offer of employment.

Procedure

Step 1: Identify Hiring Needs

New Positions - When a new position is needed, it is important to understand and take into consideration Kent's goals and those of the department. Taking into consideration the changes that may impact this role is also important. To help identify gaps, conduct a quick analysis of the skill set missing in the department and/or company. Evaluate the core skills required now and those which may be needed in the future. Newly created positions required approval from the CEO.

Replacement – Before contacting Human Resources to advertise of the position, review the role and decide if there are any changes required as certain tasks and responsibilities performed by the previous person may not or should not be performed by the new person.

Step 2: Develop a Job Description

- A **Position Summary**. This is a statement summarizing the position's essential functions and its role in relation to supporting, administering, or managing the activities of the department or company.
- The **Essential Duties and Responsibilities**. They describe the duties and responsibilities of the position. A job function is considered essential when the performance of the function is the purpose for the position. Typically, an essential function occupies a significant amount of time of the employee's time and required specialized skills to perform. By accurately describing the essential functions of the job, job seekers will have a clear understanding of the role and your expectations for performing them.

Things to consider when developing essential functions for the position:

Functions of the job which are critical for the position are arranged by importance and percentage of time spend

Complexity levels and authority for the role should be described to help attract the appropriate level of qualified candidates

Essential tasks listed should be inter-related to the accomplishment of the essential function.

- The **Qualifications** (Background and Education) of the job. They support the accomplishment of the essential functions. They must be relevant and relate to the duties and responsibilities. Qualifications can be listed here as they can be used to narrow down the pool of candidates. These skills, knowledge, abilities and competencies can describe a more proficient level at which the essential functions can be performed.
- The **Physical Requirements**. It describes the physical demands of the position that must be met by an employee to successfully perform the essential functions of the job such lifting, repetitive bending, reaching, etc. You can also include the overall working conditions such as hours of work. Make sure that force and frequency requirements are based on objective measurements rather than subjective assessments or guesses.

Adding a disclaimer language to the job description serves as a reminder to employees and applicants that the description is subject to change. For example:

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time, or
- This job description is subject to change at any time.

Step 3: Documentation – Hiring Requisition form

To initiate any action for an open position, an approved Hiring Requisition form is required. This will be utilized for a newly created position and a replacement. The Hiring Manager submits the approved Hiring Requisition along with the job description to Human Resources.

Step 4: Job Posting & Screening Candidates

Human Resources will work with the Hiring Manager to determine the most effective method of recruitment and selection, including job posting. A variety of recruiting sources (both internally and externally) should be utilized to attract candidates such as:

- Kent's website – KentSecurity.com
- Online job boards (Indeed, ZipRecruiter, Career Builders, Google Jobs, others)
- Social media (Facebook, LinkedIn, Twitter and Instagram)
- Security Schools
- Job Fairs
- Employee referrals

Human Resources will post the position and submit resumes of qualified candidates to the hiring manager. They will work together to identify the most suitable candidates for interviewing.

Human Resources will phone screen candidates to obtain information such as availability, salary requirements, special position requirements (e.g. ability to perform shift work), and other preliminary information needed. Human Resources will share the phone screen findings with the Hiring Manager and develop the short list. Once the shortlist has been determined, candidates can be contacted for the interview.

Step 5: Conduct Interview

The interview is the single most important step in the selection process. Therefore, it is important to properly prepare for the interview as this is the opportunity to evaluate the candidate's skills and validate the information the candidate has provided in their application and resume.

- Hiring Managers are responsible for conducting timely, and effective interviews.
- Hiring Manager will schedule and conduct job interviews for Security Guard positions.
- The Human Resources Director along with the Hiring Manager will interview for all corporate positions.
- A predictive Index may be giving to corporate candidates.
- The HR department is available to advise Hiring Managers on interview techniques and final candidate selection.

Interview questions should be relevant to the position, performance based and seek information specific to the skills and abilities of the candidate. Interview questions not pertaining to the current requirements of the position are not to be used.

Step 6: Candidate Selection

Upon selection of the final candidate, Human Resources will conduct the background check and drug screening. Once the results are received, if applicable, the Hiring Manager and Human Resources will collaborate to develop an appropriate offer of employment, which will include hire date, job title and salary.

All Security Officers undergo a criminal background checks to identify applicants prone to unacceptable workplace behavior. This tool allows us to identify potential hiring risks for safety and security reasons, giving us the ability to provide clients with high caliber Security Officers. The Human Resources staff evaluates the results on a case-by-case basis. Applicants may be disqualified if the results reflect unacceptable behavior such as felony, sexual or domestic violence convictions and dishonorable military discharged.

During the selection process and/or onboarding, applicants are required to complete Form I-9 to verify their identity and employment authorization. Acceptable documents are requested to verify their eligibility to work in the United States.

The Human Resources department will extend the offer of employment to the selected candidate and initiate the onboarding process.

Candidates not selected will receive a Thank You letter, also known as Candidate Rejection letter from Human Resources.

Step 7: Preparing for Newly Hire Employee

If the candidate accepts the offer of employment, we will begin preparation for the employee first day of employment. The Hiring Manager will work closely with Human Resources to prepare for the onboarding process and all the items for a successful first day of employment.

Before arriving to a new post, newly hire employees must have or should know the location of:

- Post Offer with details information of the post (name, address, contact person, etc.)
- Employee orientation
- Uniforms - A high standard of personal presentation is required from Security Officers at all times. Uniforms will be issued in accordance with the role and post
- Post Orders
- Emergency procedures
- Training related to the post. Additional training will be provided throughout the year.
- Active Class D Security License which must be carry while on duty.
- Kent identification card which must be carry while on duty.
- Equipment such as proxy phone, radio, keys, lock box code, passwords, others.

Main Requirements for Security Officer:

- High school diploma or equivalent.
- Must be a minimum of 21 years of age.
- An active Florida Class D Security License is required.
- Proficient in English; able to read, write and communicate orally.
- Must possess a valid driver's license if driving company vehicles.
- Based on the position and/or post, Security Officers may possess:
 - ✓ A minimum of 3 or 5 years' of experience.
 - ✓ Prior military or law enforcement experience.
 - ✓ An associate or bachelor's degree.
 - ✓ A combination of the above.
- Good communication and customer service skills.
- Able to multitask.
- Able to stay calm under pressure.

Managing Security Operations

Kent has created an environment in which employees are able to share concerns or obstacles they're facing to increase loyalty and higher retention rates. Our conflict resolution policy allows security officers to follow a procedure to resolve problems, misunderstandings and frustrations that may arise in the workplace, which positively impacts both performance and retention.

Operations Manager and Security Officers develop a positive relationship from day one in order to keep Security Officers motivated. In addition, Operations Managers visit sites periodically to continue to develop a working relationship that will play an important role in improving working conditions not only for the Security Officer, but for the client as well. Similarly, Road Supervisors conduct routine site inspections. The goal is to maintain our security officer fully engaged with their work.

Kent proudly offers training and development opportunities to our employees through various methods. Training not only improves their knowledge and skills, it makes them feel confident in their job role, allowing them to deal with any situation. With training, we expedite acquisition of knowledge, skills, and abilities required for effective job performance. Furthermore, with training and development opportunities, employees are more likely to feel valued if they are invested in and therefore, less likely to change employers.

At Kent, employee retention begins on the employee's first day of employment. The training and support we provide from day one sets the tone for the employee's tenure and boosts job satisfaction.

- **Onboarding and Orientation** – on day one, new hires are scheduled to participate in a mandatory orientation, which includes company policies and procedures, including security procedures, company culture, time management and payroll instructions, company benefits, expectations, uniforms, security license, ID badge, post orders, use of equipment, among other things.
- **Mentorship** – new hires are paired with Supervisors and/or Post Captains during their first day of employment for training purpose and to get them acclimated to their new working environment. At any given time, employees are encouraged to solicit the guidance of managers, supervisors and veteran employees who possess a wealth of knowledge and resources.
- **Communication and feedback** – We have established an open door policy to encourage open communication, feedback and discussion about any matter of importance to our employees. In essence, it fosters an environment of collaboration, high performance, and mutual respect among management and employees.
- **Recognition Program** – We have instituted a recognition program for employees who go the extra mile and share how their hard work helps improve Kent and/or the client. Recognition can come in the form of an email, a gift card, movie tickets or a pay day off. These forms of recognition allow our employees to feel appreciated for the hard work while helping with retention.

Employee Benefits

Once Kent finds the best candidate for the position we provide the following benefits to ensure a positive retention rate with the officer.

- **Health Insurance:** Fully compliant with ACA, Kent pays 60% of an employee's Health Insurance monthly premium providing full coverage for each employee. Major medical health insurance is offered, which includes prescription drugs, hospitalization and alcohol and mental riders.
- **Other Insurance:** Supplemental insurance plan, managed by UNUM. It includes benefits such as Hospital Indemnity policy, Critical Illness policy, Accident Policy.
- **Dental Insurance plan offered.**
- **Vacation:** After 1 year, employees earn one (1) week paid vacation. After 4 years, employees earn two (2) weeks paid vacation. After 8 years, employees earn three (3) weeks paid vacation.
- **Paid Holidays:** All employees are eligible to be paid for six (6) national holidays. Guards scheduled to work on these national holidays will be paid time and half. Holidays include: Labor Day, Memorial Day, New Year's Day, Thanksgiving, Christmas and Fourth of July.
- **Retirement Plan:** 401(k) with 100% employee match after first 180-day employment.



Uniforms

Kent Security can offer a variety of uniforms for The State of Florida to choose from. We can also co-brand the uniform so that is clear that our guards are not just security guards, but an extension of The State of Florida brand.

A high standard of personal presentation is required from employees at all times while on duty. It is expected that items of personal hygiene are attended to daily and all clothing is clean, neatly pressed and in good condition.



Kent will provide each guard with standard Kent uniform includes a blue button-down shirt and navy blue pants. Kent will also provide an alternative pants/shorts for those tasked with bicycle patrols, a winter jacket for cold weather, and a hat allowing for sun protection for outdoor posts.

Performance Remediation Plan

Employee retention is a challenging goal for the security industry. Our company has been able to effectively reduce turnover rate by offering: higher than industry standards wages, superior training for all security officers, a vacation package, a comprehensive employee health and dental program, and a company matching 401K savings program.

Kent Security corrects poor performance through fair and impartial discipline designed to correct the employee deficiency and improve performance. This administrative action is then followed, if necessary, with in-service training conducted by a site supervisor. The field supervisor then evaluates the progress made by the employee and reports said progress to the Operational Manager.

Kent Management and Administrative Approach

FINANCIAL MANAGAMENT	For accounts payable, invoicing, time-keeping, payroll, cash management and financial audits, Kent Security uses an in-house computerized cost-accounting system called WinTeam Software (www.teamsoftware.com) that allows us to accurately track costs on a client-by-client and post-by-post basis.
PAYROLL MANAGEMENT	Kent Security uses WinTeam Software for scheduling and payroll processing. Use of WinTeam Software results in fewer payroll discrepancies and accurate pay for our officers and support staff.
HUMAN MANAGEMENT	CAPITAL Kent provides recruitment, hiring, employee-benefits processing, labor relations, employee development and recognition programs. The Human Resources module of WinTeam (HR Tracker) allows Kent Services to ensure all of our security professionals meet and/or exceed the qualifications and proper training required in the scope of work, prior to their assignment to any post.
STRATEGIC SOURCING	Kent provides purchasing of uniforms, security equipment, vehicles, radio communications, computers, office equipment, disposable supplies, or security technology. Our experience in outfitting large projects has enabled us to develop ongoing vendor relationships, which ensure available vendor credit and the best pricing.
INFORMATION TECHNOLOGY & TECHNOLOGY	Kent provides our guards with the latest state-of-the-art technology, including smart phones and tablets. We also provides support in procedures and manual development, digital reporting, and web-based portals for real-time viewing of each guard, on-demand reports and trend analyses, and the ability for cloud-based storage and redundancy of all data and key video footage related to incidents.

Employee Management Plan

Our local managers are empowered decision makers who understand the unique needs and challenges of The State of Florida. These managers routinely deal with scheduling, coverage for sick days, uniform ordering, training compliance – all the operational components that make up a seamless security program. Kent has more than 30 years of security industry experience, with our national human resource network supporting the local management teams.

Our managers set high standards for service; standards that are maintained through continuous and effective supervision.

Quality Assurance

We understand that Quality Assurance (QA) inspections help us meet our contracted obligations and hold our managers and on-site employees accountable for the levels of service they provide. Kent will inspect the security services at each of the State of Florida facility on a randomized basis and make the scorecards and reports available to your management team.

QA Inspections offer the opportunity for management to work with security officers, providing hands-on training, mentoring and supervisory support. It measures whether or not the on-site team is demonstrating proficiency at their duties, while they are under close observation. We find that inspections often time provide our staff with positive reinforcement and feedback, which promoted communication amongst field personnel.

The results of inspections are used to help us identify best practices and/or areas of improvement that ultimately results in better service.

Administrative Processes and Procedures: Post Orders

Post Orders are the definitive guide for day-to-day activities of the entire account, for each post and position. Our Standard Operating Procedures and customized post-orders are the backbone of our operations at the State of Florida facilities. As part of our transition process, our Director of Start-Up, along with your Account Manager and Director of Security, will customize, implement and update the SOPs and post-orders.

Completed Post Orders are then digitized and available on-line, on our officer's tablets and through Kent Guard Tour™. The Post Orders are searchable so that when troubleshooting, our officers or support staff can easily find the information they are looking for, as well as a step-by-step guide of how to proceed. Post Orders are reviewed quarterly to ensure that they are updated and that any changes required are completed, communicated and discussed at our training/staff meetings

STANDARD OPERATING PROCEDURES AND POST ORDERS BINDER

- | |
|---|
| <ul style="list-style-type: none">• Introduction to State of Florida specific posts• Security Basics• Access Control• Patrol Procedures• Kent Organizational Chart & Contact Information• Facility Organizational Charts & Contact Information• Emergency Notification List• Site-specific Emergency Reference Guide & Procedural Checklist• Site-specific Post Orders• Templates and Samples of Kent Reports (Daily Activity Reports, Incident Reports, Vehicle Inspection Reports, etc.) |
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Kent Security has established an Internal Quality Assurance Department that is charged with the responsibility to review field operations for compliance with corporate policy, regulatory requirements and operating procedures. The audit program is a support function that assists each District office and operating unit in their compliance efforts, and helps to protect the assets of the company. To assist with compliance efforts, the QA Department has provided a manual titled QA Audit Control Criteria and Related Policies. This publication defines the areas that will be audited, and provides specific audit criteria and audit point values.

Administrative Processes and Procedures: Operational Audits

Kent's Operational Audit (OA) process involves a thorough review of each departmental and divisional operating procedures and internal controls. The process deals with broad performance issues, focusing on whether funds and resources have been economically, efficiently and effectively managed on behalf of our clients in order to fulfill our missions and objectives. Our OA process includes elements of a compliance audit, financial audit and an information systems audit. In particular, management audits examine and report on matters related to any or all of the following:

- the adequacy of management systems, controls and practices, including those intended to control and safeguard assets, to ensure due regard to economy, efficiency and effectiveness;
- the extent to which resources have been managed with due regard to economy, efficiency and effectiveness;
- the extent to which programs, operations or activities of an entity have been effective.

Key Components to Kent's Internal Audit Process

1. Scope- The first step would be to work with State of Florida management to customize the scope and objectives of our audit. It is also necessary to decide the exclusions to the scope.

2. Set audit objectives -The second step would be to set audit objectives as it pertains to State of Florida accounts and define what our Key Performance Indicators are, which are unique to this account. Appropriate audit evidence can be gathered only when objectives are clear. Three elements need to be identified - criteria, cause and effect. They will be concerned with whether the operating objectives will be met. Then, we will review and update the audit objectives after the preliminary survey.

3. Set scope- To manage expectations on what will be achieved by the audit, Kent will communicate what will and will not be included.

4. Gathering information- The sources of information will be:

- Operating standards
- Organizational chart
- Nature of operations in each position
- Operating reports
- Senior management
- Prior audit papers, if available
- Internet
- Industry, trade journals and publications
- Files and papers

5. Benchmark Survey- A preliminary survey is essential in order to gain a working knowledge of the operation to be audited, to logically investigate and evaluate all information, including:

- Information on overall business operations
- A questionnaire for discussions with staff
- Interviews with key operators
- The objectives, goals, and standards of the operation
- Initial opportunities for improvement
- An understanding of the inherent risks and internal controls
- Learn about the people performing the operation – key personnel, job descriptions, evaluation methods
- Physical inspection of operations
- Focus on possible cost savings from inefficiencies
- Presentation of the survey results
- Audit plan - time, resources and expertise required, audit program, audit tests and identify audit risks

6. Review of Internal Controls- To determine what level of reliance can be placed on internal controls. This step takes place throughout the audit process. Methods to review would include:

- Responses of interviewing staff to control questions in the Internal Control Questionnaire would indicate areas of control weakness to concentrate on
- Prepare flow charts or narrative descriptions
- Walk-through and limited system testing
- Evaluate policy and procedures manuals

7. Results of Internal Control Review- This will provide information regarding:

- Identification of the controls that the auditor will rely on during detailed testing
- Analysis of the controls
- Evaluation of the appropriateness of the controls
- Risk Assessment

8. Existence of controls- Kent will consider whether there are any factors, which might render controls ineffective, such as:

- Accidental or deliberate avoidance
- Management override
- Inadequate Backup and recovery
- Environmental impact
- Access control over computer systems
- A re-analysis of risk and budget time will need to be done at this stage

9. Detailed Testing- Kent will carry out sufficient audit tests of compliance and substantiation to gain sufficient evidence on the objective of the audit. The testing is aimed at significant controls that have previously been assessed as adequate to evaluate their effectiveness, and those controls assessed as inadequate to verify that the required results are not being consistently achieved.

10. Compilation of Findings/Report- Kent will present the State of Florida with a report that will inform the management of the issues or opportunities for improvement and provide constructive means of achieving the goals.

Administrative Processes and Procedures: Compliance Audits

Kent understands that in order to maintain our licensing with the Florida Department of Agriculture and Consumer Services Division of Licensing, we must abide by specific rules and regulations. Audits in these areas include verification that each of our employees are in compliance with the established guidelines. Compliance audits include compliances with:

- Laws and regulations
- Policies
- Standards
- Contracts

Kent's Road Supervisors visit each post, on random shifts to ensure that each officer has the correct uniform, badging requirements and current licenses.

The Kent Security management team ensures consistent quality work performance and immediate response to the site resource needs and problems through their resolution through the use of our corporate quality program. Our quality program is based on our corporate wide implementation of our 6 Sigma Process to ensure continuing improvements in quality, service, productivity and schedule.

Kent Security has a management team that can lead the effort to measure, analyze, improve and control our business processes to meet ever-rising customer expectations. We implement our contracts based on our corporate quality plan implemented at the project and task level through project specific quality assurance programs.

Quality Management is performed outside of the direct program or project manager and reports directly to the District and Account Managers. It includes instruction to ensure effective execution of all phases of a contract roll-out/project; process design, procurement, implementation/transition, benchmarking, testing, training and maintenance. This program is applied to projects on an ongoing basis and ensures that adequate and accurate execution and management systems, document and data control, purchasing and equipment procurement, work process control, testing and training are performed consistent with Kent Security and the State of Florida standards.

The Project Quality Plan is a fully contained Quality Control Program that includes process management and repeatability, quality assurance, quality control and quality related configuration management. Kent Security implements its Quality Program to ensure that established security system design standards are properly implemented, measured and met.

The Contents of the plan include:

- Quality Control Program Principles
- Quality Program Purpose
- Quality Control Program
- Business Processes and Procedures
- Organization – Project, Quality, Division reporting
- Quality Officer Responsibilities and Authority
- Supervisory Program
- Post Orders Quality requirements and responsibilities
- Effective Reports
- Non-conformance Process
- Quality Program Monitoring and Corrective Action Process
- Project level implementation, inspection, acceptance, reporting and closure

Technology

- ***Applicant Tracking System (ATS) – Kwantek***

Our highly efficient Applicant Tracking System enables us to manage Kent's recruitment and hiring needs in a timely manner. This system captures applicants personal information, employment history, educational background and resumes allowing the Human Resources team to make an inform decisions about applicants and filter those who would best match the client's requirements.

- ***Win Team***

This workforce management system allows Kent's management team to properly handle staff and work schedules to better align key resources to save time and money. With this tool, Kent's Operations team can ensure coverage with qualified officers while keeping costs in check. In addition, it helps decrease the amount of conflicts caused by under staffing and can also prevent scheduling unnecessary shifts. Employees have the ability to see their schedule from their smart phone via our portal as part of the time and attendance portion of the system, which can better manage labor costs, reduce errors and save time.

In other words, this system simplifies our process, allowing us to execute the work on time and on budget.

WinTeam is our holistic financial, operations and workforce management software solution. It's the industry-specific ERP for janitorial and security contractors to better manage our business and build sustainable growth for the future.

TEAM Software develops cloud-based financial, operations and workforce management solutions designed for any size janitorial and security contractor with a distributed workforce. This software has been innovators in the workforce management space for 30 years—attacking customer problems and building solutions. From their complete enterprise ecosystem to our right-sized workforce management toolset, our industry-specific software connects key components of our customers' businesses to enhance efficiency and profitability.

Kent has also used Team's add-ons features include TeamTime, a customizable time and attendance solution, and eHub, a powerful workforce management and self-service solution on web or mobile.

Team Software has features to connect the field to the back office all in one place.

- **Work and Employee Scheduling**

Simplify our scheduling with powerful features designed specifically for our janitorial and security industry. Their solutions make it easy to manage tasks and our people proactively. Keep our costs in check, cut overtime and get more work done on time and on budget.

- **Time and Attendance**

Their time and attendance software solutions give us a virtual view of the field that reduces costs and increases efficiency.

- **Human Resources and Payroll**

One system of record for all employee information. End-to-end insurance benefits management and enrollment capabilities. Industry-leading Affordable Care Act compliance tools. Payroll processing with integrated timekeeping, taxes and other business data.

- **Operations and Workforce Management**

WinTeam has its workforce management and operations features in one system of record. This time-and-money-saving approach helps us manage better and deliver great services, every time.

- Accounting and Financial Management

Team go beyond basic bookkeeping with advanced financial and budgeting features in WinTeam. Complete financial data from AR/AP to General Ledger, job Costing and Fixed Assets help us manage cash flow and budgets seamlessly. With a holistic ERP, financials connect to timekeeping, payroll and other operations data, so we can boost in efficiency, accuracy, and a full picture of profitability at the job-site level.

- ***eHUB***

Kent's self-service portal has been implemented to enhance the communication with our security officers. Kent active employees have the ability to review their personal information, work schedule, payroll information and much more. Through this portal we are able to disseminate information to active security officers to ensure compliance with the law, share policies and procedures, among other things.

With this Technology in place, we have been able to empower employees. They are able to view schedules, time cards and accruals without having to go through a Supervisor or Human Resources. The ability to access this information easily, at any time, eliminates confusion. Having this automated system in place eliminates time consuming tasks while allowing supervisors to work on other projects and/or assignments.

- ***Post Watch™***

Post Watch™ ensures that Kent officers assigned to duty are on duty at the assigned post at the required start time. The State of Florida can benefit by knowing in real-time that Kent officers are: on-site at the contracted start times, properly trained and credentialed for the site post, and that the officer who was scheduled to work is actually the officer on-duty. We would be happy to demonstrate all available technologies during the question and answer phase.

- ***Patrol Confirmation Tool- ProxiGuard Live***

With ProxiLive you will be able to monitor the on-site guard tours Online and Live! No limit for administrators to view and ensure high security level and guaranteed protection of your assets.

<ul style="list-style-type: none"> ● Real-time ● Cloud system ● User friendly ● Advanced Reporting ● Multiple User Management 	<p>ProxiLive has five reporting features:</p> <ul style="list-style-type: none"> ● Basic Report ● Missed Scan Alert ● Daily Guard Duration Report ● Client Event Report ● Incident Report 	<p>Incident reports includes:</p> <ul style="list-style-type: none"> ● GPS Location stamp ● 1 Photo Attachment ● 256 character description ● Guard signature ● Emailed to clients automatically
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