

Questions & Answers

(Q&A DEADLINE for new questions is October 6, 2025, 3:00pm EST)

#2

3. Could you please provide a copy of the current contract?

Answer: See attached. At the time the last solicitation was awarded, the Proposal Response, Award Letter, Tabulation Sheet, and corresponding Change Order(s) constituted the contract.

4. Are there any significant modifications from the previous contract to the new one? For instance, an increase in hours, a change in guard type (e.g. armed vs unarmed), a need for additional resources?

Answer: Refer to RFP 2025-016, PART C, Paragraph 1.

5. What was the total spent in the last billed month?

Answer: July 1, 2025, through July 31, 2025, billed in August 2025 totaled \$376,976. August 1, 2025, through August 20, 2025, billed in September 2025 thus far totaled \$359,329.

6. Are there any other rates billed separately (e.g. equipment, vehicles, etc.)

Answer: No, there are not any other rates billed than as requested in the RFP.

7. What was the amount spent on this contract last year?

Answer: Refer to RFP 2025-016, PART C, Paragraph 1.

8. What is the current bill rate for each position?

Answer: See attached tabulation sheet and

9. Beyond the state and federal minimum wage, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage?

Answer: Refer to RFP 2025-016, PART C, Paragraph 1.

10. Are there any additional services that may be needed that are not listed in the RFP? For instance, the need of additional sites, seasonal required security, etc.

Answer: Refer to RFP 2025-016, PART C, paragraph 22.

- 11. The RFP mentions that motorized vehicles are in use and may be utilized by the - contractor, though they will not be provided by HCSO. Could HCSO clarify which posts or locations currently utilize vehicles, and the expected frequency? If yes, how many?**

Answer: HCSO cannot clarify on behalf of the incumbent the posts, locations, or frequency the current they chooses to utilize their motorized vehicles for.

- 12. In the event HCSO exercises its discretion to award contracts to multiple vendors, how does HCSO intend to allocate the scope of work, including weekly service hours and specific locations, among the selected vendors?**

Answer: Refer to RFP 2025-016, PART C, paragraph 22.

- 13. Previous contract title/number?**

Answer: Refer to RFP 2025-016, PART C, paragraph 1. RFP 3-20 Courthouse Security.

- 14. What is the previous contract amount and the monthly invoice?**

Answer: Refer to RFP 2025-016, PART C, paragraph 1, and Answer #5.

- 15. Are there any deviations from the previous and current solicitation?**

Answer: Refer to RFP 2025-016, PART C, paragraph 1.



OFFICE OF THE SHERIFF

Chad Chronister, Sheriff
Donna Luszczynski, Chief Deputy
Hillsborough County, Florida

November 10, 2020

Jim Parrish
jim.parrish@usa.g4s.com
G4S Secure Solutions (USA) Inc.
405 North Reo, Suite 150
Tampa, Florida 33609

RE: Request for Proposal 3-20, *Courthouse Security*

Dear Mr. Parrish:

Thank you for responding to the above referenced bid. The bids have been evaluated and an award has been made to your company. The bid tabulation has been enclosed for your records and will also be available at the bid number on the Purchasing Bid Lists page of Hillsborough County Sheriff's Office's website at TeamHCSO.com.

There is a 72-hour dispute period as described in Part A, Paragraph 18 of the RFP.

If you have any questions, please direct them to our Acting Senior Procurement Analyst, Rhett Suarez, at RSuarez@HCSO.Tampa.FL.US or (813) 247-8053.

Sincerely,

A handwritten signature in blue ink, appearing to read "Christina R. Porter".

Christina R. Porter, CPA
Chief Financial Officer

CRP/mt

Enclosure

**Response to
Request for Proposal No: 3-20
Courthouse Security
Hillsborough County Sheriff's Office (HCSO)
Due Tuesday, August 18, 2020 by 3:00 PM**



Presented To

Dave Janney, Senior Procurement Analyst

Presented By

**Carrie Buck, Business Development
Taylor McDonald, Director, Government Services, FL
Email: carrie.buck@aus.com | taylor.mcdonald@aus.com
Allied Universal Security Services
4200 W Cypress St. Suite 550, Tampa, FL 33607
Phone: 813.620.6621 www.aus.com/gov**



Allied Universal Security Services
4200 W Cypress St
Suite 550
Tampa, FL 33607
Phone: 813.620.6621

August 18, 2020

Dave Janney, Senior Procurement Analyst

Orange County Procurement Division Internal Operations Centre II
400 E. South Street, 2nd Floor
Hillsborough County Sheriff's Office
Sheriff's Operations Center
2008 East 8th Avenue
Tampa, FL 33605

Dear Mr. Janney and Members of the Evaluation Panel:

Allied Universal Security Services (Allied Universal, AUS or Company) is proud to participate in the **Hillsborough County Sheriff's Office, Request for Proposals #3-20 for Courthouse Security**. We are a proven, reliable partner throughout Hillsborough County.

[REDACTED]

The Company offers substantial experience and specialization in courthouse security. Allied Universal's offer includes several unique advantages:

➤ [REDACTED]

- **PROOF POINT 2: Local Tampa branch office** is supported by local resources including general manager (Don Benoit), director of operations ([REDACTED]), dedicated trainer and recruiters, HR manager, billing and payroll support, and contracts and compliance manager, ensuring each contract receives the attention it deserves-- locally.
- **PROOF POINT 3:** Allied Universal provides more than [REDACTED] services to municipal, state and Federal government facilities nationwide annually.
- **PROOF POINT 4: HELIAUS®** - It is not just a tour or incident management system, but a comprehensive workforce management solution with Artificial Intelligence (AI) technology at its core.

We hope the HCSO's evaluation panel looks favorably upon our submittal and will consider this proposal a platform for additional conversation and collaboration.

Sincerely,

Andrew Daniels, Director, Vice President | **Allied Universal Security Services**

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Tab A. X-ray screening and magnetometer training and procedures

Documents:

- Training syllabus and materials regarding x-ray screening and magnetometer use.
- Resumes of Trainers.

Narrative:

- Describe the experience the company has in x-ray scanning and magnetometer use by listing other locations where the company is currently performing this service and the volume of traffic handled.
- Describe the company's training in the area of x-ray screening and use of magnetometers.
 - i. How is the training conducted?
 - ii. How many hours are dedicated?
 - iii. What are the qualifications of the trainers?
 - iv. If company experience is limited in the area of x-ray and magnetometer use, provide a detailed explanation of the plan to develop and maintain a large operation with significant and ongoing screening requirements.

- Describe the experience the company has in x-ray scanning and magnetometer use by listing other locations where the company is currently performing this service and the volume of traffic handled.

Courthouse and Juvenile Experience

Allied Universal provides a wide range of armed and unarmed security and screening services at various courthouse and government facilities including the following locations:

[REDACTED]

High-Volume Screening Experience

Allied Universal's diverse experience and scope of work includes providing high-volume screening services for the courthouses, cruise ship passenger screening, aviation screening, federal buildings, healthcare and other clients requiring screening. Some of the services we provide these clients, include but are not limited to:

<ul style="list-style-type: none"> • [REDACTED] 	<ul style="list-style-type: none"> • [REDACTED]
--	--

Walk-thru Metal Detector and Magnetometer Experience

Allied Universal provides security screening (using x-ray systems, walk-thru metal detectors and handheld scanners) at many large and highly secure facilities that require extensive screening with large visitor counts. Allied Universal currently provides security and screening services nationwide for hundreds of government clients with a similar scope of work. Allied Universal also provides security screening experience at many large and highly secure facilities that require extensive screening with large visitor counts including the following facilities: [REDACTED]

Overall security responsibilities include [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED], as well as interior foot patrols and exterior mobile patrols.

[REDACTED]

Allied Universal has extensive experience with [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] We employ a variety of magnetometers to scan individuals for the detection of metal using electromagnetic technology.

Allied Universal has provided similar services for many years for similar size facilities, command and control centers, multiple and/or concurrent security screening line operations, multiple security camera and monitoring stations, electronic remote door controls, and electronic access to secured areas such as underground garages and parking areas, for county, state, or Federal courthouse facilities. The following table provides a sampling of services with courthouse and government multi-story facilities having a daily employee/visitor scanning count in excess of 3,000 visitors per day.

JUVENILE CARE & CUSTODY EXPERIENCE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]



- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



each County Agency. Mr. Jose Ubieta, Allied Universal's Vice President of Operations, has corporate responsibility for the success of this program and has established a seasoned management team committed to effective organizational leadership and that has proven to be responsible to Miami-Dade County in managing the program.

[REDACTED]

[REDACTED]

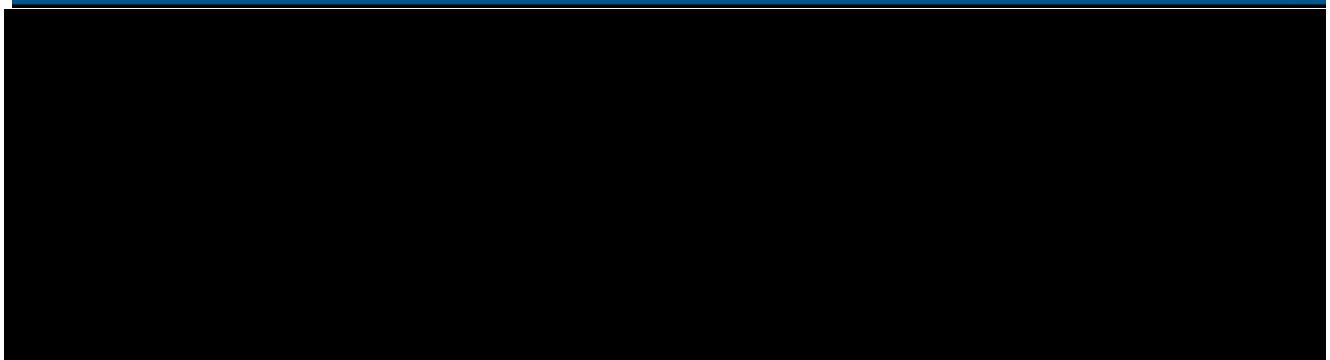
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



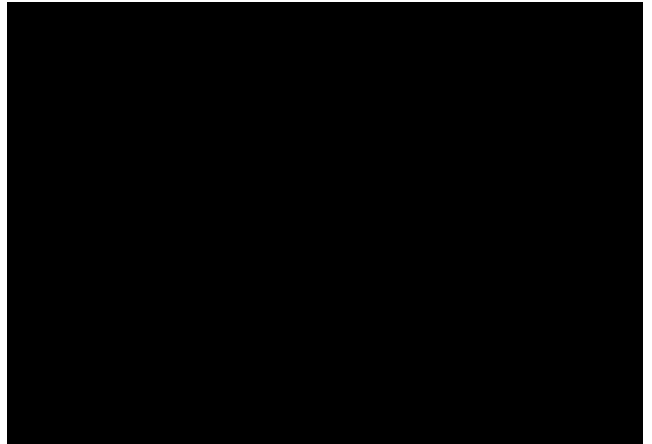
TYPES OF FACILITIES						
Courthouses	✓	✓	✓	✓	✓	
City Hall			✓	✓	✓	
Recreation & Community Centers	✓	✓			✓	✓
Public Libraries	✓	✓		✓		
Human Services	✓	✓	✓	✓	✓	✓
Healthcare Hospitals Clinics Mental Health Centers		✓	✓	✓		✓
Marinas/Ports		✓	✓			
Airports		✓		✓		
SIMILAR PROGRAM REQUIREMENTS						
Ingress/Egress Access Control/Electronic Door Monitoring	✓	✓	✓	✓	✓	✓
Credential Verification	✓	✓	✓	✓	✓	✓
Command center/ Console Operation and Alarm Monitoring	✓	✓	✓	✓	✓	✓
Magnetometers and package screening	✓	✓	✓	✓	✓	
Facility Escorts	✓	✓	✓	✓	✓	✓
Interior/Exterior Patrols/Garage/Parking Lot Access Control	✓	✓	✓	✓	✓	✓
First Responders			✓	✓	✓	✓
CPR/First Aid Certified Officers	✓	✓	✓	✓	✓	✓
Traffic Control and Parking Lot Enforcement	✓	✓	✓	✓	✓	✓
QA Program	✓	✓	✓	✓	✓	✓
Guard Tour System		✓	✓	✓	✓	✓

A [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
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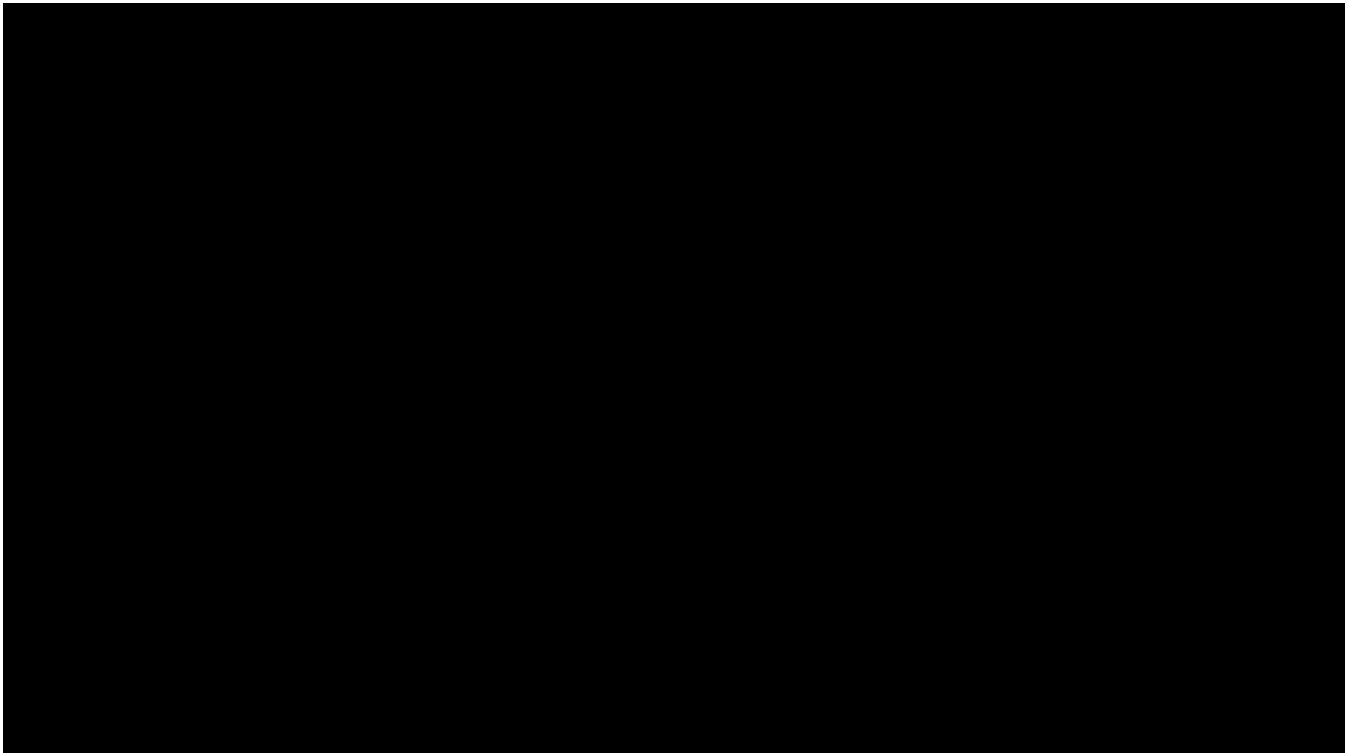
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]




General screening procedures are available to security professionals on the Company's learning management system, the EDGE. Screening is performed to detect any unwanted substance or attribute while people are entering and exiting facilities. The introductory course is designed to teach security professionals general security screening practices.

On-the-job training is specific to each site.

Allied Universal EDGE

Topics
Search



Favorites

Screening Procedures

By Allied Universal
Published: Apr 3, 2019
20m
Beginner
★★★★★ (8)
Report

Emergency Preparedness
Safety

NAME & TITLE	PROFESSIONAL TRAINING	FUNCTIONAL ROLE	LICENSES AND/OR ASSOCIATIONS	ADDITIONAL EXPERIENCE

Tab B. Personnel – Recruiting, qualifying and training

Documents:

- Recruitment literature.
- Training Syllabus or printed materials.

Narrative:

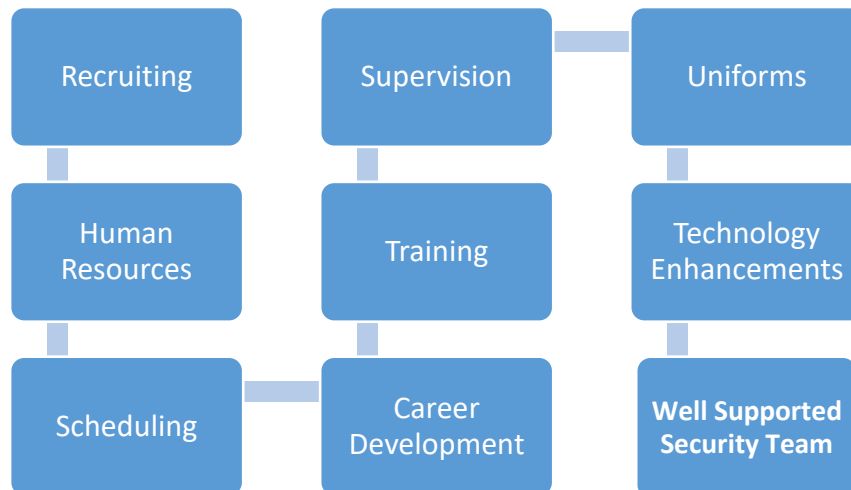
- Describe the company's qualification process for a Security Officer.
- Describe the methods used by the company to recruit Security Officer personnel.
- Describe the company's basic training program to include how to deal with the public.
- Describe the company's policy for handling complaints from the public.
- Describe the company's disciplinary procedures.
- Describe the company's employee performance evaluation program including evaluation frequency.
- Describe the frequency by which the company conducts background checks on Security Officers.

i. Describe the company's qualification process for a Security Officer.

Courthouse Security Begins with Recruiting

Allied Universal has a proven process for providing our clients with well-trained security professionals that understand their responsibilities and perform their duties to the best of their ability. Our process outlines specific steps, customized to each client, designed to achieve the technical scope of the program and achieve project objectives.

Our technical program has a level of uniqueness at each step in the process and we are proud to provide the County with details of our service and the value we bring. The goal of providing a "well supported security team" is achieved through:



Recruiting

Security professional quality begins even before we identify a candidate for a position with the HCSO contract. Dedicated recruiters identify only top quality candidates. In today's competitive employment climate, it becomes even more important that Company talent and resources are focused on finding

individuals that represent the highest standards of both Allied Universal and our clients. Better recruiting translates into:

- "Best-fit" personnel for your environment
- Higher employee satisfaction
- Higher quality of performance
- High-quality, screened candidates
- Higher employee retention

The vast number of recruiting resources utilized, along with the Company's reputation for being a great place to work, directly contributes to the **more than 1 million candidates in our hiring pipeline**. A large number of applicants means that we can select the right candidates for your security program, for each facility and post. And we have the resources to identify the best-suited individuals quickly and efficiently.



AllyO

To ensure high quality employees that are the right fit and have the right skills for the HCSO contract, Allied Universal tailors job descriptions to fit its needs, using the Company's AllyO platform to capture candidate information and keep them informed throughout the hiring process. AllyO is an Artificial Intelligence (AI) solution for recruiting that immediately engages candidates in a chat-like question and answer session. They provide their contact information and initial qualifications, which AllyO can use to help them find the best job for them. This integrated solution provides many unique benefits:

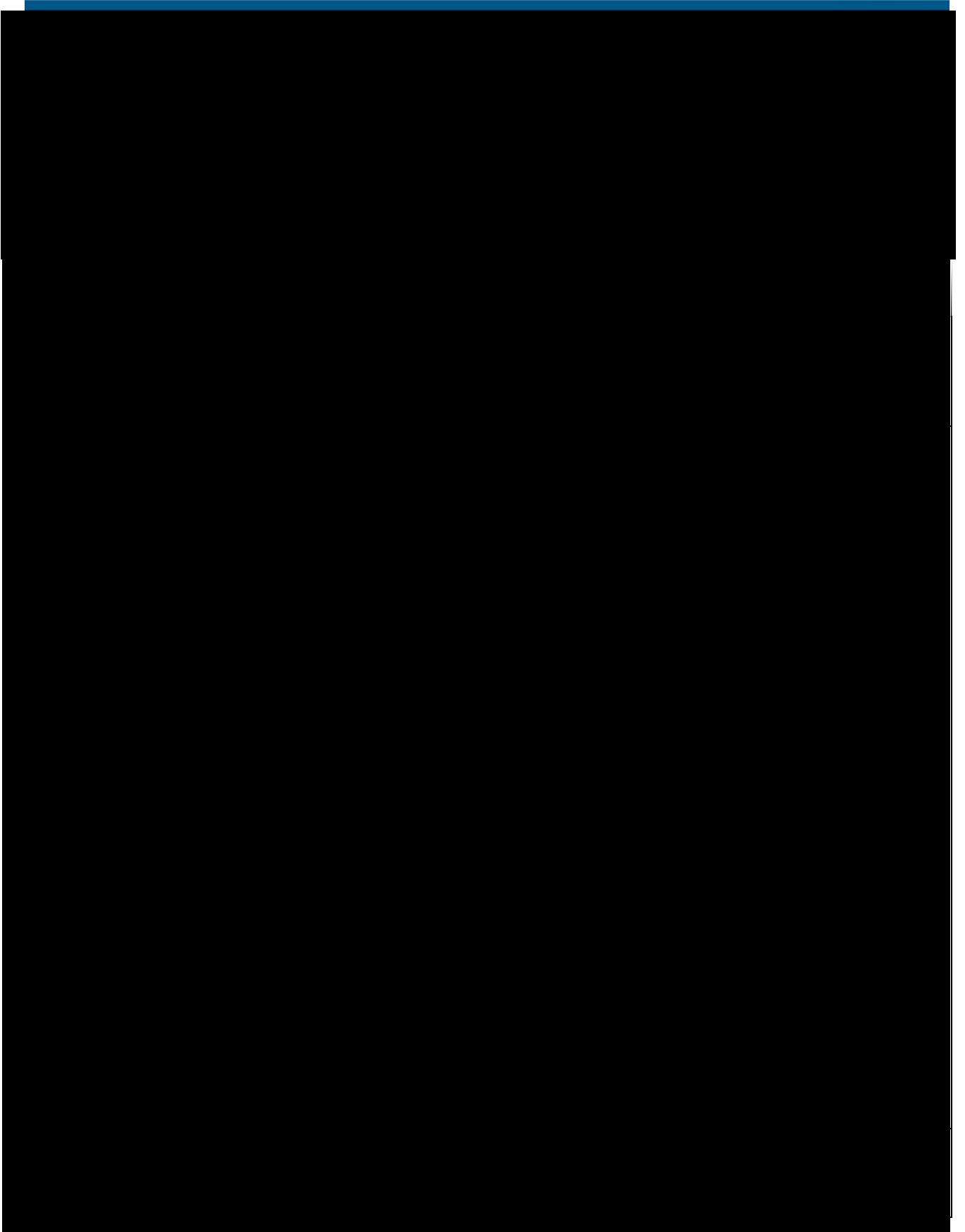


Overall, AllyO improves the quality of services we provide while decreasing security professional turnover by matching candidates with the jobs most suited to them and providing actionable steps to improve the process. It shortens the time and effort needed to staff an account while simultaneously improving quality.

In addition to AllyO, Allied Universal also utilizes HireVue. HireVue's AI capabilities translate video screening tests into data points that can accurately predict a candidate's aptitude for any given role. These videos measure information like emotional expression, tone, language patterns and word choice to determine a candidate's fit for the position.

Screening Process

The number one objective of the Allied Universal's screening process is to identify quality security personnel. We consider background, experience, communication and interpersonal skills, and fit for the position. Qualified candidates are invited to formally interview with our local branch recruiting team.



Armed Security Professionals

Allied Universal provides the highest quality security professionals (both armed and unarmed), experienced management and award-winning training to implement a comprehensive security program. For more than 60 years Allied Universal has been providing armed security professional services across the United States. The Company employs approximately [REDACTED]

All armed security professionals must meet Allied Universal's strict hiring, background, and security professional training standards. Additionally, armed security professionals are required to meet, or exceed, all federal, state and local laws and regulations with respect to firearms and less-than-lethal weapons licensing, training and qualification.

Armed Personnel Recruitment

Applicant must:

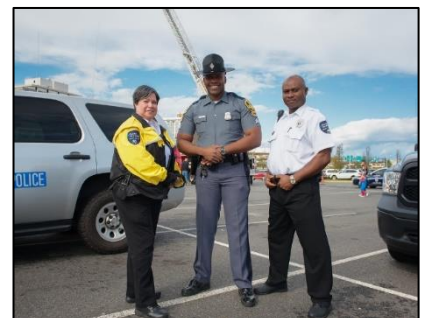
- Be 21 years of age
- Be a citizen of the United States and/or legally authorized to work in the U.S.
- Have high school diploma or GED
- Not suffer from any mental or physical infirmity which would prevent the safe handling and operation of a handgun
- Provide a valid driver's license and have access to transportation
- Have no disqualifying criminal convictions applicable to state licensing regulations, the Federal Gun Control Act of 1968 which bars misdemeanor crimes of domestic violence

Allied Universal's recruitment is targeted at, but not limited to, individuals with a background in or experience as:

- Military/Military Police
- Police/Peace Officers
- Corrections Officers

Armed Personnel Screening

- Comprehensive Review of Completed Application
- Initial Interview to assess timeliness, appearance, communication skills and personality
- Social Security Check
- Criminal Background Check
- A fingerprint-based national check through a State Identification Bureau and the FBI Integrated Automated Fingerprint Identification System where permitted by state code or regulation
- A name-based statewide and/or county criminal history records search
- County by county searches are conducted based on:
 - Residences or names that are discovered through a Credit Check or Social Security Number Check
 - The location of listed residences
- Both felony and misdemeanors are searched
- Conviction and (where permitted by state law) pending prosecution searched
- In addition to meeting relevant state requirements, as a matter of Allied Universal policy applicants must not have a conviction for any of the following¹:
 - Any felony conviction
 - Illegally using, carrying or possessing a pistol or other dangerous weapon
 - Making or possessing burglar's instruments
 - Burglary
 - Buying or receiving stolen property
 - Unlawful entry of a building
 - Corruption of Minors
 - DWI/DUI within three years of application
 - Forgery, Fraud, Deceptive Practices or False Report



- Aiding escape from prison
- Unlawfully possessing or distributing habit forming narcotic drugs
- Theft, Shoplifting, Larceny or Picking pockets or attempting to do so
- Soliciting any person to commit sodomy or other lewdness
- Recklessly endangering another person, including manslaughter
- Harassment and Stalking
- Kidnapping
- Making Terroristic Threats
- Aggravated Simple Assault, Sexual Assault, Indecent Assault and Battery, Fighting
- Rape, Involuntary Deviate Sexual Intercourse
- Indecent Exposure
- Incest
- Sexual Abuse of Children, Child Abuse, Child Endangerment
- Dealing in Infant Children
- Unlawful Restraint
- Resisting Arrest
- Trespass/Loitering
- Prior Employment Verification (minimum two references)
- Pre-employment ten-panel drug screen
- Secondary Interview with project manager or client representative

Firearms Training

Firearms training varies by state, but generally ranges from 20-40 hours, covering these or similar topics:

- Use of firearms
- Ethical and moral considerations of weapons use
- Liability for acts while armed
- Use of deadly force/the Force Continuum
- Search, seizure and arrest procedures while armed
- Firearms safety and maintenance
- Fundamentals of Non-Lethal Weapons use
- Qualification (Range practice, one-day fire, minimum qualification course typically of 50 rounds, minimum passing score 70 - 80 percent)
- Successful completion of written examination with a minimum passing score

Benefits

There is a direct correlation between providing employee benefits and attracting high-caliber personnel. Benefits are also a strong factor in employee engagement, which is critical to the success of your security program. We are also advocates for our employees, providing healthy living tips and information to encourage them to become educated healthcare consumers. Full-time employees must work a minimum of 30 hours per week to be eligible for health and welfare benefits, and 35 hours per week for vacation benefit eligibility. Below are some of the many benefits offered.

ALLIED UNIVERSAL EMPLOYEE BENEFITS	
Medical Insurance	Medical plans offered to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to our eligibility requirements/ policy. Detailed information regarding coverage and premium costs is available.
Dental & Vision Insurance	Dental Insurance and Vision Service Plan offered to all eligible employees.

ALLIED UNIVERSAL EMPLOYEE BENEFITS	
Disability, Life & Accident Insurance	<ul style="list-style-type: none"> Benefit-eligible employees have the ability to participate in a Disability Insurance Plan. Basic life insurance offered to benefit-eligible employees at no charge. Additional, supplemental life insurance and AD&D is available to employees at a competitive rate. Accident insurance through MetLife offered to benefit-eligible employees.
Paycard	Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.
Commuter Benefits Program	Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees.
Vacation Time	<p>Allied Universal does not provide paid vacations to Employees, unless specifically required under a collective bargaining agreement or a Customer contract. At such locations, the applicable policies for accrual, use and payment of such paid vacation benefit will be explained to covered Employees and will comply with all applicable laws. However, Employees may request unpaid time off from their Operations or Account Manager with at least two weeks' prior notice. Unused vacation time is not paid out at the end of the year or upon termination of employment unless required by state law, client contract or collective bargaining agreement.</p> <p>Allied Universal provides a service recognition bonus, referred to as an "Anniversary Bonus", for each full year of service completed. Refer to that section for further details. Employees who receive paid vacation are not eligible for the Anniversary Bonus program.</p>
401(k)	Employees can enroll anytime following 6 months of full-time employment.
Holidays	Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
Employee Assistance Program & Legal Services	An employee assistance program and legal service is available to employees.
PerkSpot	Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).
Career Development	Allied Universal believes in preparing our employees for a career in security. Our training programs prepare officers for the responsibilities of the site they are assigned to but it is the additional Company resources provided that create a long term commitment from our team members. We have established a documented retention program that encourages and rewards officers for their tenure with the Company as well as contribute to the continuing education and professional development of individuals through our internal development training or reimbursement of further education.
Educational Assistance, Tuition Discount & Scholarship Program	<p>Allied Universal encourages employees to continually increase their knowledge, improve technical skills and prepare for a position for greater responsibility within the company. To support employees in their professional development, a variety of programs are offered:</p> <ul style="list-style-type: none"> Educational assistance Tuition discount Scholarship Program for Dependents

Retention through Incentives and Recognition

The elements of staffing stability are complex and interwoven, and include adequate wages and benefits, proper hiring, competent supervision, comprehensive training, employee recognition and incentives, opportunities for advancement and on-going performance evaluations.

Many of our retention efforts are best illustrated through our **Incentive and Recognition** programs. Additionally, each of our management systems and solutions has elements designed to positively impact retention.

- Security Professional of the Month, Quarter, and Year Awards
- Personal and Professional Development
- Length of Service/Tenure Awards
- President Leadership Award
- Account Manager of the Year & Support Person of the Year
- Quality Enhancement Ideas
- On the Spot Awards
- Partners in Employment
- Partners in Growth

Uniforms and Appearance

Uniformed security officers' uniforms should harmonize with the requirements of their position. Allied Universal provides uniforms to security officers at no cost. Uniforms are replaced as normal wear and tear dictates to ensure a highly professional appearance is maintained at all times.

The HCSO's uniformed security professionals will should harmonize with the requirements of his or her position. A neatly uniformed, well-groomed security professional commands respect and authority and helps to project a professional image for the HCSO. A security team who understands the importance of a neat and professional appearance and sets the highest industry standards for uniforms, accessories and personal grooming requirements will benefit your security program. The security professional is the first person your visitor's come in contact with. They are a direct reflection of HCSO operations and an ambassador of its brand. That is why it is important to select security professionals who take pride in their appearance each and every day.

Whether it's an executive look, BDU, or a strong armed professional appearance, Allied Universal has the comfortable and long lasting uniforms that exceed expectations and set a standard in representing the HCSO's brand. We offer distinctive styles because your security program demands a high level of visibility and an authoritative security presence in today's environment. A security professional will always look professional and positively represent the HCSO's brand.



Our Assurance

The Company's program for uniform and appearance starts when the security professional is hired. What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look. This three-step process includes:

- Personnel who issue uniforms are trained to measure for proper fit
- Security professionals are trained and provided tips on how to wear the uniform properly
- Inspection programs ensure that security professionals are dressed correctly and when uniform pieces need replacement, action is taken in a timely manner

Grooming

Personal grooming and hygiene are every bit as important as the proper uniform. Each security professional understands the importance of his or her position, the need for a positive attitude, good appearance and hygiene. Our standards include guidelines on hair, facial hair, personal grooming and jewelry. We know that our security professionals' appearance can be a direct reflection of the HCSO.

MILITARY STYLE

Several shirt options and a military tie impart an authoritative air and high visibility.

Any security program will be enhanced by Allied Universal's Military uniform options.

This style is ideal for security programs that demand a high level of security presence.

- Shirts in blue, white or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
 - Permanent military creases
 - Reinforced sewn-in badge tab
 - Pleated pockets with pen slot
 - Three-point scalloped flaps
- Flat front uniform pants in black, navy, heather gray
- Duty belt



Screening

The number one objective of our screening process is to identify quality. We consider background, experience, communication and interpersonal skills, and fit for the position. Qualified candidates are invited to formally interview with our branch recruiting team.

Our Screening Process



Application Review & Assessment

Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.



Interviews

Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.



Electronic I-9 and E-Verify

Employment verification is completed by presenting proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.



Management Testing

May involve the use of one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the specific position.



Social Security Trace

Social Security checks are ran on each candidate to verify address history to determine what repositories should be included in the criminal background check. NOTE: SSN check does not verify identity; I-9/E-Verify does.



Criminal Background Checks

Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.



National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law)

This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.



Pre-employment Drug Testing

Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.



Motor Vehicle Report

Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.



Security Professional Integrity/Honesty Assessment

Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive but not guarantees of performance or behaviors, and are available for an additional charge.



Education & Employment Verification

In the event that the contact requires education and/or employment verifications, these services can be completed for a nominal fee.

ii. Describe the methods used by the company to recruit Security Officer personnel.

Recruiting

Security professional quality begins even before we identify a candidate for a position with HCSO. Our dedicated recruiters' primary focus is to identify and recruit only top quality candidates. In today's highly competitive employment climate, it becomes even more important that we utilize industry-leading technology and unparalleled organizational resources to find individuals that represent the highest standards of both Allied Universal® and our clients. Better recruiting translates into:

- "Best-fit" personnel for your environment
- Higher quality of performance
- High-quality, screened candidates
- Higher employee satisfaction and retention

Allied Universal® Recruiting Resources

The first step is having a thorough understanding of your site-specific needs. This allows us to recruit by position and post. Some of the recruitment resources we use:

- jobs.aus.com
- Promotions, employee referrals and bonuses
- Career websites
- Colleges, universities and schools
- Former military and reservists
- Job fairs and open houses
- Police and fire departments, and rescue squads
- Professional organizations (eg., ASIS, BOMA, ICSC)
- Civic/community organizations
- Senior associations
- Veterans administration and organizations
- Strategic partnerships with: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging and National Asian Pacific Center on Aging.

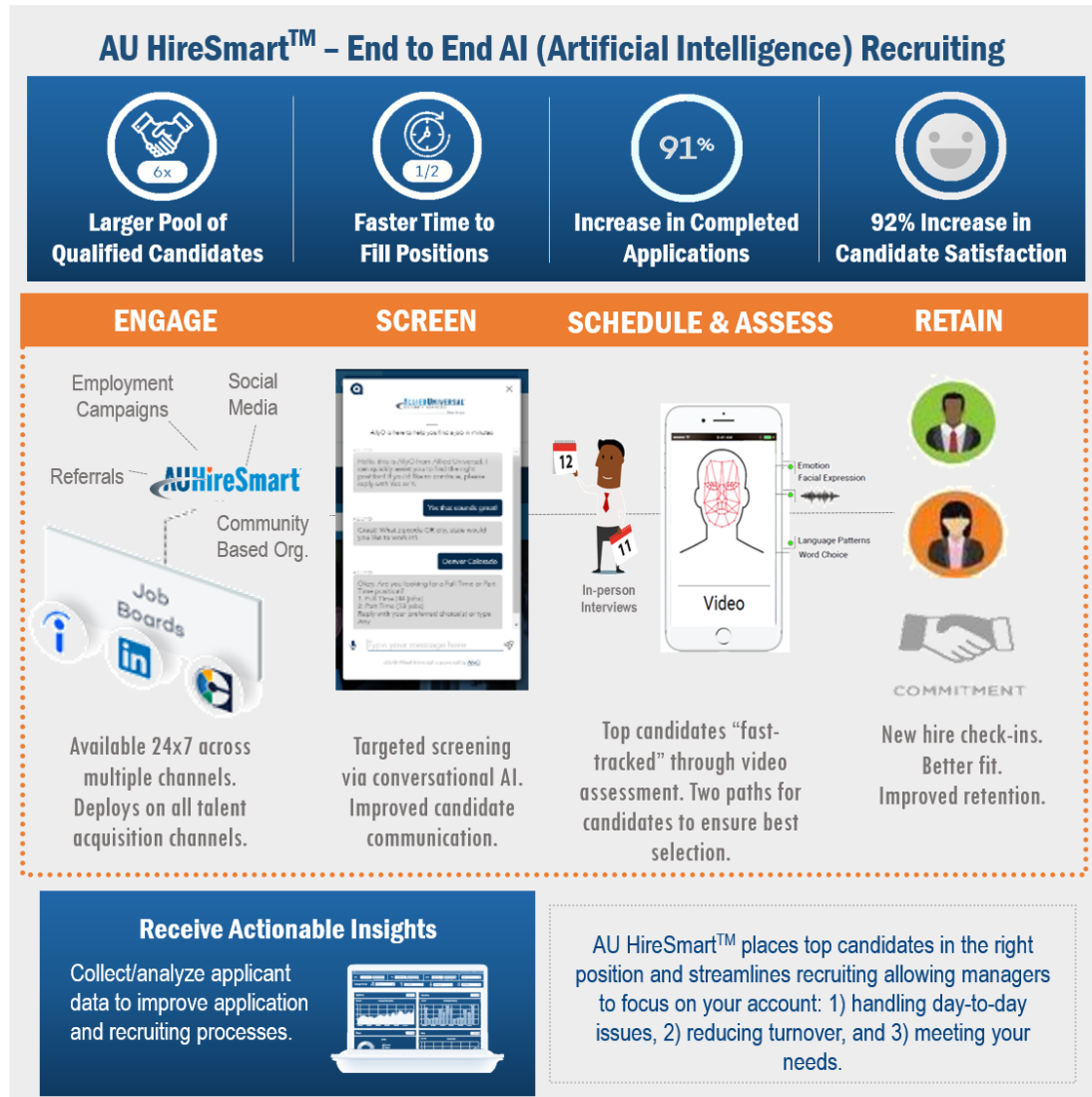
There for our Veterans™

Allied Universal is committed to hiring veterans, reservists, their families and caregivers. Our company-wide military hiring program, There for our Veterans™, is an essential part of our recruiting strategy. More than 33,000 heroes have been hired in the last five years as part of this initiative. We have partnered with these military assistance groups to ensure our service men and women have opportunities as they transition back to civilian life:



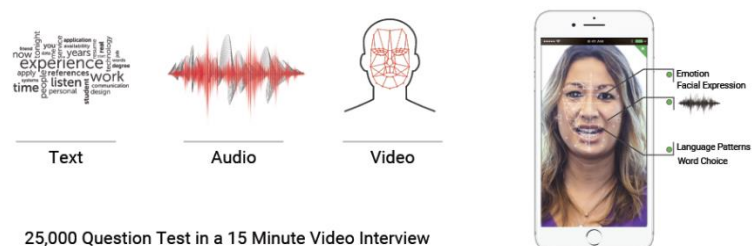
Recruiting Process: The vast number of recruiting resources we utilize along with our reputation for being a great place to work directly contributes to the more than one million candidates in our hiring pipeline. A large number of applicants means that we can select the right candidates for your security program. And, we have the resources to identify the most well-suited individuals quickly and efficiently.

To ensure high quality employees that are the right fit and have the right skills for HCSO, Allied Universal® Recruiters can fine-tune job descriptions to fit your needs and utilizes AU HireSmart™ to capture candidate information and keep them informed throughout the hiring process. AU HireSmart™ is an Artificial Intelligence (AI) solution for recruiting that immediately engages candidates in a chat-like question and answer session. They provide their contact information and initial qualifications, which AU HireSmart™ can use to help them find the best job for them. This integrated solution provides many unique benefits:



Overall, AU HireSmart™ improves the quality of services we provide while decreasing security professional turnover by matching candidates with the jobs most suited to them and providing actionable steps to improve the process. It shortens the time and needed to staff an account while simultaneously improving quality. AU HireSmart™ includes AI capabilities that translate video screening tests into data points can accurately predict a candidate's aptitude for any given

These videos measure information like emotional expression, tone, language patterns and word choice to determine a candidate's fit for the position.



effort
that
role.

This 24/7 interview and screening capability speeds up the hiring process drastically. Through full integration with AU HireSmart™, a candidate can apply over the weekend, perform the screening tests and video assessment, and be ready for an interview with a hiring manager by Monday

morning. Hiring managers can view recorded video submissions through their mobile devices and make hiring decisions anytime, anywhere.

At Allied Universal®, we are not looking to fill a position with just any candidate. We go the extra mile to dig deeper to find the right person for you. When our employees are well matched to the position requirements, they stay longer in their position, will be better engaged in their day-to-day responsibilities, and provide better service for you. Our ultimate recruiting goal is to find the best qualified candidate for every post. This translates into improved security professional quality and better results for HCSO.

iii. Describe the company's basic training program to include how to deal with the public.

Comprehensive, Specialized Training

Experience shows that virtually every measure of security professional quality can ultimately be tied back to learning and development. Your security program can only succeed if the security teams that support you are trained, knowledgeable and prepared. As the industry's training leader, Allied Universal® also believes that security professionals should not just be prepared for a job, but for a career. **We are committed to providing HCSO with the security industry's most highly trained and prepared security professionals and managers.**

Our award-winning learning and development program goes beyond traditional training and provides enhanced course offerings, compliance functionality and opportunities for employee growth. Our comprehensive training program is the starting point for security professionals' growth and development. A range of mandatory and voluntary training modules are offered pre-assignment, on-the-job and as continuing education as security professionals strive to stay current with industry trends and your evolving needs. Our dedicated training department consists of an experienced and creative team of professionals committed to keeping training innovative and informative. They support more than 50 professional and certified trainers across North America.

AU Institute™ is the umbrella under which all formal training and development opportunities exist. Training is tailored for specific roles:

- **Allied Universal® Security Professional Training:** There are Five Phases of security professional onboarding and development.

1. New Employee Orientation
2. On-the-Job-Training Post Certification
3. Core Training
4. Quarterly Site Training
5. Vertical Market Training



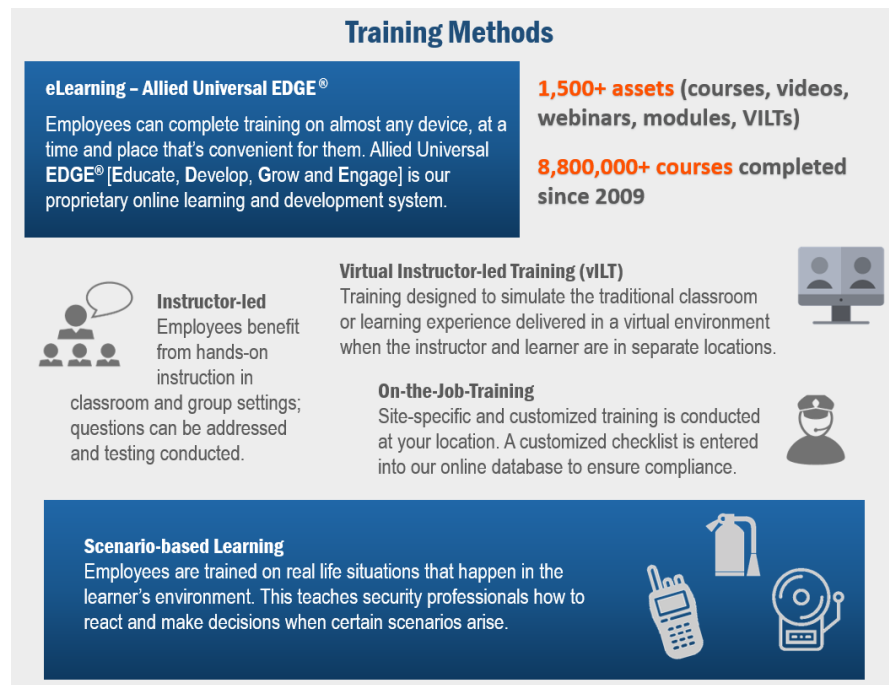
There are specific timeframes for completing each Phase, as well as testing guidelines to ensure comprehension.

- **Allied Universal® Supervisor Training:** This is the next step for a supervisor and includes trainings such as Principles of Leadership, Time Management and Supervisor Essentials.
- **Allied Universal® Management Training:** This includes courses on Security Management Essentials and must be completed when an employee moves into a managerial position.
- **Allied Universal® Leadership Training:** This is for senior operational and business development leaders and includes Leadership Essentials, Coaching, Delegating, Process Improvement and Crisis Management courses.

Methods of Training

Better-trained security professionals and managers not only help minimize risk and maximize safety, but ultimately provide a higher return on your investment. Allied Universal® offers a variety of training options to ensure your security team has access to the information they need, when and how they need it.

After each training program is delivered, knowledge is tested to ensure security professional comprehension. You have peace of mind knowing that security professionals are well-trained and prepared to exceed your expectations.

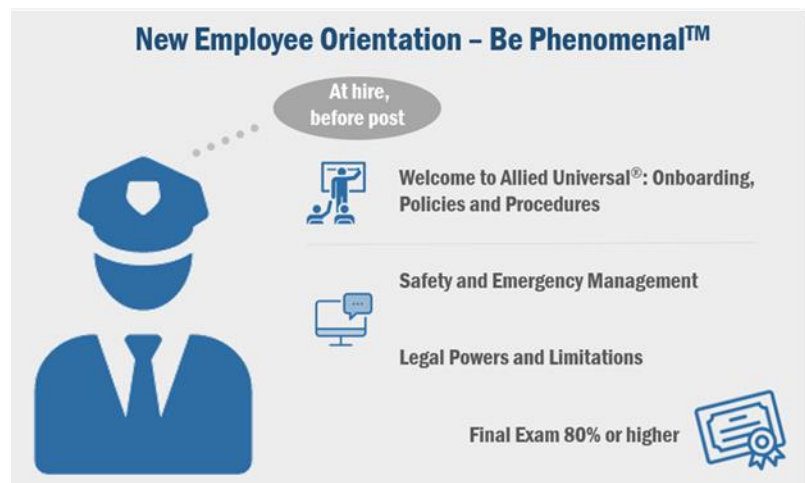


Compliance Tracking

Compliance tracking through the EDGE® allows training to be accurately recorded and reported. Trainers and managers can track security professional progress through initial, specialty and refresher training, and verify compliance.

New Employee Orientation

New Employee Orientation (NEO) is Phase One of the Five Phases of Security Onboarding and Development. NEO is a three-hour interactive training program designed to help position our employees for a successful career with Allied Universal®. NEO will help build confidence and pride in each employee's personal brand and in the Allied Universal® brand.



On-the-Job Training (OJT) Post Certification

Phase Two of our Five Phases of Security Onboarding and Development is OJT Post Certification. Allied Universal® recognizes that a work site's policies, procedures and post orders cannot be learned in a classroom but must be learned at the work site. Security professionals will be prepared for your individual needs and know how to effectively manage your security program. OJT is site-specific and customized to HCSO. This training is guided by a checklist which is entered into our online database providing a checkpoint to track completion.

OJT Post Certification Training – Sample Topics			
<ul style="list-style-type: none"> • Access Control • Active Shooter • Bomb Threats • CPR/First Aid/AED • Electrical Emergencies • Equipment Removal 	<ul style="list-style-type: none"> • Fire Alarm Response • ID Checks • Key Control • Mechanical Emergencies • Media Relations • Medical Emergencies 	<ul style="list-style-type: none"> • Opening/Closing Procedures • Parking & Enforcement • Parking Lot Security • Patrol Techniques • Post Responsibilities • Report Writing 	<ul style="list-style-type: none"> • Terrorism Awareness • Use of Telephones • Vehicle Assistance • Water Leaks • Weather Emergencies

A security presence is important, but a motivated, directed security presence with a purpose, assignment and goals is even more effective and critical to your organization. OJT and post orders define the role of your security professionals, develop a team prepared just for you and help guide your security program.

Vehicle Training			
Car/Truck	Segway and T-3	Bicycle	Golf Cart
<ul style="list-style-type: none"> • Driver/Vehicle Policy • Rules on Vehicle Operations • Patrol Driving • Accident Reporting • Vehicle Inspection Checklist • Vehicle Trip Log • Accident Reporting Procedures • Driver Training Practical Application Checklist 	<ul style="list-style-type: none"> • Definition of Segway and T-3 • Description of How Segways and T-3s Work • Important Safety Tips 	<ul style="list-style-type: none"> • Bicycle Basics and Safety • Rules of the Road • Preparation for Bicycle Patrol 	<ul style="list-style-type: none"> • Golf Cart Daily Inspections • Golf Cart Operation • Safe and Secure Golf Cart Parking

Vehicle Operation

Driver and Specialized Patrol Vehicle training are each two-part courses designed for security professionals who will drive an Allied Universal®- or client-owned vehicle while on duty. Courses are conducted by an Allied Universal® trainer, and are also available online.

The second part of vehicle training occurs at the work site, with the actual patrol vehicle. Checklists guide the student and the trainer through the safe operation of the patrol vehicle, using the actual patrol routes. Well-trained vehicle operators are both safe and effective, and set the expectation for safe practices for others at your location.

Core Training and Continuous Learning

Allied Universal® Security Professionals have many opportunities to further their career and expand their knowledge through various training. Core Training is Phase Three of the Security Development process. It consists of 20 lessons, each with an exam that must be successfully

Customer Service Training



Customer Service

Providing excellent customer service at Allied Universal is a top priority. This course covers: the importance of customer service and satisfaction; Allied Universal's customer service philosophy; 20 tips for delighting customers; how to effectively handle customer complaints; and client meeting guidelines and best practices.



White Glove Customer Service

This course covers the tools necessary to provide more than "just" customer service - but rather "White Glove Customer Service!" The key topics are: the importance of customer service; how to provide white glove service; managing perceptions to create an excellent impression; effective communications; handling customer complaints and mistakes; and exceeding client expectations.



Exceptional Customer Care

The best way to provide customer service as a security professional is to be client focused. This course examines how trainees can exceed their customers' needs of and win them over for life.



Effective Listening

This course stresses the importance of effective listening skills while interacting with colleagues, customers, guests and visitors to delivering first rate service. Topics covered are: the importance of listening when communicating; tips for being an effective listener; how to recognize and avoid behaviors that hinder listening skills; and steps for becoming an effective listener.



Telephone Etiquette

Effective telephone etiquette is a critical component for providing excellent customer service. This course explains the importance of telephone etiquette; effective telephone techniques; proper message taking procedures; effective call holding and transferring procedures; and voice mail guidelines.



CARE Customer Service

During times of heightened risk and uncertainty, it is of the utmost importance to take additional precautions to ensure the safety of our clients and the public. This course educates security professionals on their role as CARE Ambassadors and best practices to prevent infection and spread in the workplace to include: creating a welcoming presence to ease return to workplace anxieties; managing social distancing and safety in the workplace; and providing phenomenal customer service and empathy during a pandemic.

The key to effective learning and long-term performance excellence is the reinforcement of initial training by way of an effective, structured process. Per your annual requirements, we can provide refresher training on a variety of courses. Local and branch management and regional training staff continually deliver a number of company-wide training modules as well as programs customized to meet market- or client-specific needs. Allied Universal® managers will work with you to select training appropriate for the security professionals at your facility helping to ensure that ongoing training is a priority. Possible training topics:

Ongoing & Refresher Training			
<ul style="list-style-type: none"> • Fire Alarms • Access Control • Bomb Threats 	<ul style="list-style-type: none"> • Medical Emergencies • Broken Windows • Patrol • Water Leaks 	<ul style="list-style-type: none"> • Suspicious Persons/ Disturbances • Water Leaks • Power Outages 	<ul style="list-style-type: none"> • Customer Service • Safety Awareness • Elevator Entrapments

Should a service issue arise, the local supervision team will address and rectify the problem directly. The following escalation path, when necessary, will be followed:

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

All personnel are expected to conduct themselves in accordance with the requirements of clients and within guidelines established by the Company's performance management system. Upon selection,

every employee receives a copy of the Employee Handbook that outlines acceptable performance standards for employees. Every effort is made to help an employee succeed; however, when Company policies, procedures and work rules are violated or performance trends and actions require more formalized counseling, disciplinary action will be taken.

[REDACTED]



[REDACTED]

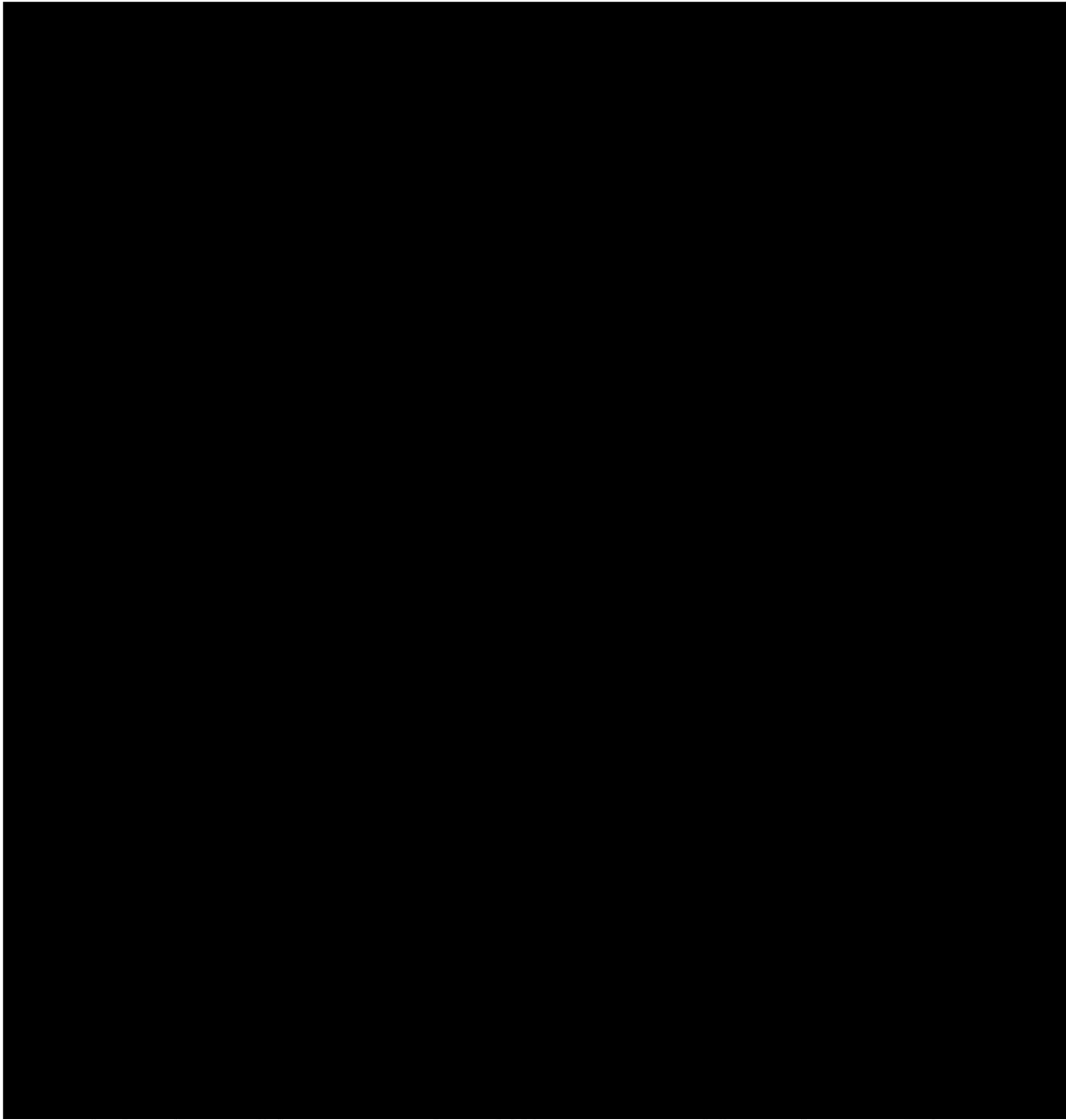
vi. Describe the company's employee performance evaluation program including evaluation frequency.

An important part of the duties of an Allied Universal Operations Manager is to review, document, and actively be involved in their employees' performance. An employee cannot be expected to perform at the expected level established by Allied Universal if that level has not been communicated and reinforced regularly. Performance is evaluated through formal annual appraisals and more frequent informal feedback and counseling, based on personal observation of routine duty performance and performance in such events as ongoing training, inspection results and supervisor/management evaluations. Some of the elements evaluated include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

appearance; always well-groomed with a complete, clean and presentable uniform; Commit to creating a great client experience.

- **Efficient and Effective** - Report to work on time: Attendance is consistent and meets attendance / punctuality requirements. Work is completed within designated timeframes; Focus every day on improvements: Plans ahead and provides a logical and effective course of action and demonstrates effective time management in completing quality work; Improve and develop yourself through learning; Keep doing the right thing: Execute patrols, orders and other security duties proficiently; Leads by example: Owns issues and recommend solutions, perform work in a motivated and self-directed manner.



Employee Signature

Date

_____ Agree _____ Disagree with evaluation

Supervisor Signature (if not account manager)

Date

Account / Operations Manager Signature

Date

Account / Operations Manager Name (print) _____

Career Discussions Conducted ☐

vii. Describe the frequency by which the company conducts background checks on Security Officers.

[Redacted text block containing multiple paragraphs of information regarding background check frequency]

Tab C. Hourly billing and pay rates

Proposers must download and complete EXHIBIT B - *Pricing Matrix*. EXHIBIT B is posted to the website in conjunction with the RFP's EXHIBIT A - *Staffing Schedule*, and all associated Proposal documents.

EXHIBIT B - *Pricing Matrix* consists of:

CHART 1: Proposers must enter the hourly, straight time billing rates by position as indicated. The annual cost by location will automatically calculate. Allowances for holiday rates must **not** be included on CHART 1.

CHART 2: Proposers must enter minimum hourly wage paid to employees and hourly overtime/holiday billing rates by position.

Please see Exhibit B for hourly billing and pay rates.

EXHIBIT B MUST be updated electronically using this MS Excel file.

This file has been made available at the Purchasing/Bid Lists webpage at: <https://TeamHCSO.com>.

Update **ONLY** the Minimum Hourly Wage Paid, and the **HOURLY BILLING RATES** for Straight-Time and Overtime / Holiday below.

(The Excel file will automatically calculate the annual cost for the positions and hours indicated.)

POSITIONS	Number of FTEs	BILLABLE HOURS ¹ Scheduled per Week	Minimum Hourly Wage Paid	HOURLY BILLING RATES		ANNUAL TOTALS 3 = 1 x 2
				Straight-Time ²	Overtime / Holiday	
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX						
Contract Manager <i>(Not paid by HCSO)</i>	1.0		N/A			
Armed Supervisor	5.0	200.0	\$ 16.16	\$ 23.09	\$ 34.64	\$ 240,136.00
Armed Security Officer	34.0	1,360.0	\$ 15.15	\$ 21.65	\$ 32.48	\$ 1,531,088.00
Unarmed Security Officer	19.0	759.0	\$ 13.13	\$ 18.76	\$ 28.14	\$ 740,419.68
Subtotal - Courthouse Complex:	59.0	2,319.0				\$ 2,511,643.68
JUVENILE ASSESSMENT CENTER						
Unarmed Supervisor	1.0	40.0	\$ 22.30	\$ 31.87	\$ 47.81	\$ 66,289.60
Unarmed Lead	2.0	176.0	\$ 18.05	\$ 25.79	\$ 38.69	\$ 236,030.08
Unarmed Security Officer	12.0	288.0	\$ 17.53	\$ 25.05	\$ 37.58	\$ 375,148.80
Subtotal - Juvenile Assessment Center:	15.0	504.0				\$ 677,468.48
GRAND TOTALS	74.0	2,823.0				\$ 3,189,112.16

Tab D. Ability to identify/detect firearms and other weapons during screening

Documents:

- Provide written policy for addressing Security Officers who fail to detect weapons in the screening process.
- Provide statistics on success and failure rates.

Narrative:

- Describe the company's experience and history with identifying and detecting weapons by use of x-ray screening equipment and magnetometers.
- Provide statistics and elaborate on the company's actual success or failure rate at detecting weapons in actual security operations.
- Explain how the company would address Security Officers who fail to detect weapons in either simulated situations or actual events.

- Describe the company's experience and history with identifying and detecting weapons by use of x-ray screening equipment and magnetometers.

[Redacted content]

- Provide statistics and elaborate on the company's actual success or failure rate at detecting weapons in actual security operations.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- Explain how the company would address Security Officers who fail to detect weapons in either simulated situations or actual events.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- **Written Policy for Addressing Security Officers who Fail to Detect Weapons in the Screening Process**

[REDACTED]

[REDACTED]

[REDACTED]

Tab E. Personnel – Recruiting, qualifying and training

Documents:

- Personnel and Benefits Manual.
- Disciplinary Procedures.

Narrative:

- Provide the company's pay scale for armed, unarmed Security Officers and Supervisors; see EXHIBIT B – *Pricing Matrix*, CHART 2.
- Describe all benefits offered to Security Officer employees to include, but not limited to, the following:
 - i. Uniforms and duty gear provided;
 - ii. Reimbursement of parking costs;
 - iii. Type(s) of insurance coverage available and related cost;
 - iv. Type(s) of paid leave available and basis on which it is earned.
- Provide the statistics on employee turnover rates by position.
- Describe advancement opportunities within the company and process by which an employee becomes eligible or qualifies.
- Describe the company's methods of retaining employees.
- Describe employee recognition and incentive programs, if offered.

- **Provide the company's pay scale for armed, unarmed Security Officers and Supervisors; see EXHIBIT B – *Pricing Matrix*, CHART 2.**

Please see Exhibit B for hourly billing and pay rates.

- **Describe all benefits offered to Security Officer employees to include, but not limited to the following:**

- Uniforms and duty gear provided;**
- Reimbursement of parking costs;**
- Type(s) of insurance coverage available and related cost;**
- Type(s) of paid leave available and basis on which it is earned.**

Uniforms and Duty Gear at No Cost to Employees

Uniformed security professionals should harmonize with the requirements of his or her position. A neatly uniformed, well-groomed security professional commands respect and authority and helps to project a professional image for HCSO. A security team who understands the importance of a neat and professional appearance and sets the highest industry standards for uniforms, accessories and personal grooming requirements will benefit your security program. The security professional is the first person your visitor's come in contact with. They are a direct reflection of your company and an ambassador of your brand. That is why it is important to select security professionals who take pride in their appearance each and every day.

Uniforms & Appearance

What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look at your location.

3-Step Uniform & Appearance Process

- ✓ Personnel who issue uniforms are trained to measure for proper fit
- ✓ Security professionals are trained on how to wear the uniform properly
- ✓ Inspections ensure security professionals are dressed correctly. When uniform pieces need replacement, action is taken in a timely manner

Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry

Several uniform styles available to meet your unique needs.



Reimbursement of Parking Costs

Parking will be provided at no cost to all Allied Universal Security Professionals downtown and at all locations.

Insurance Coverage (and related costs)

Allied Universal® has been a long-time industry leader in providing meaningful employee benefits. There is a direct correlation between providing employee benefits and attracting high-caliber personnel. We also understand that when we take care of our employees, they take better care of you.

Allied Universal Benefits



Medical Insurance

Offered to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to our eligibility requirements/policy. Detailed information regarding coverage and premium costs is available. Estimates in this proposal are based on proposed and evolving regulations, plan structure and estimated participation. Benefit eligible employees may purchase hospital or critical illness plans from Aflac.



Dental & Vision Insurance

Quality dental and vision plans are offered to all benefit-eligible employees.



Disability, Life & Accident Insurance

- Benefit-eligible employees have the ability to purchase both short and long-term disability insurance.
- Basic life and AD&D insurance provided to benefit-eligible employees at no charge. Additional, supplemental life insurance is available to employees at a competitive rate.
- Accident insurance is available for purchase from Aflac for benefit-eligible employees.



Paycard

Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.



Educational Assistance, Tuition Discount & Scholarship Program

Educational assistance – eligible applicants selected for the program are provided up to \$3,000 toward the cost of tuition and qualified related expenses. Tuition discount – we have partnered with over a dozen colleges/universities to offer tuition discounts (e.g., DeVry University, The George Washington University, Liberty University, Ashford University). Scholarship program – up to ten annual scholarships of up to \$1,000 are awarded to the children of our employees.



Commuter Benefits Program

Transit and parking funds deductible via payroll (pre-tax basis) offered to all employees.



Anniversary Bonus Program

Available to all employees who completed one year of continuous service. Amount based on each full year of service completed; paid on employee's anniversary date. Security professionals can still arrange to take unpaid time off, but our experience has shown that money in hand is preferred to time off. This Bonus offers our valued employees greater flexibility, while also serving as an incentive for employees to stay therefore improving overall retention.



401(k)

Employees eligible to enroll following six months of employment. *Exceptions to eligibility may apply.*



Holidays

Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



Employee Assistance Program (EAP)

An Employee Assistance Program is available to employees.



PerkSpot

Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).

NOTE Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.

Types of Paid Leave and Basis on which it is Earned

Time Off Benefits

Holidays

Allied Universal normally observes the following seven (7) designated Company holidays:

- New Year's Day • Labor Day • President's Day • Thanksgiving Day • Memorial Day • Christmas Day • Independence Day

When a non-exempt (hourly paid) Employee is required to work on a designated Company holiday, the Employee will receive time and one-half (1 ½) the Employee's base hourly rate for all hours that are actually worked on that holiday (specifically, hours worked during the 24-hour period on the actual designated holiday only).

Employees who do not work on a designated Company holiday will not receive holiday pay. This is true even when the Employee does not work his or her "normal" schedule because his or her Customer site or account is closed due to a holiday (Company designated or Customer-specific), unless otherwise provided by the Customer contract or by a collective bargaining agreement. In such cases, the Employee may contact the Operations or Account Manager and reasonable efforts will be made to identify a shift at another location that may be available for the Employee to work.

The specific dates that designated Company holidays will be observed are published annually on our Payroll Calendar. Any changes to the designated holiday schedule will be communicated in advance to all affected Employees. Allied Universal reserves the right to modify, add or delete any designated holidays at any time, with or without prior notice.

2 In some locations/Customer sites, President's Day may be substituted for Martin Luther King Day as the 7th designated Company holiday. Additionally, some CBAs may specify other or additional holidays and designate how such are to be paid. Finally, holidays are observed contingent on the individual contract we have with each client – employees assigned to a client contract that does not include a Company holiday will be paid their regular rate, not the "holiday" pay rate, for work performed on such Company holiday.

Religious Holidays

To reasonably accommodate the religious needs of Employees, time off for religious observances that are not designated as Company paid holidays may be taken without pay under the following conditions:

1. Employees must give reasonable advance notice to his or her Supervisor or Manager so that another Employee may be assigned, if required, to the work being performed by the Employee requesting the time off. Reasonable notice is considered at least 14 calendar days (2 weeks) in advance of the requested day off.
2. Each regularly scheduled workday or portion of a workday that is requested as a religious observance holiday will require individual review and prior approval by the Employee's Supervisor or Manager.

Vacation Time

Allied Universal does not provide paid vacations to Employees, unless specifically required under a collective bargaining agreement or a Customer contract. At such locations, the applicable policies for accrual, use and payment of such paid vacation benefit will be explained

to covered Employees and will comply with all applicable laws. However, Employees may request unpaid time off from their Operations or Account Manager with at least two weeks' prior notice. Unused vacation time is not paid out at the end of the year or upon termination of employment unless required by state law, client contract or collective bargaining agreement.

Allied Universal provides a service recognition bonus, referred to as an "Anniversary Bonus", for each full year of service completed. Refer to that section for further details. Employees who receive paid vacation are not eligible for the Anniversary Bonus program.

Sick Leave

Allied Universal does not provide paid sick leave except where such may be required by a collective bargaining agreement, a Customer contract, or by state or local laws. Where such paid sick leave is mandated, Allied Universal complies with all applicable state or local laws, and provides Employees with all required notices on the availability of such paid sick leave. Refer to the State Law Addendum for specific details.

If an Employee is sick and cannot work, or needs to care for a sick family member and cannot work an assigned shift, the Employee is required to contact his or her Supervisor at least four (4) hours in advance of the start of the scheduled shift, unless state or local law provides otherwise. Such time off will be granted without pay, except where paid sick leave is provided and such paid time is available to the Employee.

Subpoenas/Witness Duty

Employees will be paid their normal wage if required by a subpoena to appear in a legal matter (such as in court in a deposition) regarding the Company. Attendance at legal proceedings on behalf of Allied Universal is an official duty. When appearing at a legal proceeding, suitable attire must be worn. Allied Universal personnel will present a neat and clean appearance, avoiding any mannerisms that might imply disrespect in court. Employees summoned to appear in court for all other court appearances may request time off, but such time off is without pay.

Jury Duty

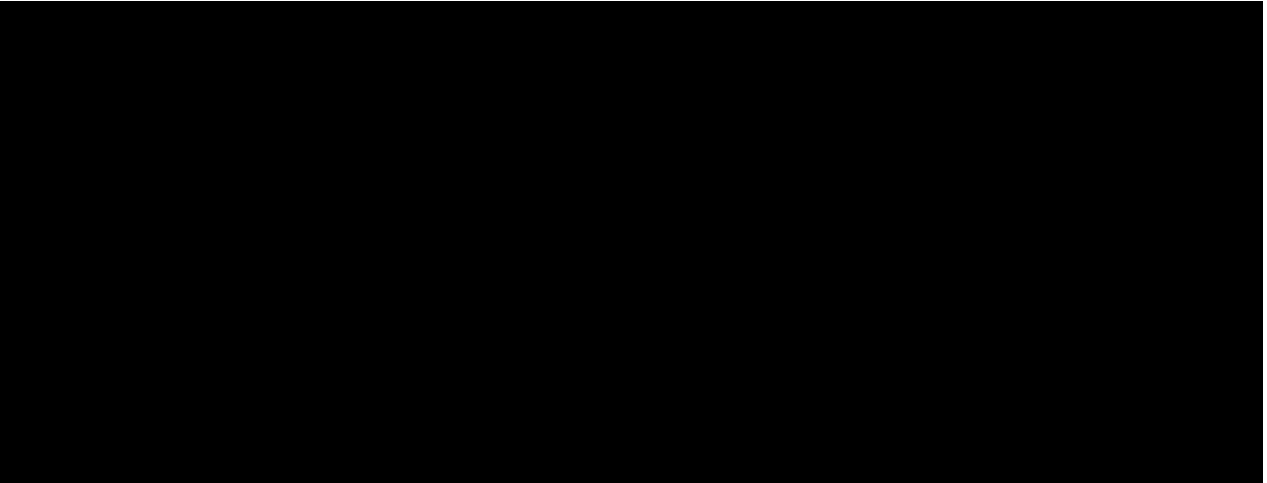
Allied Universal supports your civic duty to report for jury duty whenever called. Employees will not be discriminated against or otherwise punished for taking leave to serve as a juror. Please notify your Operations or Account Manager at least 14 days in advance of your scheduled jury duty, and provide a copy of your jury summons to your Operations or Account Manager. If you are called for jury duty, you will be allowed to take the necessary time off, without pay, unless if required by law. If serving as a juror would impose a financial hardship on you, please notify the Human Resources Representative at your Branch, and a letter may be provided to you that can be submitted to the court indicating that such service is unpaid. It is at the sole discretion of the court as to whether or not you are excused from jury duty.

- **Provide the statistics on employee turnover rates by position.**

For 2019, the Company's annualized turnover rate was 60.7%.

According to The Freedonia Group, an international industry research company, annual employee turnover exceeds 100% for some firms within the contract security officer industry. While turnover is lower among full-time employees, it still often reaches 75% in the industry.

Our low security professional turnover rate results from recruiting the employees who will best fit the position, properly screening them and then engaging them with training and development programs designed to help build a career they can be proud of.



Low turnover is an essential part of quality service. Our security professionals are often an integral part of our clients' operations, and that is only possible because our officers are engaged, motivated and interested in a career.

- **Describe advancement opportunities within the company and process by which an employee becomes eligible or qualifies.**

Career Mapping and Planning

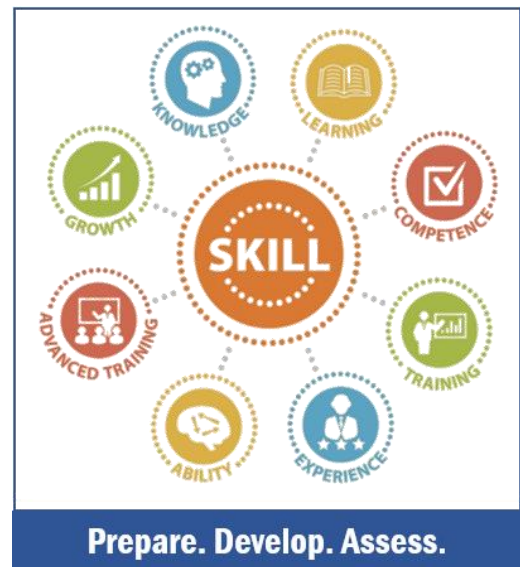
At Allied Universal®, the umbrella under which all formal learning and development opportunities exist, guides the development of employees. It engages a robust platform to PREPARE, DEVELOP and ASSESS employees throughout every stage of their career. This platform offers critical tools, resources and support that employees can leverage to improve, learn and grow.

We are interested in developing and retaining employees by supporting them in achieving their career goals. In addition, we strive to help employees develop into the future leaders of the company. By establishing formal career paths, we can:

- Attract and retain talent by offering better career growth
- Use human capital effectively and achieve greater productivity
- Reduce employee turnover
- Improve morale and motivation
- Improve succession planning

Career Development Plan

Career Navigator is an ongoing process that assists employees in managing their careers and development. We encourage employees to work with their managers to develop an individual



guide to identify their career goals, and map out a plan for working toward those goals. Activities may include seeking on-the-job training opportunities, classroom and/or online training, self-development, and outside activities that will enhance skills and experience to prepare the employee to take the next career step.

<ul style="list-style-type: none">• Describe the company's methods of retaining employees.

Retaining employees is complex and interwoven, and includes adequate wages and benefits, proper hiring, competent supervision, comprehensive training, employee recognition and incentives, opportunities for advancement and on-going performance evaluations. Allied Universal® is proud to have among the lowest turnover rates in the security services industry.

Many of our retention efforts are best illustrated through our incentive and recognition programs. Additionally, each of our management systems and solutions has elements designed to positively impact retention.

- Our screening process tests for an applicant's predisposition to remain with an employer.
- Our 30 day New Hire Survey checks with new hires to assure they have been onboarded to their satisfaction.
- Refresher training enhances and reinforces earlier learning.
- Our computerized scheduling system helps avoid assigning shifts that are too long and/or too close together.
- Personalized recruiting approach and profiling by position.
- Security Voice, our 24-hour security professional hotline, ensures an open line of communication and prompt attention to any security professional need or question.
- Our management teams are trained and coached on human resource tactics that further promote employee retention.
- Decentralized management allows our senior staff to be actively involved with, and easily accessible to, our security professionals.

A great retention program means security professionals for HCSO are on board for the long term and are a reliable presence at your site.

<ul style="list-style-type: none">• Describe employee recognition and incentive programs, if offered.
--

Quality that is rewarded is repeated. Formal recognition for exemplary service supports our culture of quality. Employee recognition also has a way of inspiring others to perform at a higher level. At the heart of this effort is a sincere appreciation for hard work, good judgment and continuous improvement. We strive to recognize and motivate security professionals for outstanding achievements, exceptional performance of every day duties and for being a true asset to the security team. Examples include:

Reward & Recognition Programs



Hero Award & Hero of the Year Award

Recognizes acts of heroism. Recipients receive an "Allied Universal Hero Award" certificate, a personal letter from the CEO, and a \$100 cash award. The Hero of the Year and one runner-up, receive personal recognition by the CEO, an engraved "Allied Universal Hero" statue and a monetary award.



Annual Recognition Awards

Awards in honor of former Allied Universal leaders: 1) Paul Bryant "Security Professional of the Year", 2) Frank Rabena "Account Manager of the Year", 3) Lou Ligouri "Good Citizen of the Year", and 4) Harriett Lavender "Support Employee of the Year".



"You're Phenomenal" On-the-Spot Reward

Recognizes employees for actions that go above and beyond our already high standards of quality. Employees recognized receive a gift card.



Length of Service/Tenure Awards

Recognizes and rewards employees for period of continuous, loyal service at their 1, 3, 5, 10, 15, 20 (and each 5-year increment thereafter) year anniversaries.



Community Service Award

Allied Universal encourages employees to pursue opportunities in their community to make things better for local citizens. This award recognizes those efforts. Ten recipients are selected annually by the Community Service Award Committee and awarded \$500. All nominees receive a recognition letter from the CEO.



Partners in Growth

Referral bonus program.

Sample Table of Contents from Allied Universal Security Employee Handbook 2020 provided below.



EMPLOYEE HANDBOOK

Security Professionals
National - All U.S. Locations

(Excluding Employees in California, Puerto Rico and US Virgin Islands and all non-U.S. locations)

January 3, 2020

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Disciplinary Procedures	
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[REDACTED]

Tab F. Company overview

Documents:

- Financial statements (preferably audited).
- State of Florida and Class “B” Licensing.
- Company policy for handling complaints.
- Risk Management – List of significant pending claims and/or lawsuits and any claims and/or lawsuits resolved during the last three (3) years including the outcome(s).
- APPENDIX I - References - Security Services.
- APPENDIX III - *Vendor Packet*.

Narrative:

- Demonstrate corporate, financial, and organizational capability and support:
 - i. Company history and philosophy.
 - ii. Years in business.
 - iii. Mission statement.
 - iv. Principal stakeholders.
 - v. Corporate and local organizational structure.
 - vi. Locations where the Company performs similar services.
 - vii. Current number of Security Officers employed.
 - viii. Risk Management – Interpretation of responsibility to include steps to eliminate risk.

i. Company History and Philosophy.

History

The parent companies of **Allied Barton Security Services**, founded in **1958**, and **Universal Protection Services**, founded in **1965**, merged in August of **2016** to form **Allied Universal Security Services**.

Universal Protection Service, LLC, formed in Delaware on October 25, 2011, as Security Forces, LLC, changed its entity name to **Universal Protection Service, LLC**, on July 11, 2012. **Universal Protection Service, LLC**, is wholly-owned by its parent company, **Universal Protection Service, LP**.

Universal Protection Service, LP, was formed in California on December 31, 2009. Both entities took on the Trade Name “Allied Universal Security Services” in August 2016.

Philosophy

Allied Universal's Core Values are...

- **United as a Team**
- **Nimble, Fast, Responsive**
 - **Efficient and Effective**
- **Obsessively Focused on Results**
 - **Client Focused**

An unrelenting focus on clients’ success creates partnerships rooted in quality and value, and is supported by experience gained from being in business for over 60 years. Through our world-class customer service, advanced security services and solutions ...Allied Universal® is There for you™.

Our relationships with our employees and clients are at the heart of everything we do, each and every day.

It is our goal to provide employees with a safe and secure working environment. We believe this is best attained through a collaborative approach, where both the Company and our employees have a responsibility to regularly review procedures, report concerns or safety/security hazards, and address any issues promptly and effectively.

ii. Years in business.

The Company has been in business for more than 60 years.

iii. Mission statement.

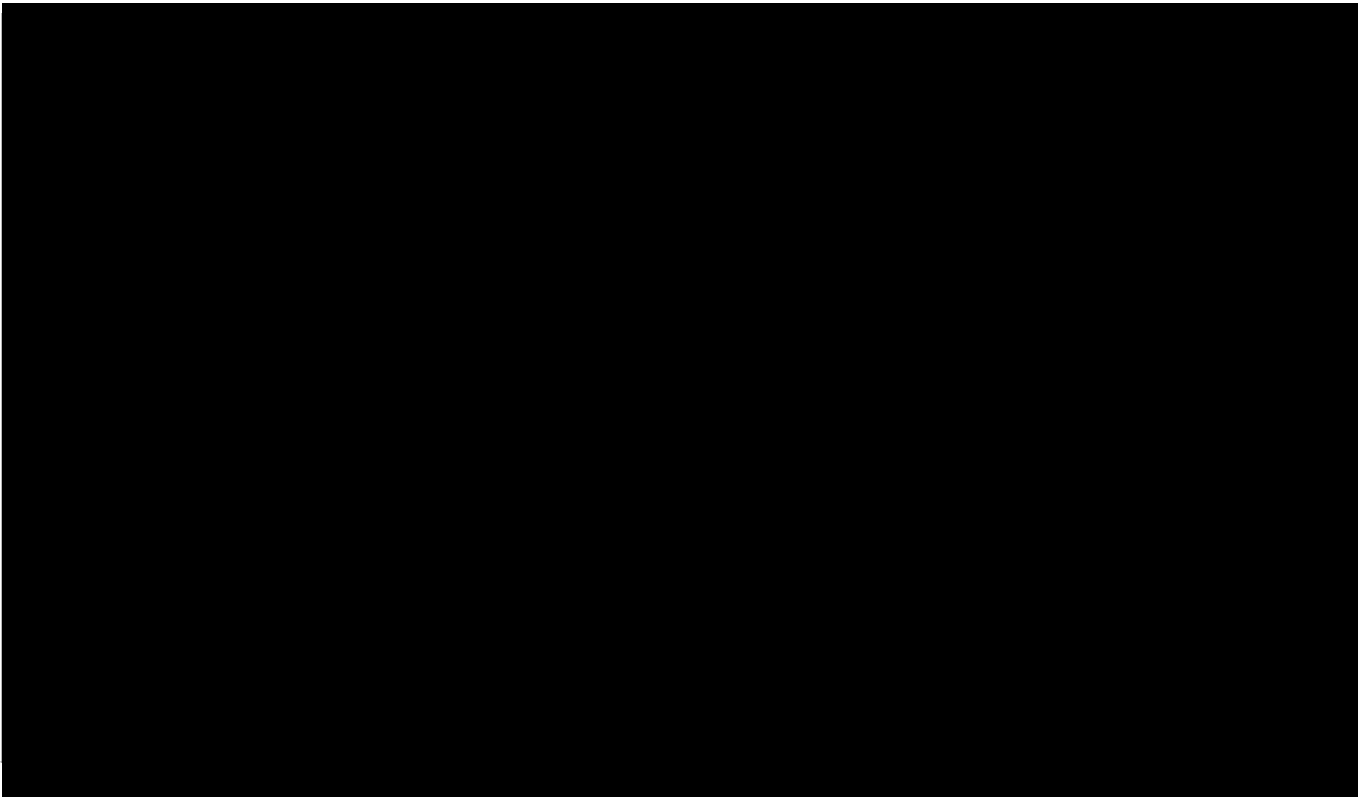
Our Mission Statement

Allied Universal provides unparalleled service, systems and solutions to serve, secure and care for the people and businesses of our communities. We put our relationships with our Employees and customers at the heart of everything we do each and every day.

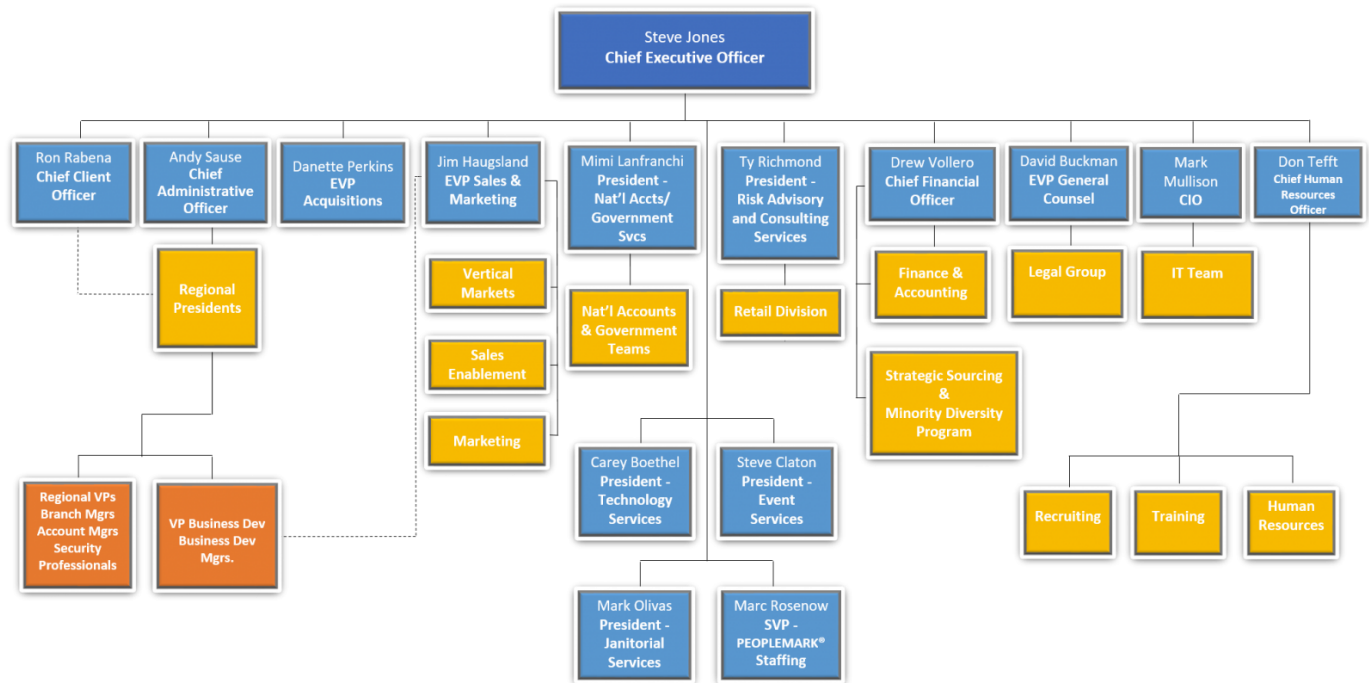
iv. Principal stakeholders.

Company ownership (Allied Universal Topco LLC) includes Caisse De Dépôt Et Placement Du Québec ("CDPQ"), a Canadian Institutional Investor; Warburg Pincus, a US Private Equity Firm; Wendel Se, a French Investment Firm; Partners Group, a Swiss Private Equity Firm; Safra Group, an International Group of Financial Institutions; and members of management, the board, and certain institutional holders.

v. Corporate and local organizational structure.



The Company's **Local Response / National Support** model ensures that the services contracted for are provided as required, fully supported by local and regional resources. A corporate organizational chart is provided below.



Southeast Region Support

Allied Universal's regional support is through one of its regional offices. Regional offices are strategically located across the country to be near clients. [REDACTED] of Allied Universal's Southeast region, which includes Florida, directly supported by [REDACTED]. The Branch office is managed by [REDACTED] and the staff listed below are available to support HCSO.

Our local managers are empowered decision makers who understand the needs of your courthouse. Managers help to develop Allied Universal® employees on a daily basis. They are the individuals who take the lead on program management and concern resolution to create a seamless security program. Allied Universal® has more than 60 years of security industry experience, including supporting a national network with human resources, training, recruiting, technology and strategic sourcing. We consider our local management teams to be a critical internal client, and we make their needs a priority. Our managers set high standards for service; standards that are maintained through continuous, effective supervision.

Allied Universal's local team is proven, experienced, and committed to supporting the needs of our security officers and customers 24 hours a day. Our extensive local branch office resources, backed by our regional and national support networks, are abundant and unmatched. Our team's number one goal is to support the officers at your sites. Our Tampa district office is fully self-sustaining office with management and supervisory resources, human resources and recruiting staff, training staff, and administrative support functions (e.g., accounting, billing, etc.), enabling our staff to be focused and responsive to the requirements of our clients and responsive to contract issues immediately.

Resumes/bios for Key Personnel are provided on the following pages; how the Company's local organization is shown in the chart that follows. Licenses and certifications for specific employees and those listed below will be provided upon selection and award.

NAME & TITLE	PROFESSIONAL TRAINING	FUNCTIONAL ROLE	LICENSES AND/OR ASSOCIATIONS	ADDITIONAL EXPERIENCE
Bob Wood President of Southeast Region	B.S. Criminal Justice, College of New Jersey	Responsible for operational oversight of 500+ accounts in the Southeast Region.	American Society of Industrial Security Building Owners and Managers Association Association of Certified Fraud Examiners	<ul style="list-style-type: none"> Wood is responsible for the management and oversight of all Allied Universal field security operations, including account management, field supervision, customer relations management and business development. He has over 30 years of career experience in the private security industry with the 3rd largest U.S. protective services firm, where he held key management positions responsible for operations in the Mid-Atlantic, New England and New York regional markets. These roles included directing uniformed security services and relationship management for very high-profile clients, including Fortune 500 companies.
Andrew Daniels Vice President Business Development, Southeast Region	B.A., Speed Communication, Ithaca College, Ithaca, NY	Oversees business development and accounts throughout the Southeast Region	Building Owners and Managers Association American Society for Industrial Security	<ul style="list-style-type: none"> Years in Industry: 10+ years 10+ years specializing in Residential Communities

NAME & TITLE	PROFESSIONAL TRAINING	FUNCTIONAL ROLE	LICENSES AND/OR ASSOCIATIONS	ADDITIONAL EXPERIENCE
			Community Associations Institute	<ul style="list-style-type: none"> Oversees 17 Security Account Development Specialists
Charlie Bohnenberger Vice President, Government Services	BA, Political Science, Villanova University, 1989 Master of Government Administration (MGA), University of Pennsylvania, 1997 Certificate, Leadership for State Executives, Duke University, 1998	Responsible for overall customer satisfaction, at the corporate level.	Board of Directors, Navy League of the United States, Philadelphia Chapter Board of Directors, United Cerebral Palsy Association of Philadelphia and Vicinity Member; Legislative Affairs Committee, Greater Philadelphia Chamber of Commerce	<ul style="list-style-type: none"> 19 years' experience in political, government, and business sectors. 11 years' senior management experience in both the public and private sectors. Served as Director of Governor Tom Ridge's Philadelphia Regional Office; as such, served as the Governor's representative on the Board of Directors for the Philadelphia Convention & Visitor's Bureau, Greater Philadelphia Tourism Marketing Corp., The Delaware River Port Authority, and several others. IBM's primary liaison to the US Department of Homeland Security, Department of Defense, and other federal agencies for IBM's largest consulting business unit.
Taylor McDonald Director of Government Services	M.S., Engineering Psychology / Human Factors Engineering, Florida Institute of Technology, Melbourne, FL	Oversees government services throughout the Southeast region.	American Management Association, Mergers & Acquisitions, 24-hours.	<ul style="list-style-type: none"> 10+ years' experience in security industry 10+ years' experience in defense industry

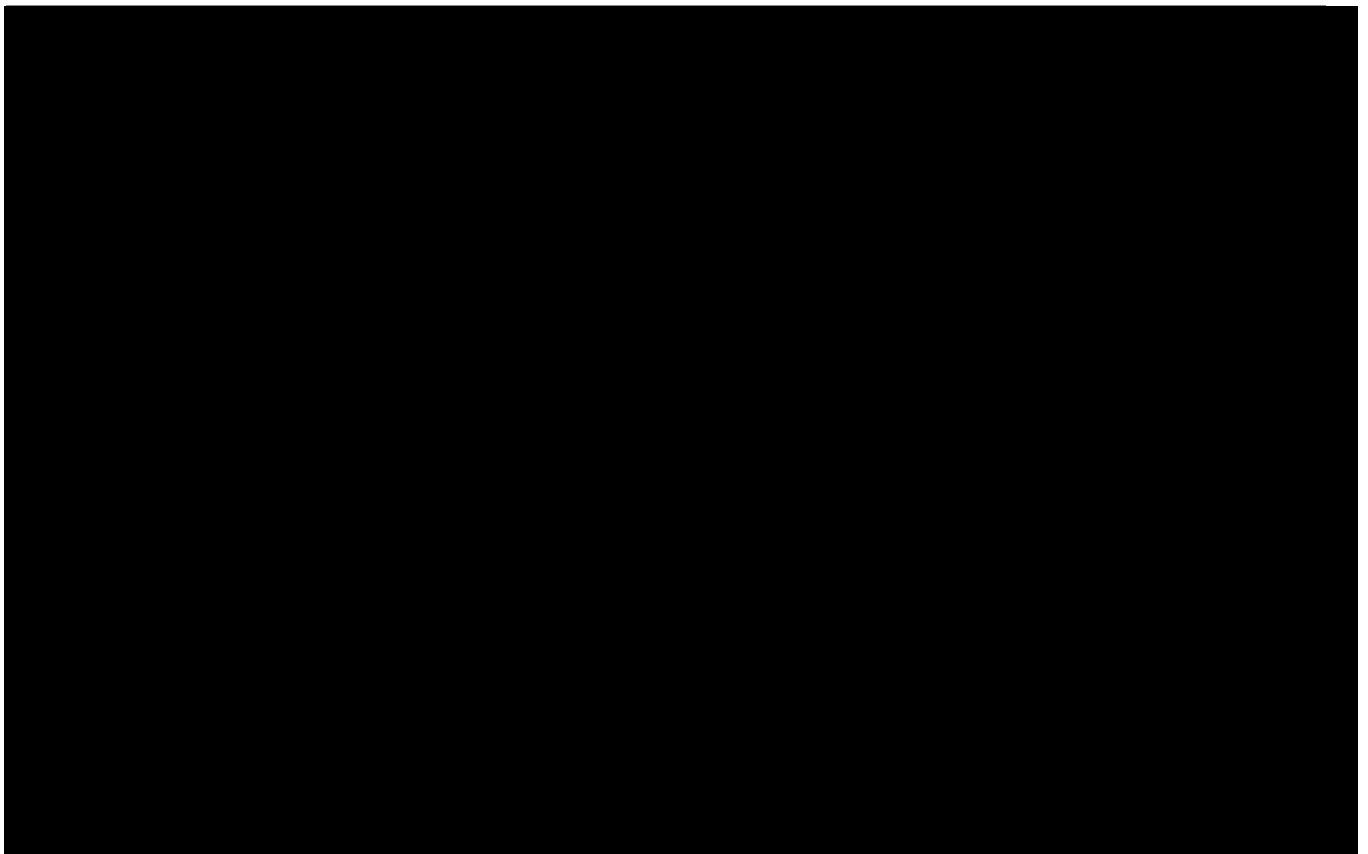
NAME & TITLE	PROFESSIONAL TRAINING	FUNCTIONAL ROLE	LICENSES AND/OR ASSOCIATIONS	ADDITIONAL EXPERIENCE
	B.S., Engineering Arts / Systems Engineering, Michigan State University, East Lansing, MI		<p>University of Virginia School, Darden School of Business, Executive Education, 8-hours.</p> <p>Dale Carnegie & Associates, Management Seminar, 7 weeks</p> <p>Stephen Covey, 7 Habits of Highly Effective People, 4 days</p> <p>Dale Carnegie & Associates, Human Relations & Effective 12-week course. <i>Elected by class members for Graduate Assistantship</i></p>	<ul style="list-style-type: none"> Oversees state, county, and city government accounts in the Southeast region Extensive experience in program management, systems engineering, and human factors engineering. Interface and instructional design for Federal Bureau of Investigation (FBI), Federal Aviation Administration (FAA), National Geospatial-Intelligence Agency (NGA), Defense Intelligence Agency (DIA), Homeland Security and many other government agencies.

Allied Universal has the following personnel to support HSCO:

NAME/TITLE	EXPERIENCE
Bob Wood Regional President	<p>Bob Wood oversees the Southeast Region. He joined Allied Universal in 2012, as Senior Vice President and Executive before being promoted to President of the Northeast Region. He now leads the Southeast Region that covers six states, Puerto Rico and U.S. Virgin Islands.</p> <p>Previously, Wood was Vice President of the Security Officer Services Division, T&M Protection Resources in New York from 2004 to 2012. Prior to that role, he held key management positions at one of the largest protective services firms in the U.S., with responsibility for operations in the Mid-Atlantic, New England and New York regional markets. These roles included directing uniformed security services and relationship management for high profile clients, including Fortune 500 companies.</p> <p>Wood earned board certification as a Certified Protection Professional from ASIS International and his Certified Fraud Examiners designation from the Association of Certified Fraud Examiners. He was selected as "Enlisted Man of the Year" in 1985 while</p>

NAME/TITLE	EXPERIENCE
	<p>serving in the Army National Guard's 114th Infantry 50th Armored Division, and earned the Ernst & Young Entrepreneur of the Year Award in 2009.</p> <p>Wood earned his B.S. in Criminal Justice from the College of New Jersey.</p>
<p>Bob Burbank Regional Vice President for Allied Universal Southwest Florida</p>	<p>As a Regional Vice President, Bob Burbank is responsible for strategic growth, district compliance and organization for his assigned territory, which is Tampa to the Naples Markets. He maintains outstanding customer service through attentive communication and immediate follow-up to client requests.</p>
<p>Don Benoit General Manager Tampa</p>	<p>As the General Manager for Allied Universal in Tampa, Donald is responsible for all branch related management. He has full P&L ownership overseeing and supervising the day to day operations. He is involved with hiring/selection, training, coaching, disciplining, and terminating staff. He coordinated or conducts site-specific OJT, client specific training and annual refresher training.</p> <p>Donald's career began in 1975 with Law Enforcement. While serving in Law Enforcement Donald work in the Criminal Investigation Unit and was also assigned to U.S. Customs – Drug Eradication Task Force-Louisiana/Texas.</p> <p>Donald started in 1999 with Allied which is now Allied Universal after the 2016 merger.</p>
<p>Elias "Eli" Vazquez Director of Operations</p>	<p>Current Director of Operations and former Assistant Chief Eli Vazquez Tampa Police Department</p> <p>Asst. Chief Eli Vazquez (Ret.) is a 31-year police veteran who had a distinguished career at the Tampa Police Department leading approx. 1300 employees who served 400,000 citizens daily. Asst. Chief Eli Vazquez joined the department in August 1994 and has spent the majority of his time on working in an undercover capacity as a narcotics officer, detective, sergeant and captain. His experience as a plain-clothes officer ranges from working street-level gang and drug investigations to complex, long-term drug trafficking investigations and wiretapping operations as a member of the H.I.D.T.A. group (High Intensity Drug Trafficking Area) partnered with the Drug Enforcement Agency in efforts to dismantle major Drug Cartels and other local drug trafficking organizations. He ultimately became the Captain overseeing the Narcotics Bureau.</p> <p>Asst. Chief Vazquez has also served as the Special Operations Division Captain in charge of the motor unit, K9 unit, marine patrol, mounted patrol, air service, DUI unit, traffic homicide unit, SWAT & Hostage negotiation teams as well as the Special Incident Management Unit. He has taken command roles in major events such as the Super Bowl, the RNC, Gasparilla, and most recently the College Football Playoffs.</p> <p>Asst. Chief Vazquez has served all three police patrol districts and was the Major of District One prior to his promotion. He was also in charge of all patrol and investigative functions of the Tampa Police Department.</p> <p>Asst. Chief Vazquez also played an integral part in strengthening the department's relationship with the Hispanic community. As the department's Hispanic Liaison, Vazquez worked closely with Hispanic media outlets and residents to ensure the lines of communication with the department stayed open. This relationship has helped the department improve the quality of life for residents living in predominantly Hispanic neighborhoods.</p> <p>Prior to working for the Tampa Police Department, Asst. Chief Eli Vazquez served four years in the United States Marine Corps and 5 years as an officer in the Garden Grove Police Department in Garden Grove, Ca. just outside Los Angeles and 2 years with the</p>

NAME/TITLE	EXPERIENCE
	Seminole Indian Police Department in Tampa, Fl. He is a proud graduate of Saint Leo University, where he earned his Bachelor of Arts degree in Criminal Justice. His professional training includes the Drug Unit Commanders School hosted by the Drug Enforcement Agency, the Leadership in Police Organizations sponsored by the International Association of Chief of Police, the Senior Management Institute for Police sponsored by the Police Executive Research Forum, and the Police Executive Leadership Institute sponsored by the Major City Chiefs of Police organization. Asst. Chief Vazquez retired in January 2020 and was hired as the Director of Operations for Allied Universal Security Services and is using his vast knowledge in organizational leadership in the private sector.



Regional Responsibilities	
Regional President Bob Wood	Responsible for the overall growth, service and management of more than 8,000 personnel, including vice presidents, branch managers, directors of operations, account managers, supervisors, security professionals, and support staff.
Regional Vice President Bob Burbank	Responsible for the overall operations management of all sites and staff in the Southwest Florida Region.

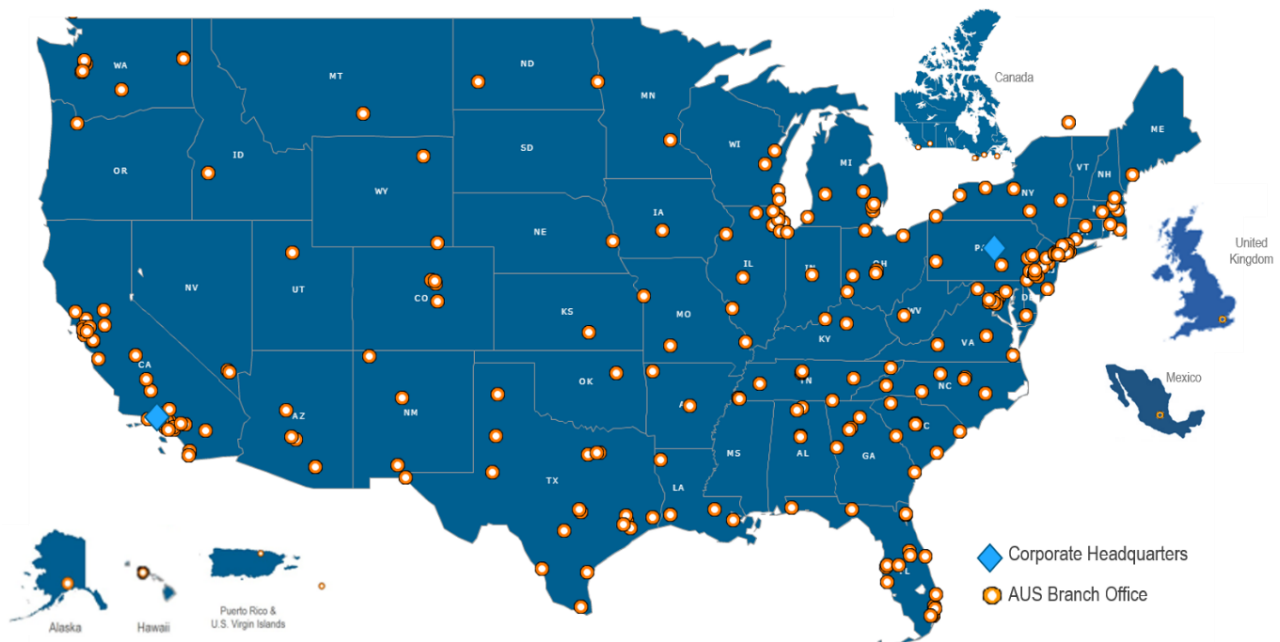
Government Services Executive Sponsorship and Support	
Charlie Bohnenberger Vice President, Gov't Services	Provides executive oversight of Government Services contracts, bringing twenty-two years of experience and expertise successfully delivering security services to municipal, state and federal contracts nationwide.
Taylor McDonald Director, Gov't Services	Provides regional oversight of Government Services contracts, bringing eighteen years of experience and expertise successfully delivering security services to municipal, state and federal contracts nationwide.
Additional Regional Resources	
Regional HR Director Norma Resto	Oversight of all HR activities, coordination of all HR support staff and functions.
Regional HRM Chrissendra Pierre-Louis	Oversight of all HR activities, coordination of all HR support staff and functions.
Regional Trainer Chuck Lesaltato	Oversight of training for a security officers, including compliance and specialized training. Oversees training for Government Services contracts in 8 states. Delivering security training to security professionals for municipal, state and federal sites.
Branch Trainer	Local branch trainer for a security officers, including compliance and specialized training.
Recruiting Brandy Frandson	Responsible for site specific recruiting, background checks and compliance.
HR Manager Johnny Stephens Human Resources Coordinator Cassandra Ariel	Oversight and Direction of all Regional HR activities, coordination of all HR support staff and functions.

vi. Locations where the Company performs similar services.

National Coverage

With over 270 offices across North America, our national reach and local presence covers the continent. We can serve you in all 50 states, Canada, Puerto Rico, Mexico, the United Kingdom, and the U.S. Virgin Islands...Allied Universal® is there for you.

Allied Universal® Security Services Offices



Allied Universal Government Services

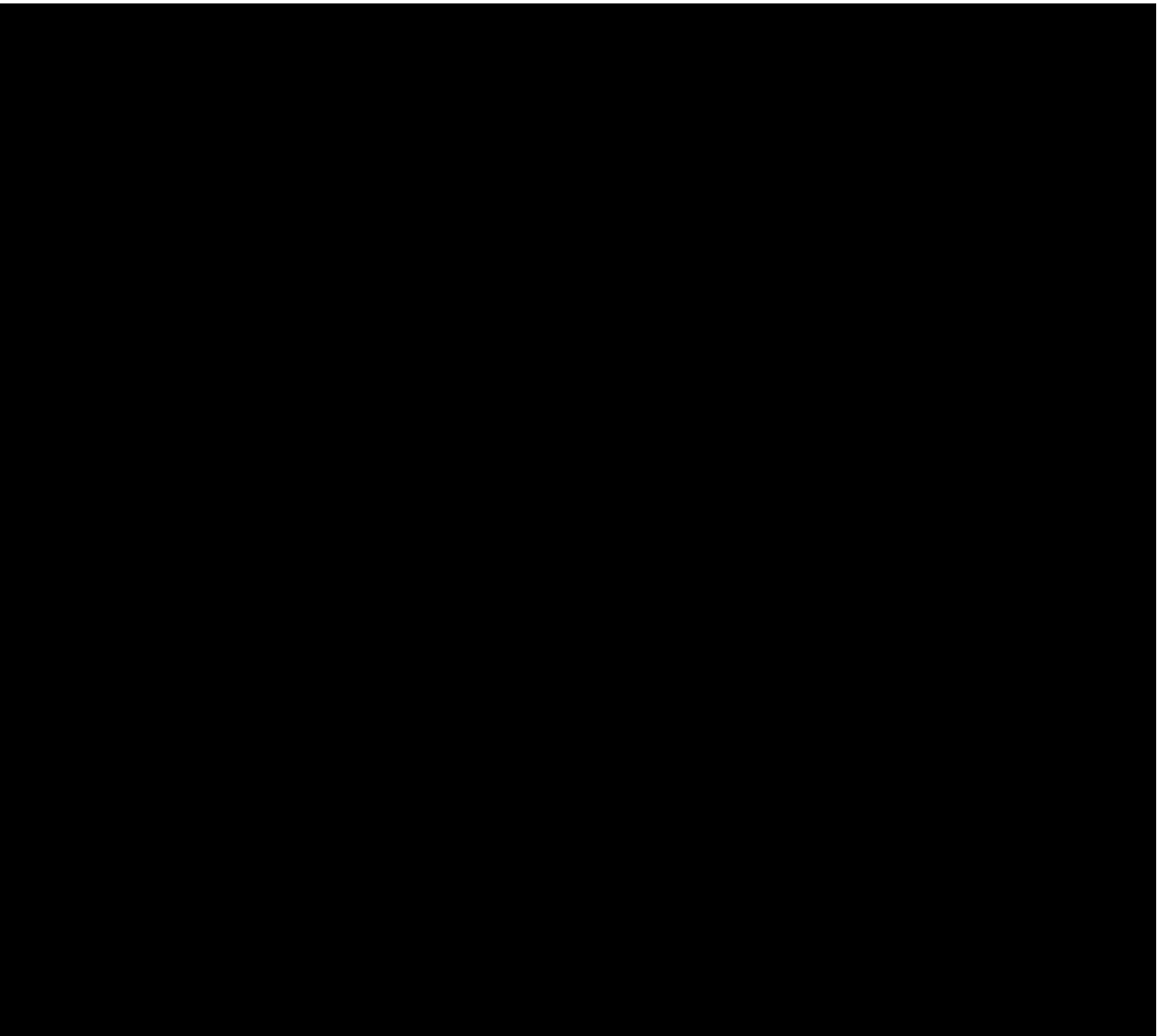
Allied Universal is recognized by our clients as the industry leader, specializing in force protection and access control to municipal, state and federal government facilities and agencies, including:

- Airports
- Business Improvement Districts
- Child Care Centers
- City/County Administrative Services
- City Hall
- Consulates/Embassies
- County Courts
- Civilian and Defense Contractors
- Data Centers
- Federal Government Agency Facilities
- Health Facilities and Hospitals
- Human Services Centers
- International Financial Agencies
- Juvenile Assessments Centers
- Motor Vehicles and Licensing Facilities
- Municipal, County and State Agencies
- Parking Facilities
- Ports/Port Authorities
- Public Utilities
- Social Security Offices
- State Capitals
- Transportation/Transit Authorities
- Water Authorities and Utilities

Government Services Division provides more than...

- **26,000,000** man-hours of armed and unarmed security services to municipal, state and Federal government facilities nationwide annually
- **25,000** specially trained Government Services contract officers
- More than **400** municipal, state, and Federal customers
- Nearly **1,000** government facilities; up to **300 plus** locations under a single contract.
- Dedicated Subject Matter Experts
- **State Contracts** with Florida, Nevada, Tennessee, New Jersey, Illinois, Ohio, Rhode Island, and Commonwealths of Virginia and Massachusetts

From this experience, the Company fully understands the complexity of maintaining compliance with rules and regulations while providing the required security services and the need for qualified officers.



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The Company currently employs more than 200,000 security professionals nationwide.

Technology Solutions that can Reduce Risk

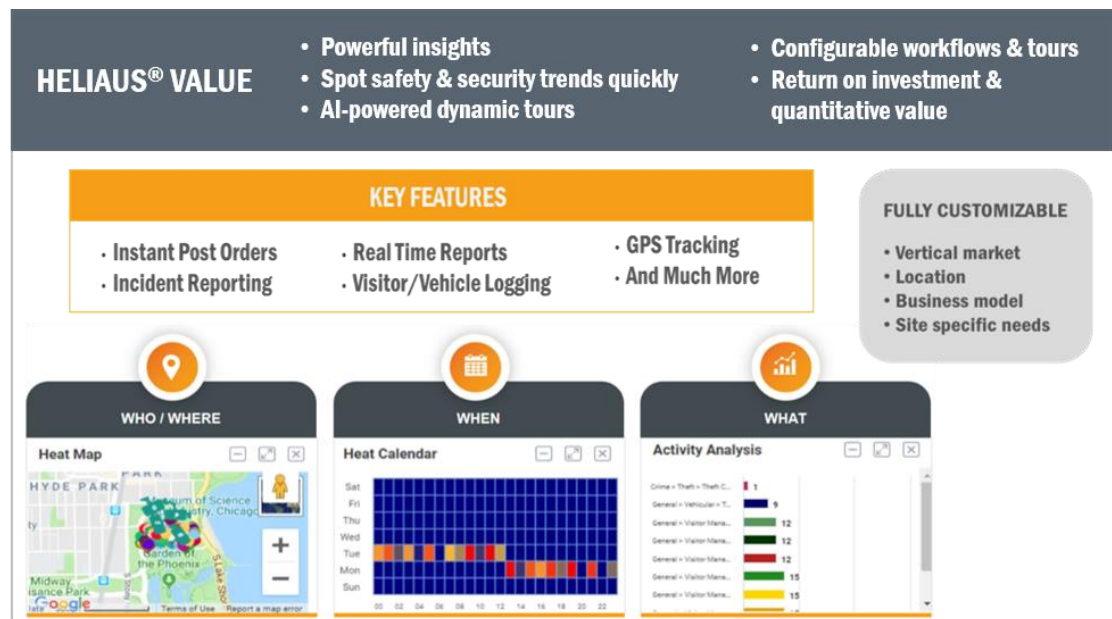
HELIAUS®, our proprietary platform, is the smart technology of tomorrow that places insight into the hands of your security professionals to better protect your people, brand, and assets. Leveraging a sophisticated Artificial Intelligence (AI) engine that uses powerful algorithms to generate risk-adverse recommendations, HELIAUS® is a fundamental shift in integrated security solutions. It's not just a tour or incident management system, HELIAUS® is a comprehensive workforce management solution with AI technology at its core. With HELIAUS® at the center of your security



operations, your security professionals are always connected and engaged, situationally informed, and armed with the right recommendations to effectively create safer, more secure environments.

HELIAUS® - Technology Platform

HELIAUS® functions as a comprehensive workforce management solution through **instant post orders, incident reporting, GPS tracking, visitor logging** and more. Every aspect can be tailored to your security program based on vertical market, location, business model and even each site's specific needs. **HELIAUS® consists of two parts** - HELIAUS Mobile and HELIAUS portal. HELIAUS mobile is a device we equip our security professionals with that allows them share information and acts as a virtual coach as they go throughout their day. HELIAUS portal allows our clients to understand in real time what's going on at your site and look back in history to understand trends and develop future insights.



Powerful Insights

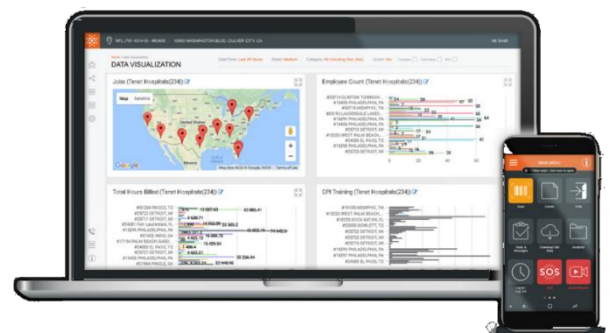
HCSO and its security management team can quickly and easily access this data on the HELIAUS® portal through real-time reports via customizable widgets. Every bit of data that your security professionals capture is accompanied by time-stamps and GPS location tags. This constant communication gives you a real time analysis of the who, what, when, and where of everything that is going on at your site.

Customizable Dashboards and Reporting

The HELIAUS® online portal, accessible by AUS management as well as HCSO representatives, is the most powerful security intelligence management dashboard available in the industry. With your configurable and detailed dashboard, your representatives can quickly and easily access all of your data in one place creating one security ecosystem for your site.

Widgets available for your dashboards include:

- Tour results

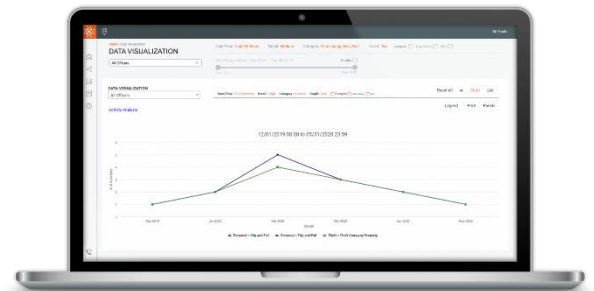


- Incidents
- Officer tracking
- Activity heat maps
- Training and certification compliance
- Post orders
- Business intelligence

HELIAUS® allows for scheduled and on-demand reporting via text or email, giving you total control of the information. In addition, we can set up key alerts tied to specific types of reports. For example, if a security professional notices an incident while on duty, they can fill out a customized report through our system that will notify key points of contact in real time for resolution.

Quickly Identify Safety and Security Trends

HELIAUS® has contributed to incident reductions, cost savings, efficiency increases, and peace-of-mind for industry-leading organizations. Regardless of site number, size, or specific events, the HELIAUS® platform has connected security programs with proven ROI. The HELIAUS dashboard will allow you to view historical trends upon demand which is customizable by date, category, and location. This insight provides you with a full view of the who, what, where, and when incidents are occurring allowing you to adjust your resources and response as needed through the HELIAUS® tour and workflow applications.



BENEFITS OF HELIAUS®

Reduced Downtime

- Increased operations efficiency
- Facility readiness

Reduced Crime

- Information & employee safety
- Reduced lawsuit liability

Reduced Accidents

- Reduced workers compensations claims
- Reduced compliance fines & insurance
- Reduced risk factors

Reduced Loss

- Reduced replacement costs
- Reduced loss of service liability

Reduced Policy Violations

- Reduced code enforcement fines
- Generate revenue

Configurable Tours and Workflows

While security professionals are pushing data to the online portal, they are receiving post order instructions in real time. Through HELIAUS®, we can program custom workflows to virtually coach security professionals when they scan an NFC tag, approach a beacon, or enter a specified GPS zone. Tasks assigned to areas can include: following checklists, taking videos or photos, sending the client an email or text message, answering follow-up questions and more.

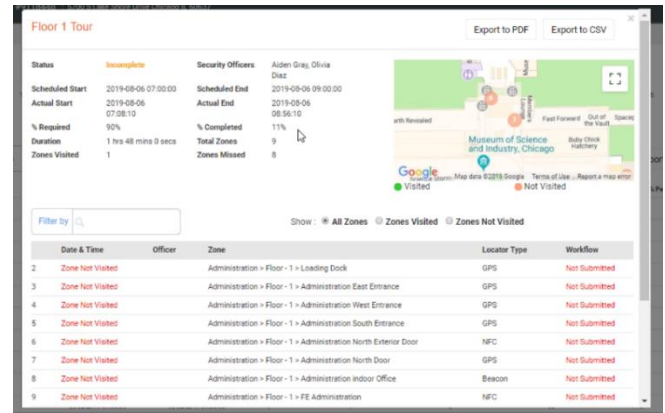
Tour Routing

HELIAUS® allows for the programming of tours based on each site location. Tour schedules determine which zones security professionals should visit, what activities should be performed in each zone, and when each zone should be visited. The progress of these tours is tracked in real-time through the portal along with any data security professionals capture along the route. If a tour is missed, our

security teams are immediately alerted to correct the issue. HELIAUS® allows for two types of tour routes - pre-programmed static tours defined by the security management team, and dynamic tours generated based on AI recommendations.

AI-Powered Dynamic Tours

With dynamic tours, our AI engine collects and analyzes data to find trends and potential deficiencies to correct. These recommendations then become actionable by putting your security professional in the right place at the right time to help drive prescriptive post orders and better outcomes for your site. Recommendations, generated by HELIAUS, improve your security team's decision making and create efficiencies that reduce the frequency and impact of incidents. The math is simple. Fewer incidents equals savings for your business.



Floor 1 Tour		Security Officers		Map	
Status	Incomplete	Adrian Gray, Olivia Diaz			
Scheduled Start	2019-09-06 07:00:00	Scheduled End	2019-09-06 09:00:00		
Actual Start	2019-09-06 07:08:10	Actual End	2019-09-06 08:56:10		
% Required	90%	% Completed	11%		
Duration	1 hrs 48 mins 0 secs	Total Zones	9		
Zones Visited	1	Zones Missed	8		

Date & Time	Officer	Zone	Locator Type	Workflow
2	Zone Not Visited	Administration - Floor - 1 - Loading Dock	GPS	Not Submitted
3	Zone Not Visited	Administration - Floor - 1 - Administration East Entrance	GPS	Not Submitted
4	Zone Not Visited	Administration - Floor - 1 - Administration West Entrance	GPS	Not Submitted
5	Zone Not Visited	Administration - Floor - 1 - Administration South Entrance	GPS	Not Submitted
6	Zone Not Visited	Administration - Floor - 1 - Administration North Exterior Door	NFC	Not Submitted
7	Zone Not Visited	Administration - Floor - 1 - Administration North Door	GPS	Not Submitted
8	Zone Not Visited	Administration - Floor - 1 - Administration Indoor Office	Beacon	Not Submitted
9	Zone Not Visited	Administration - Floor - 1 - PE Administration	NFC	Not Submitted

Return on Investment (ROI) / Quantitative Value / Proven Results

By delivering unprecedented situational awareness into the hands of your Security Professionals, their skills and training are amplified, enhanced by the platform's data-driven intelligence. HELIAUS® has contributed to cost savings through incident prevention, efficiency increases, and peace-of-mind for industry-leading organizations. Regardless of the number of sites, size, or specific events, the HELIAUS® platform has connected security programs with proven ROI and added value, and can help do the same for HCSO.



Additional Mobile Capabilities

Outside of the tour and activity tracking functions of HELIAUS®, it also aids with:

- **Incident Reporting** - Your security team can create incident reports on the go, filling out key details by typing or simply speaking into their phone. Incident reports are categorized and can be accompanied by photos, videos and additional note
- **Event Reporting** - Similar to incident reporting, this feature allows security professionals to quickly and easily document activities such as maintenance issues, slip and fall hazards, suspicious activity and more while on the go.
- **Tasks and Messages** - You can send messages and assign tasks to security professionals while on duty. This feature keeps the security professional in the HELIAUS® app while allowing supervisors to communicate important information such as emergency notifications or special events.
- **Visitor and Vehicle Management** - Security professionals can check in or out anyone coming on or off your property. This configurable set up can collect a variety of information, scan identification, provide access badges, collecting license plate numbers, taking photos of visitors and vehicles, while cross checking individuals against our barred visitor application that utilizes facial recognition. This can help expedite check-in for your employees, contractors, and visitors.
- **Fire and Safety Inspections** - Equipping our security professionals with the Fire and Safety module ensures your fire extinguishers, AEDs, first aid kits, and more are fully functional and compliant with industry regulations. The module provides step-by step instructions, real-time documentation, and instant alerts if malfunctions or irregularities are identified

- **SOS** - This feature puts the security professional in immediate contact with 911 in case of emergencies. At the same time, HELIAUS® records an event for upload to the cloud and alerts other security professionals in the area of the emergency.
- **Temperature Screening / Occupancy Monitoring** - Our security professionals can screen anyone who comes onto your property utilizing HELIAUS® in a whole new way. With our newly added feature integrated into all devices, data such as temperature screenings can be collected to ensure only approved entry occurs. This feature can be customized to meet your needs with scripted questions and responses to ensure accurate compliance. HELIAUS® can also track pre-determined zone-based occupancy levels as people enter and exit your site.
- **Lost and Found** - HELIAUS® can track any lost or found items to include the reporting party's information, photos, and details of the lost or found item. This capability allows us to notify and verify property is returned to the rightful owner
- **Custom Forms** - HELIAUS® can quickly transform any site-specific forms to be completed and stored inside of HELIAUS®. Forms can include a variety of custom fields to ensure all of your required information is collected and properly stored electronically.

Company-wide Safety Program and Resources to Reduce Risk

The mission of our Corporate Safety Program is to promote personal safety to protect Allied Universal® employees from workplace injuries and to help our clients achieve their safety goals and avoid preventable accidents. Our culture is driven by our comprehensive safety training programs and our dynamic employee and leadership engagement initiatives.

Our program is managed by our Risk Management Department under the direction of the Senior Vice President of Risk and Insurance, Vice President of Risk Management, and Safety Program Managers. The Risk Management team, in partnership with the Executive Safety Committee, provides leadership to the Allied Universal® National Safety Committee. The Allied Universal® National Safety Committee is comprised of designated Regional Safety Champions providing support to Regional Leadership, branch offices and account managers in their areas. Regional Safety Champions are supported by Safety Program Managers for technical and program/policy matters on a continual basis.

Our Safety Program & Workplace Violence Prevention



Safety Resources

Corporate Safety Manual
Safety Calendar
Monthly Tips and Articles
Safety Webinars

Workplace Violence Prevention

Workplace Violence Webinars
& Seminars
Workplace Violence & Active
Shooter Awareness Tips
Workplace Violence Quick
Reference Guide



Safety Training

Workplace Violence Awareness & Prevention
Driver Safety
Bloodborne Pathogens
Personal Protection Equipment
Hazard Communication
Slips/Falls Prevention
+ More



Security Professional Safety Training

Injury & Illness Prevention
First Aid, Incident Reporting & Investigation
Job Safety Analysis
Workplace Violence
Emergency Action/Fire Prevention
+ More

Security Professional Fire Safety Training

Detecting & Preventing Fires
Fire Extinguishers
Avoiding Injuries
Hazardous Materials

Local Safety Management

Our local managers play an active role in managing safety programs. They support our security professionals, ensure safety tools, resources and training are available at every site, conduct random inspections, and work with clients to ensure safety priorities are achieved.



Slip Resistant Shoes

Slip resistant shoes
available to employees at
a highly discounted rate.

15% reduction in slips & falls

Snow/Ice Traction Devices

Ice traction
devices attach
to shoes; greater stability
for walking in winter
weather conditions.



Vehicle & Driver Safety

Drivers and company
vehicles carefully
screened. Vehicles
with back-up alarms
to prevent accidents.



Financial Statements (Preferably Audited)

Please see attached Financial Statements provided separately.

State of Florida and Class “B” Licensing

State of Florida Department of State

I certify from the records of this office that UNIVERSAL PROTECTION SERVICE, LLC is a Delaware limited liability company authorized to transact business in the State of Florida, qualified on January 30, 2012.

The document number of this limited liability company is M12000000566.

I further certify that said limited liability company has paid all fees due this office through December 31, 2019, that its most recent annual report was filed on July 23, 2019, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the 5th day of December, 2019*



Sam R. Brumby
Secretary of State

Tracking Number: 3386108398CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

Company Chain of Command for Handling Complaints

Should a service issue arise, the local supervision team will address and rectify the problem directly. The following escalation path, when necessary, will be followed:

First Contact

1. **Account Manager/Local Supervision** – the Account Manager and supervisors provide the day-to-day supervision of the operations of the account.
2. **Branch Operations Managers** – Operations managers have oversight of all security service delivery and related programs for their respective customers. Responsible for areas such as account operations, Quality Assurance, and contract compliance on a branch basis. Operations managers report to the branch manager.
3. **Branch Manager** – The branch manager is responsible for the performance measurements of the account and is empowered to identify and resolve business issues quickly and efficiently when senior level involvement is needed.
4. **General Manager** – The general manager is committed to the overall successful performance of the entire region. He reports directly to the regional president and is quickly accessible to the branch manager, and is an added resource to provide direction and account support.
5. **Regional President** – Responsibilities include developing and implementing high-level strategies and directing the Company's overall growth regionally, making major corporate decisions, managing the overall operations and resources of the Company.

Tab G. Transition plan

Documents:

- **APPENDIX II - References - Transition Plan.**

Narrative:

- **Provide detailed information concerning the company's plan to facilitate a smooth transition and prevent any service interruption.**
- **Provide details concerning whether the company plans to hire/retain Security Officers working for the current provider and how this process will be handled.**
 - i. **Describe how benefits and accrued leave will be handled for any retained Security Officers.**
- **Identify the company's existing corporate and/or local management resources and explain how those resources, if any, would facilitate a smooth transition.**

- **Provide detailed information concerning the company's plan to facilitate a smooth transition and prevent any service interruption.**

Transition Plan

Transitioning to Allied Universal will bring a wealth of new resources and services to your security program. Upon commencement of a newly signed contract, expect a transition that is smooth, swift, and presents no disruption to current security operations.

Communication is the key to a successful start-up. Company management will conduct weekly meetings with the HCSO throughout the process, providing status updates and setting expectations for future improvements. The Company has the financial and staff resources to manage the process from the notice of award through the first 90 days of contract service. Below we describe our approach:

- **Thorough review of each facility to confirm specific security needs**
- **Preparation of a written timetable with measurable goals**
- **A transition management team specifically assigned to the HCSO contract**
- **Development of detailed training programs and post orders**
- **Selective security professional recruiting and stringent screening**
- **Orientation training**
- **On-site training**
- **Testing and review of security professional knowledge**
- **Transition assessment and surveys**

Our transition plan will be tailored to incorporate recommendations for each facility.

The Company's Transition Plan is a living, dynamic process linking independently functioning groups to specific response requirements of the Statement of Work [SOW] critical to the transition process. Supervision of the Plan is the responsibility of the transition manager. With emphasis on improving the quality of communications, reducing non-productive administrative overhead and resource costs, and increasing efficiency, a web-based project management tool is used to track all mission-critical deliverables: project documents, milestones, events and tasks. The transition team manages through daily critical path review and collaboration with client representatives.



The Company's branch, region, and national resources permits commitment to a successful transition within nearly any timeline specified.

A transition is typically thirty (30) days, although the Company's experience and combined local and national resources can easily support a shorter timeline when required. Milestones, tasks and events are shared among the transition team. Stakeholders receive email notifications when tasks are amended, updated or completed. The timeline for all primary tasks is also packaged as a Gantt chart for easy, visual tracking.

Retaining Incumbent Staff

Immediately following contract award, Allied Universal will implement a comprehensive staffing strategy to address retention and acquisition of qualified personnel. Assessing and identifying retained staff is a primary task. The incumbent workforce will be invited to open house events at nearby off-site locations providing immediate opportunities to meet Company managers and staff, learn more about the Allied Universal story and provide recruiters with an opportunity to distribute information and collect resumes. A number of events on different days are planned to ensure incumbent security personnel have equal opportunity to verify and implement personal retention and career choices. While every effort will be made to maintain the qualified and capable incumbent workforce, the Company also collects resumes and conducts interviews of qualified candidates internally and locally. After vetting incumbent staff, managers will evaluate remaining positions against resumes and identify the staffing gap, if one exists. First and foremost, the Company will give the incumbent security force the opportunity to continue to be assigned to the HCSO contract, predicated on the fact that they meet all current and new qualifications and security officer qualifications.

Background screening is an essential component in our process for selecting high caliber officers. Initial conversations with current incumbent officers and new applicants provide an opportunity to evaluate demeanor, attitude and customer-service communications skills. Qualified candidates advance to formally interview with our branch recruiters and attend our orientation program.

Typically, the Transition Plan unfolds in four (4) phases, each with a unique set of Critical Success Factors.

- **Phase I: Transition Plan Development**
- **Phase II: Transition Pre-Launch**
- **Phase III: Partnership Launch**
- **Phase IV: On-Going Operations**

Phase I: Transition Plan Development

Most of the work for the initial phase of transition planning is typically completed by the time of RFP submittal and often by the time of award. The templates used to facilitate and expedite discussion about RFP-specific transition requirements are updated in order to provide more accurate data and relevant perspective to the operations planners who provide feedback to the RFP development process.

Immediately, assessment of incumbent personnel and operations is completed. The plan is updated and Critical Success Factors [CSF] are identified. Project tasks are mapped and transferred to a web-based collaboration workspace.

Phase II: Transition Pre-Launch

The transition team completes review of the existing contract security program and finalizes procedures, methodologies, and plans for service initiation, Phase III. The team concentrates on close coordination with our clients to ensure goals have been clearly established and understood. Gaining knowledge regarding specifications and compliance requirements across the spectrum of operations, administration, and finance is a high priority.

Using a top-down approach, the transition team reviews operations documentation from which specific operational requirements will be extracted. Everything related to people, procedures, systems, and equipment is assessed and planning begins to achieve timeline goals for personnel and logistics.

Once required capabilities are defined, they are compared with the current program. This provides the basis for gap analysis and development of action plan elements to address changes or enhancements needed to support contract requirements. There are regular, if not daily, staff meetings and conference calls to ensure all stakeholders and the client are communicating clearly about specifications, expectations and timelines.

Phase III: Partnership Launch

Specific deliverable and compliance requirements have been identified and successfully deployed; staff and equipment are in place; and quality and operational milestones are being met. Phase III mandates monitoring and support of day-to-day operations without disrupting service or failing to achieve established quality and operational benchmarks.

Phase IV: On-Going Operations

Phase IV encapsulates long-term operations under the contract. All transition and action plan milestones have been achieved; critical success factors have been met and are periodically being assessed, tested and reviewed, operational audit process has been implemented, and the Allied Universal work culture is successfully in place.

Quality Control processes are initiated. The Quality Assurance team collects and analyzes information to learn how to improve productivity and service as well as to capture historical data in order to assess potential for cost reductions without sacrificing service delivery commitments.

Operational and financial assessments are used to identify costs and financial factors associated with service and propose ways to reduce operational costs where possible, enhance efficiencies, deploy technology and create innovative methods to protect the people, intellectual and physical assets at each facility. This process is the logical extension of Allied Universal's continuing commitment to maintain a close client partnership to ensure the working relationship delivers measurable value in addition to meeting and exceeding performance expectations.

Transition Challenges and Timelines

Ending a contract can create the potential for a disruptive period because incumbent staff is anxious about the new contract and uncertain about future opportunities. Through this period of time, Allied

Universal will meet or exceed requirements to support business continuity while accomplishing the communication, integration and training objectives necessary to support an on-time startup. Allied Universal recognizes the challenge and clearly understands the importance of developing and maintaining a positive working relationship with the incumbent contractor. Our outreach to the incumbent officers - and the site contacts for each of the facilities- will be pro-active. Due to the footprint of our Southeast Region workforce, recruiting tools and automated systems, no one is better suited to manage a smooth transition, even under stricter timeframes.

Sample 30 Day Transition Plan for HCSO Courthouses & JAC					
TASKS	Week 4	Week 3	Week 2	Week 1	Start
Administrative					
Award Notification					
Finalize Transition Schedule					
Contact Current Service Providers					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review & Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					
Training					
Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
Operations					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					
Human Resources					
Employment Pack to Incumbents Retained					
Develop Post Assignment Job Analysis					
Develop Supervisory Job Descriptions					
Open House: Incumbent Security Professionals					
Contact Recruiting Sources					
Develop Client Specific Pre-screening					
Telephone Interviews, Applications & Interviews					
Security Professional Information Seminar					
Background Investigations					
Second Level Interview					
Benefits Briefing & Offer Extended					
Quality Assurance					
Transition Survey					45 days after startup

- **Provide details concerning whether the company plans to hire/retain Security Officers working for the current provider and how this process will be handled.**

i. Describe how benefits and accrued leave will be handled for any retained Security Officers

Incumbent Retention

Immediately following award, the Company will implement a comprehensive staffing strategy to address retention and acquisition of qualified personnel. Assessing and identifying retained staff is a primary task. The incumbent workforce will be invited to open house events at nearby off-site locations providing immediate opportunities to meet Company managers and staff, learn more about the Allied Universal story, and provide recruiters with an opportunity to distribute information and collect resumes.

A number of events on different days can be planned to ensure incumbents have equal opportunity to verify and implement personal retention choices. While every effort will be made to hire the qualified and capable incumbent workforce, the Company is also collecting resumes and conducting interviews of qualified candidates internally and locally. After vetting incumbent staff, managers will evaluate remaining positions against resumes and identify the staffing gap, if one exists.

.

- **Identify the company's existing corporate and/or local management resources and explain how those resources, if any, would facilitate a smooth transition.**

Local Response with National Support

The security professionals and managers assigned to protect your people and property must be supported by a network of resources that exists for one purpose - to help them succeed for you. Our comprehensive Local Response with National Support approach is what differentiates the service you will receive from Allied Universal®. Our clients share this insight every day - working with a local team with the added benefits of a national organization is vital.

Local Response

The Tampa branch office will be the home of the support team behind the Allied Universal® employees and managers providing your security. Support staff and management will have specific knowledge of your security program and market, and will oversee strategy, hiring, training, scheduling, supervision and administration.

Allied Universal Security Services

4200 W. Cypress Street, Suite 550
Tampa, FL 33607
813.620.6621

Branch office managers, recruiters, trainers and support staff also assist with:

- Promptly filling extra coverage requests
- Coordinating and activating emergency response plans
- Ordering, fitting and distributing uniforms
- Quality assurance including off-hour inspections
- Onboarding new employees
- Training and human resource inquiries

National Support

The local Tampa branch office is supported by regional and corporate departments including human resources, training, recruiting, information technology, accounting and strategic sourcing. Corporate specialists maintain vital relationships with local teams, and proactively implement programs and procedures to ensure quality. We consider our local management teams a critical internal client, and our regional and corporate offices make their needs a priority.

National support also delivers national leadership. Experienced security leaders are available to assist in strategy development, trend and data analysis, and best practice development and implementation. Tools and resources are also available through security alerts, webinars and information that can help you enhance your security and inform your stakeholders. Relationships with industry associations and related partners and experts also benefit you when you select a security partner with a national presence.

Your security program will run smoothly when security professionals and managers - and you - have the necessary support. Whether you need an additional staff member that will be selected locally, or require a comprehensive new security solution that will involve our experienced senior teams or market leaders, we provide the support you need. Our security professionals will be the face of your security program, but they will never stand alone.



Benefits

There is a direct correlation between providing employee benefits and attracting high-caliber personnel. Benefits are also a strong factor in employee engagement, which is critical to the success of your security program. We are also advocates for our employees, providing healthy living tips and information to encourage them to become educated healthcare consumers. Full-time employees must work a minimum of 30 hours per week to be eligible for health and welfare benefits, and 35 hours per week for vacation benefit eligibility. Below are some of the many benefits offered.

ALLIED UNIVERSAL EMPLOYEE BENEFITS	
Medical Insurance	Medical plans offered to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to our eligibility requirements/ policy. Detailed information regarding coverage and premium costs is available.
Dental & Vision Insurance	Dental Insurance and Vision Service Plan offered to all eligible employees.
Disability, Life & Accident Insurance	<ul style="list-style-type: none"> Benefit-eligible employees have the ability to participate in a Disability Insurance Plan. Basic life insurance offered to benefit-eligible employees at no charge. Additional, supplemental life insurance and AD&D is available to employees at a competitive rate. Accident insurance through MetLife offered to benefit-eligible employees.
Paycard	Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.
Commuter Benefits Program	Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees.
Anniversary Bonus Program	Available to all employees who completed one year of continuous service. Amount based on each full year of service completed; paid on employee's anniversary date. Security professionals can still arrange to take unpaid time off, but our experience has shown that money in hand is preferred to time off. This Bonus offers our valued employees greater flexibility, while also serving as an incentive for employees to stay therefore improving overall retention.
401(k)	Employees can enroll anytime following 6 months of full-time employment.
Holidays	Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
Employee Assistance Program & Legal Services	An employee assistance program and legal service is available to employees.
PerkSpot	Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access).
Career Development	Allied Universal believes in preparing our employees for a career in security. Our training programs prepare officers for the responsibilities of the site they

ALLIED UNIVERSAL EMPLOYEE BENEFITS	
	are assigned to but it is the additional Company resources provided that create a long term commitment from our team members. We have established a documented retention program that encourages and rewards officers for their tenure with the Company as well as contribute to the continuing education and professional development of individuals through our internal development training or reimbursement of further education.
Educational Assistance, Tuition Discount & Scholarship Program	<p>Allied Universal encourages employees to continually increase their knowledge, improve technical skills and prepare for a position for greater responsibility within the company. To support employees in their professional development, a variety of programs are offered:</p> <ul style="list-style-type: none"> • Educational assistance • Tuition discount • Scholarship Program for Dependents

Retention through Incentives and Recognition

The elements of staffing stability are complex and interwoven, and include adequate wages and benefits, proper hiring, competent supervision, comprehensive training, employee recognition and incentives, opportunities for advancement and on-going performance evaluations.

Many of our retention efforts are best illustrated through our **Incentive and Recognition** programs. Additionally, each of our management systems and solutions has elements designed to positively impact retention.

- **Security Professional of the Month, Quarter, and Year Awards**
- **President Leadership Award**
- **On the Spot Awards**
- **Personal and Professional Development**
- **Account Manager of the Year & Support Person of the Year**
- **Partners in Employment**
- **Length of Service/Tenure Awards**
- **Quality Enhancement Ideas**
- **Partners in Growth**

Uniforms and Appearance

Uniformed security officers' uniforms should harmonize with the requirements of their position. Allied Universal provides uniforms to security officers at no cost. Uniforms are replaced as normal wear and tear dictates to ensure a highly professional appearance is maintained at all times.

The County's uniformed security professionals will should harmonize with the requirements of his or her position. A neatly uniformed, well-groomed security professional commands respect and authority and helps to project a professional image for the County. A security team who understands the importance of a neat and professional appearance and sets the highest industry standards for uniforms, accessories and personal grooming requirements will benefit your security program. The security professional is the first person your visitor's come in contact with. They are a direct reflection of County operations and an ambassador of its brand. That is why it is important to select security professionals who take pride in their appearance each and every day.

Whether it's an executive look, BDU, or a strong armed professional appearance, Allied Universal has the comfortable and long lasting



uniforms that exceed expectations and set a standard in representing the County's brand. We offer distinctive styles because your security program demands a high level of visibility and an authoritative security presence in today's environment. A security professional will always look professional and positively represent the County's brand.

Our Assurance

The Company's program for uniform and appearance starts when the security professional is hired. What differentiates our uniform and appearance program is the attention to detail and commitment to ensuring a professional look. This three-step process includes:

- Personnel who issue uniforms are trained to measure for proper fit
- Security professionals are trained and provided tips on how to wear the uniform properly
- Inspection programs ensure that security professionals are dressed correctly and when uniform pieces need replacement, action is taken in a timely manner

Grooming

Personal grooming and hygiene are every bit as important as the proper uniform. Each security professional understands the importance of his or her position, the need for a positive attitude, good appearance and hygiene. Our standards include guidelines on hair, facial hair, personal grooming and jewelry. We know that our security professionals' appearance can be a direct reflection of the County.

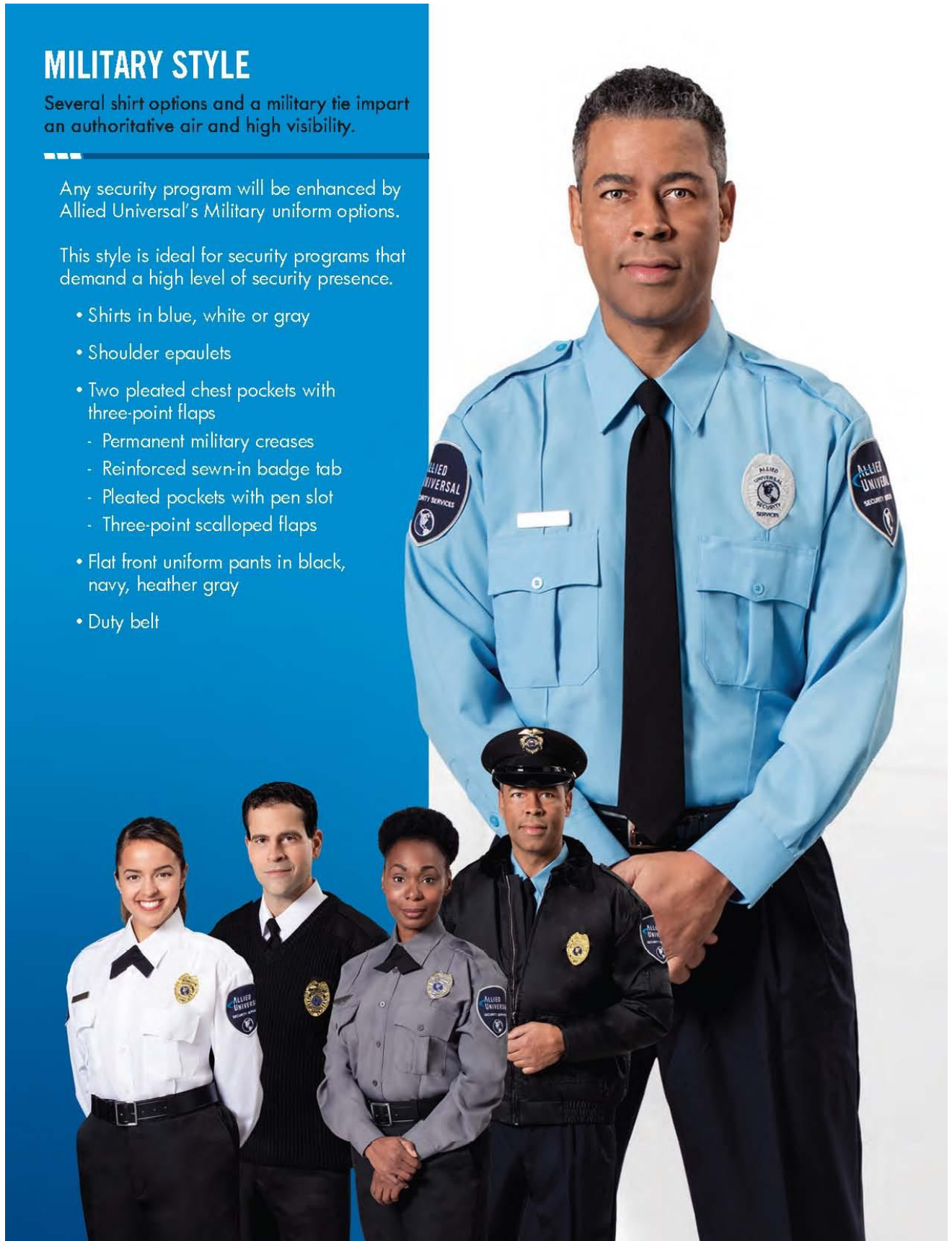
MILITARY STYLE

Several shirt options and a military tie impart an authoritative air and high visibility.

Any security program will be enhanced by Allied Universal's Military uniform options.

This style is ideal for security programs that demand a high level of security presence.

- Shirts in blue, white or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps
 - Permanent military creases
 - Reinforced sewn-in badge tab
 - Pleated pockets with pen slot
 - Three-point scalloped flaps
- Flat front uniform pants in black, navy, heather gray
- Duty belt



Tab G - Transition

Transition Plan

Transitioning to Allied Universal will bring a wealth of new resources and services to your security program. Upon commencement of a newly signed contract, expect a transition that is smooth, swift, and presents no disruption to current security operations.

Communication is the key to a successful start-up. Company management will conduct weekly meetings with the County throughout the process, providing status updates and setting expectations for future improvements. The Company has the financial and staff resources to manage the process from the notice of award through the first 90 days of contract service. Below we describe our approach:

- **Thorough review of each facility to confirm specific security needs**
- **Preparation of a written timetable with measurable goals**
- **A transition management team specifically assigned to the County contract**
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- **Orientation training**
- **On-site training**
- **Testing and review of security professional knowledge**
- **Transition assessment and surveys**

Our transition plan will be tailored to incorporate recommendations for each facility.

The Company's Transition Plan is a living, dynamic process linking independently functioning groups to specific response requirements of the Statement of Work [SOW] critical to the transition process. Supervision of the Plan is the responsibility of the transition manager. With emphasis on improving the quality of communications, reducing non-productive administrative overhead and resource costs, and increasing efficiency, a web-based project management tool is used to track all mission-critical deliverables: project documents, milestones, events and tasks. The transition team manages through daily critical path review and collaboration with client representatives. The Company's branch, region, and national resources permits commitment to a successful transition within nearly any timeline specified.



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Retaining Incumbent Staff

Immediately following contract award, Allied Universal will implement a comprehensive staffing strategy to address retention and acquisition of qualified personnel. Assessing and identifying retained staff is a primary task. The incumbent workforce will be invited to open house events at nearby off-site locations providing immediate opportunities to meet Company managers and staff, learn more about the Allied Universal story and provide recruiters with an opportunity to distribute information and collect resumes. A number of events on different days are planned to ensure incumbent security personnel have equal opportunity to verify and implement personal retention and career choices. While every effort will be made to maintain the qualified and capable incumbent workforce, the Company also collects resumes and conducts interviews of qualified candidates internally and locally. After vetting incumbent staff, managers will evaluate remaining positions against resumes and identify the staffing gap, if one exists. First and foremost, the Company will give the incumbent security force the opportunity to continue to be assigned to the County contract, predicated on the fact that they meet all current and new qualifications and security officer qualifications.

Background screening is an essential component in our process for selecting high caliber officers. Initial conversations with current incumbent officers and new applicants provide an opportunity to evaluate demeanor, attitude and customer-service communications skills. Qualified candidates advance to formally interview with our branch recruiters and attend our orientation program.

Typically, the Transition Plan unfolds in four (4) phases, each with a unique set of Critical Success Factors.

- **Phase I: Transition Plan Development**
- **Phase II: Transition Pre-Launch**
- **Phase III: Partnership Launch**
- **Phase IV: On-Going Operations**

Phase I: Transition Plan Development

Most of the work for the initial phase of transition planning is typically completed by the time of RFP submittal and often by the time of award. The templates used to facilitate and expedite discussion about RFP-specific transition requirements are updated in order to provide more accurate data and relevant perspective to the operations planners who provide feedback to the RFP development process.

Immediately, assessment of incumbent personnel and operations is completed. The plan is updated and Critical Success Factors [CSF] are identified. Project tasks are mapped and transferred to a web-based collaboration workspace.

Phase II: Transition Pre-Launch

The transition team completes review of the existing contract security program and finalizes procedures, methodologies, and plans for service initiation, Phase III. The team concentrates on close coordination with our clients to ensure goals have been clearly established and understood. Gaining knowledge regarding specifications and compliance requirements across the spectrum of operations, administration, and finance is a high priority.

Using a top-down approach, the transition team reviews operations documentation from which specific operational requirements will be extracted. Everything related to people, procedures, systems, and equipment is assessed and planning begins to achieve timeline goals for personnel and logistics.

Once required capabilities are defined, they are compared with the current program. This provides the basis for gap analysis and development of action plan elements to address changes or enhancements needed to support contract requirements. There are regular, if not daily, staff meetings and conference calls to ensure all stakeholders and the client are communicating clearly about specifications, expectations and timelines.

Phase III: Partnership Launch

Specific deliverable and compliance requirements have been identified and successfully deployed; staff and equipment are in place; and quality and operational milestones are being met. Phase III mandates monitoring and support of day-to-day operations without disrupting service or failing to achieve established quality and operational benchmarks.

Phase IV: On-Going Operations

Phase IV encapsulates long-term operations under the contract. All transition and action plan milestones have been achieved; critical success factors have been met and are periodically being assessed, tested and reviewed, operational audit process has been implemented, and the Allied Universal work culture is successfully in place.

Quality Control processes are initiated. The Quality Assurance team collects and analyzes information to learn how to improve productivity and service as well as to capture historical data in order to assess potential for cost reductions without sacrificing service delivery commitments.

Operational and financial assessments are used to identify costs and financial factors associated with service and propose ways to reduce operational costs where possible, enhance efficiencies, deploy technology and create innovative methods to protect the people, intellectual and physical assets at each facility. This process is the logical extension of Allied Universal's continuing commitment to maintain a close client partnership to ensure the working relationship delivers measurable value in addition to meeting and exceeding performance expectations.

Transition Challenges and Timelines

Ending a contract can create the potential for a disruptive period because incumbent staff is anxious about the new contract and uncertain about future opportunities. Through this period of time, Allied Universal will meet or exceed requirements to support business continuity while accomplishing the communication, integration and training objectives necessary to support an on-time startup. Allied Universal recognizes the challenge and clearly understands the importance of developing and maintaining a positive working relationship with the incumbent contractor. Our outreach to the incumbent officers - and the site contacts for each of the facilities- will be pro-active. Due to the footprint of our Southeast Region workforce, recruiting tools and automated systems, no one is better suited to manage a smooth transition, even under stricter timeframes.

Sample 30-Day Transition Plan for Hillsborough County Sheriff

TASKS	Week 4	Week 3	Week 2	Week 1	START
Administrative					
Award Notification					
Finalize Transition Schedule					
Contact Current Service Providers					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles, if necessary					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface (if applicable)					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review					
Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					START
Training					
Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
Operations					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					
Human Resources					
Employment Pack to Incumbents Retained					
Develop Post Assignment Job Analysis					
Develop Supervisory Job Descriptions					
Open House: Incumbent Security Professionals					
Contact Recruiting Sources					
Develop Client Specific Pre-screening					
Telephone Interviews, Applications & Interviews					
Security Professional Information Seminar					
Background Investigations					
Second Level Interview					
Benefits Briefing & Offer Extended					

Emergency Preparedness and Response

We help clients be prepared for the unexpected. Allied Universal has helped clients across North America reduce risk through response training. We provide your team with the knowledge to properly respond to emergency situations through training programs that go beyond the basics — we monitor key safety topics to stay at the forefront of preparedness education.

Drills and Exercises

Allied Universal's security forces participate in regular drills in conjunction with law enforcement and other first responders. Drills can include vehicle searches, contraband, security breaches, elevated threat levels, suspicious persons, suspicious packages, and other aspects of the County's security program. Drills are documented, detailing the dates, times, locations, employees involved, a narrative of the events, a summary of the drill, and lessons learned. Post orders and training are adjusted based on drill outcomes.

Emergency Preparedness

Allied Universal has a proven track record of collaboration and participation in emergency response planning and will partner with you to bring preparedness to the highest level. Allied Universal handles emergency and disaster situations of every size. From the tragic events of **Hurricanes Katrina, Sandy, Harvey and Irma** to the **Boston Marathon Bombings** to annual seasonal storms, we activate the resources of our entire company to serve our clients, employees and others in need of assistance. Measures we implement and coordinate with you include **inspections, tabletop exercises, drills, and providing information and resources.**

Preparedness Planning Scenarios

- Active Shooter/Armed Attacker
- Workplace Violence
- Evacuations/Shelter-in-place
- Medical Emergencies
- Bomb Threats
- Utility Outages
- Flooding
- Severe Weather
- Fires
- Elevator Entrapment
- Explosions
- Demonstrations
- Criminal Activity
- Pandemic/Contagious Disease
- Hazmat Spills

Emergency Response

The unpredictable nature of a crisis means the County needs a well-planned response when disaster strikes. Whether it's a storm, a power outage, fire, act of terrorism, or protest, Allied Universal is prepared to respond with the support and leadership you need.

- **Coordinating and directing emergency responders**
- **Activating emergency response plans**
- **Initiating communication systems**
- **Contacting local authorities**
- **Leading evacuations**
- **Establishing a communication center**
- **Directing media to a designated location**
- **Preventing access to damaged areas**
- **Securing property even if your employees cannot reach the site**
- **Providing additional staff to meet your increased needs**

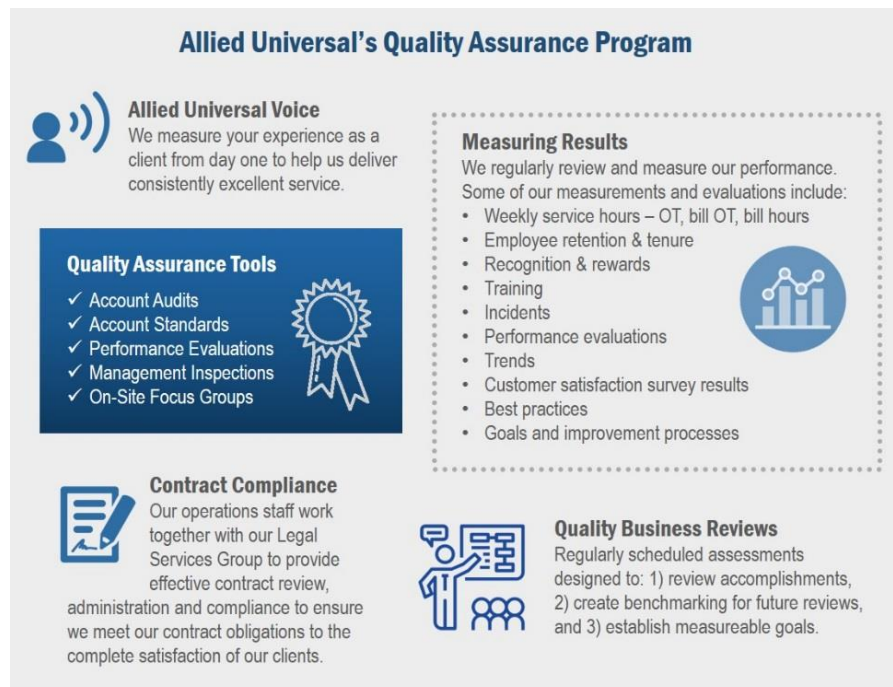
Extra Coverage Requests

Allied Universal regularly staffs all types of requests and successfully handles thousands each year. With more than 200,000 security professionals and more than 180 branch offices, the Company has the people, resources, procedures and expertise to effectively deliver on the County's security needs. We make it easy for clients to request extra coverage. Simply contact your Allied Universal account manager directly or utilize the extra coverage feature in the **eHub** client portal at any time to make a request electronically.

The Company provides more than 1,000,000 hours of extra coverage to clients annually.

Quality Assurance Program based on Service Metrics and KPIs

Measuring to **Key Performance Indicators** is critical to success. But it's not always done right, and we have all learned from experience. Just as often, measures get stale – sometimes they no longer reflect the strategic goals of the program. Our approach is to work with the County team to identify and adjust targets on the **Service Level Agreement**, using our catalog of measures that we have seen work at numerous accounts. Once defined, our approach is to leverage our technology systems, and supervision matrix to collect those measures and analyze them to determine the progress of the program. When deficiencies are noted, corrective action can be taken at the earliest step. And these measures are not just aimed at what's required for contract compliance. Rather, our workforce can be utilized to detect and measure many things, from criminal incidents to facilities repairs. The KPI's within the contract can be adjusted or changed upon request by the County.



Allied Universal Site Management - Site Client Satisfaction Customer Action Plan

A formal Customer Action Plan is used for issues that might arise, which documents concerns and assigns a due date and responsible party to correct the situation. Once the issue is addressed and properly handled, we ask that you sign the Customer Action Plan Form to acknowledge that those concerns were addressed successfully.

Measuring Performance

Allied Universal Inspector, our Quality Assurance module, allows for efficient tracking and reporting of inspections - helping to ensure that your security team is exceeding your expectations.



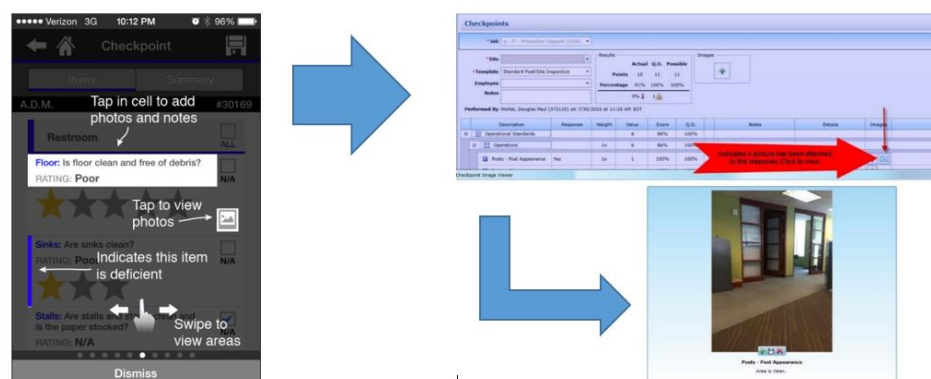
On-Site Management

Supervisors are focused on **daily inspections, guard mount, and written notices** to ensure that security professionals at County facilities and sites follow Post Orders and Standard Operating Procedures (SOP). This is the most active and proactive group in the Quality Control matrix, and included the following:

Quality Inspections	As a primary tool of the supervision process, inspections help us meet our contracted obligations. Allied Universal inspects security services on a routine and random basis.
Formal Reviews and Audits	Reviews are a monitoring mechanism to assess progress and compliance. Lifecycle reviews include a combination of daily, weekly, monthly, quarterly and annual reviews.
Informal Reviews	These reviews include walkthroughs, peer reviews, and Quality Control reviews, and are mostly carried out by the local branch management staff using methodologies that ensure all security professionals are reviewed regularly. The account manager is particularly looking to see that all security officers understand and comply with their job requirements, and will also be assessing the effectiveness of the supervisors in their QC roles. Specifically, branch management will verify that supervisors are addressing QC requirements regularly and will be assessing the effectiveness of their corrective results for any deficiencies.
Review and Audit Metrics	The branch manager or account manager develops a report that categorizes each employee according to a standard scoring methodology: Exceeds requirements, meets requirement, or requires remedial support, based on the score indicated on inspections. Inspection tools all focus on producing a numerical score based on observations or answers to selected questions. The grading is simple, using a range from one to five with graduated levels of remediation or recognition. At any level below 3.0, managers are required to implement a Personal Improvement Plan (PIP) for the employee.

Quality Inspections

As a primary supervision tool, inspections help the Company meet its contracted obligations. Allied Universal will conduct inspections at the Courthouse and other facilities and sites on a routine and random basis.



Continuous Improvement through Allied Universal|VoiceSM

To be responsive to the County's evolving security needs, Allied Universal is committed to continuous improvement **based on your feedback**. Allied Universal|Voice, our innovative, formal voice of the customer program, enhances communication and measures and tracks client and employee satisfaction. The County deserves a truly tailored security solution built on unique needs and goals. Your voice should be heard and prompt action. The Company is committed to listening in a formal, structured manner that includes a closed-loop process to ensure action items are identified and assigned promptly.

Client Survey/Feedback Process

By collecting and responding to client and employee feedback, Allied Universal continuously evolves to meet your needs.

New Client Follow-up	Prior to new contract start-up, we ask why you selected us and your initial thoughts on our service offerings. We want to know what is most important to you so we can emphasize these points during onboarding of new security personnel for your site.
Transition Assessment	Exceeding your expectations for a smooth transition is our goal. Three months after we commence service, we assess your satisfaction with the transition to identify areas where we can better serve you.
Annual Relationship Survey	The annual survey is a measurement of how clients' feel about the total organization, and through our executives' engagement in understanding the actions needed to drive improvement.

24/7/365 Allied Universal | Service Assurance Center

Allied Universal truly is your service around the clock. While our local office branch office will serve as your main point of contact, our corporate **Service Assurance Center** is available to assist after hours, around the clock.

Calls from branch offices are forwarded, as standard procedure, to the Service Assurance Center at the close of business each day until the start of business the following day. During those times, the Center receives calls and messages the appropriate manager immediately, using a confidential list of numbers for home phones, pagers and cell phones.

The Service Assurance Center also administers automated scheduling and invoicing systems.



24/7/365

Operates round-the-clock.



Calls Forwarded

Branch office calls are forwarded at the close of each business day.



Crisis Communication

Hub for crisis management communications support: hurricanes, blizzards and floods.



Special Coverage

Communication conduit for clients' emergency coverage needs.



Scheduling Support

Oversees/monitors all Security Professional schedules, which helps ensure accurate client payroll and billing.



Immediate Notification


Dispatches calls/messages immediately to the appropriate manager (home phone, pager, cell phone).

HELIAUS® is a revolutionary integrated security services delivery solution that goes beyond responsive or reactive solutions. It is not just a tour or incident management system, but a comprehensive workforce management solution with Artificial Intelligence (AI) technology at its core.



Post Records

Sample HeliAUS Tour Report

<div>  <div> Dataforce Tours Titan Hyperion (9118448) - #9118448 5700 S Lake Shore Drive, Chicago, IL Duration - 07/02/2019 00:00:00 to 07/08/2019 23:59:00 Call-770-625-1467, 8AM-8PM EST M-F with any Issues or Questions </div> </div>								
Tour Name	Schedule Start Date	Schedule End Date	Total Zones	Zones Scanned	Zones Missed	% Required	% Performed	Status
Midday Tour 11:00 to 15:00	07-08-2019 11:00	07-08-2019 15:00	5	5	0	100%	100%	In Progress
Floor 1 Tour	07-08-2019 07:00	07-08-2019 09:00	9	1	8	90%	11%	Incomplete
Night Tour 19:00 to 23:00	07-07-2019 19:00	07-07-2019 23:00	5	5	0	100%	100%	Completed
Afternoon Tour 15:00 to 19:00	07-07-2019 15:00	07-07-2019 19:00	5	5	0	100%	100%	Completed
Midday Tour 11:00 to 15:00	07-07-2019 11:00	07-07-2019 15:00	5	5	0	100%	100%	Completed
Night Tour 19:00 to 23:00	07-06-2019 19:00	07-06-2019 23:00	5	5	0	100%	100%	Completed
Afternoon Tour 15:00 to 19:00	07-06-2019 15:00	07-06-2019 19:00	5	5	0	100%	100%	Completed
Midday Tour 11:00 to 15:00	07-06-2019 11:00	07-06-2019 15:00	6	6	0	100%	100%	Completed
Night Tour 19:00 to 23:00	07-05-2019 19:00	07-05-2019 23:00	5	5	0	100%	100%	Completed
Afternoon Tour 15:00 to 19:00	07-05-2019 15:00	07-05-2019 19:00	5	5	0	100%	100%	Completed
Midday Tour 11:00 to 15:00	07-05-2019 11:00	07-05-2019 15:00	5	5	0	100%	100%	Completed
Floor 1 Tour	07-05-2019 07:00	07-05-2019 09:00	9	2	7	90%	22%	Incomplete
Night Tour 19:00 to 23:00	07-04-2019 19:00	07-04-2019 23:00	5	5	0	100%	100%	Completed
Afternoon Tour 15:00 to 19:00	07-04-2019 15:00	07-04-2019 19:00	5	5	0	100%	100%	Completed
Midday Tour 11:00 to 15:00	07-04-2019 11:00	07-04-2019 15:00	6	6	0	100%	100%	Completed
Floor 1 Tour	07-04-2019 07:00	07-04-2019 09:00	9	1	8	90%	11%	Incomplete
Night Tour 19:00 to 23:00	07-03-2019 19:00	07-03-2019 23:00	4	4	0	100%	100%	Completed
Afternoon Tour 15:00 to 19:00	07-03-2019 15:00	07-03-2019 19:00	5	5	0	100%	100%	Completed
Midday Tour 11:00 to 15:00	07-03-2019 11:00	07-03-2019 15:00	5	5	0	100%	100%	Completed
Floor 1 Tour	07-03-2019 07:00	07-03-2019 09:00	9	2	7	90%	22%	Incomplete
Night Tour 19:00 to 23:00	07-02-2019 19:00	07-02-2019 23:00	5	5	0	100%	100%	Completed
Floor 1 Tour	07-02-2019 07:00	07-02-2019 09:00	9	1	8	90%	11%	Incomplete

Performance Reports (OCCH and OC Administration Center)

These reports shall provide information regarding visitor counts, confiscated items, and other data as required. The Contractor shall report confiscated item by type and quantity. Performance reports shall be in Microsoft Excel format and provided to the County on the fifth day of every month.

Visitor Reports



Site Report - Visitors-Contractors History

Titan Hyperion (9118448) - #9118448

5700 S Lake Shore Drive, Chicago, IL

Date range - 07/02/2019 00:00 to 07/08/2019 23:59

Call-770-625-1467, 8AM-6PM EST M-F with any Issues or Questions

Summary

Total Contractors Checked-In : 64


Total Contractors Checked-Out : 64

Total Visitors Checked-In : 105

Total Visitors Checked-Out : 105

Date/Time	Activity	Officer	Details
07/08/2019 21:50	Visitor Check Out	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Ava Wood
07/08/2019 21:48	Contractor Check Out	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Cameron Sullivan, Company Name : Star Enterprises
07/08/2019 21:47	Visitor Check Out	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Emma Richardson
07/08/2019 21:19	Contractor Check Out	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Muhammad Ross, Company Name : Star Enterprises
07/08/2019 21:19	Visitor Check Out	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Carter Foster
07/08/2019 21:18	Contractor Check Out	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Michael Morales, Company Name : Star Enterprises
07/08/2019 21:17	Visitor Check Out	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Logan Long
07/08/2019 21:16	Visitor Check Out	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Ethan Sanders
07/08/2019 19:49	Visitor Verify	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Emma Richardson
07/08/2019 19:48	Visitor Verify	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Ava Wood
07/08/2019 19:47	Contractor Verify	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Cameron Sullivan, Company Name : Star Enterprises
07/08/2019 19:19	Visitor Verify	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Logan Long
07/08/2019 19:18	Visitor Verify	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Ethan Sanders
07/08/2019 19:18	Contractor Verify	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Muhammad Ross, Company Name : Star Enterprises
07/08/2019 19:18	Visitor Verify	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Carter Foster
07/08/2019 19:16	Contractor Verify	Caden James	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Michael Morales, Company Name : Star Enterprises
07/08/2019 19:00	Contractor Verify	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Jayden Powell, Company Name : Star Enterprises
07/08/2019 19:00	Contractor Check In	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Jayden Powell, Company Name : Star Enterprises
07/08/2019 19:00	Contractor Check Out	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Jayden Powell, Company Name : Star Enterprises
07/08/2019 17:48	Visitor Check In	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Emma Richardson
07/08/2019 17:47	Contractor Check In	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Contractor Name : Cameron Sullivan, Company Name : Star Enterprises
07/08/2019 17:47	Visitor Check In	Lucas Cruz	Employee Name : Carson Russell, Unit # : , Address : 200 mansell court east, Visitor Name : Ava Wood

Confiscated Items

									
DATE	TIME	LOCATION	DESCRIPTION	TOTAL	NAME	Badge #	COMPANY	Badge Y/N	REPORT Y/N
02/22/19	9:30:00 AM	CP9	Gun	1		13170382		y	y
02/23/19	4:10:00 AM	CP1	9 mm bullets	12		123785844		y	y

Performance Reports

Data Visualization - Activity Analysis

Titan Hyperion (9118448) - #9118448

5700 S Lake Shore Drive, Chicago, IL 60637

Date Range: 2019/06/01 14:22 to 2019/06/30 14:22

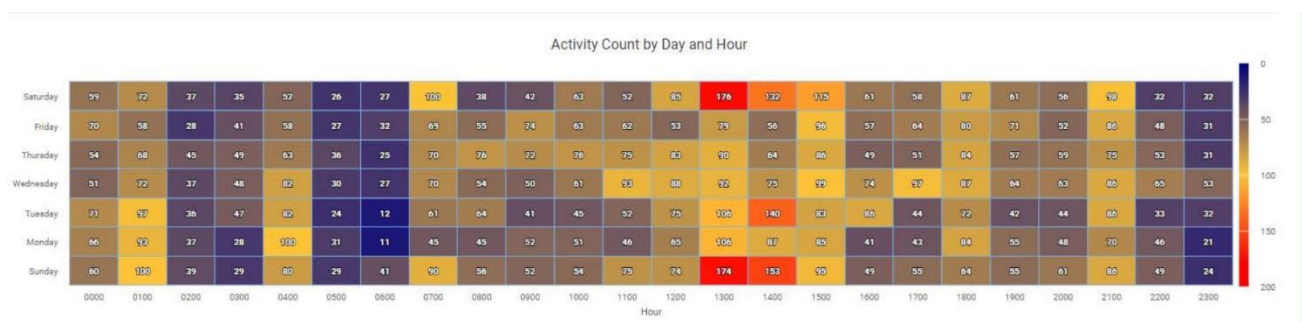
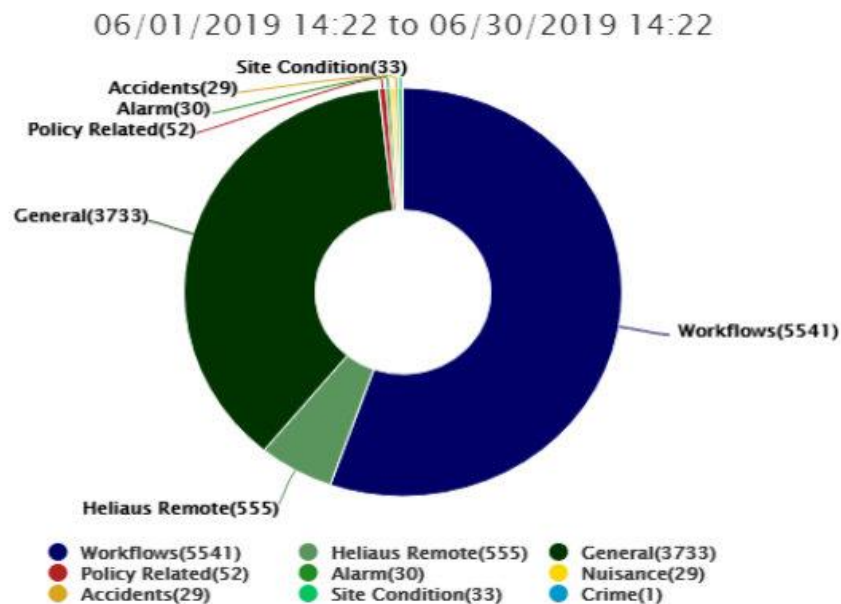
Categories: All Including Gen. Asst.



Call: 7706251467, 8AM-8PM
EST M-F with any issues
or Questions

Officer: All Officers

Detail: Low



Equipment Operational Check Report

Daily equipment operational check reports shall be summarize and sent to Facilities Management by the fifth day of every month.

P1 Unified Activity Report

Call-770-825-1487, 8AM-8PM
EST M-F with any Issues or
Questions

Titan Hyperion (9118448) - #9118448
5700 S Lake Shore Drive, Chicago, IL

DATE RANGE: 07/01/2019 00:00 -to- 07/07/2019 23:59

Summary

Titan Hyperion - Activities: 222

- Administration - Activities: 110
- Floor - 1 - Activities: 110
- Lobby - Activities: 19
- Generator - Activities: 7
- Main Parking Lot - Activities: 7
- Operations - Activities: 77
- Floor - 1 - Activities: 77
- Underground Garage - Activities: 21
- Level - 1 - Activities: 21

ZONE	DATE/TIME	DETAILS	OFFICER
Administration > Floor - 1	07/07/2019 22:45:10	Device: 12300000000004, Event: On Entry, Workflow Type: Range of values, Workflow Name: Thermostat Check, Workflow Description: What is the thermostat temperature?, Unit: Degrees Fahrenheit, Minimum Acceptable Value: 50 (Degrees Fahrenheit), Maximum Acceptable Value: 80 (Degrees Fahrenheit), Actual Value: 60 (Degrees Fahrenheit)	Grayson Reyes
Operations > Floor - 1	07/07/2019 22:05:58	Device: 12300000000004, Event: On Entry, Workflow Type: Range of values, Workflow Name: Thermostat Check, Workflow Description: What is the thermostat temperature?, Unit: Degrees Fahrenheit, Minimum Acceptable Value: 50 (Degrees Fahrenheit), Maximum Acceptable Value: 80 (Degrees Fahrenheit), Actual Value: 60 (Degrees Fahrenheit)	Grayson Reyes
Administration > Floor - 1	07/07/2019 20:56:10	Device: 12300000000004, Event: On Entry, Workflow Type: Range of values, Workflow Name: Thermostat Check, Workflow Description: What is the thermostat temperature?, Unit: Degrees Fahrenheit, Minimum Acceptable Value: 50 (Degrees Fahrenheit), Maximum Acceptable Value: 80 (Degrees Fahrenheit), Actual Value: 60 (Degrees Fahrenheit)	Grayson Reyes
Operations > Floor - 1	07/07/2019 20:07:23	Device: 12300000000004, Event: On Entry, Workflow Type: Range of values, Workflow Name: Thermostat Check, Workflow Description: What is the thermostat temperature?, Unit: Degrees Fahrenheit, Minimum Acceptable Value: 50 (Degrees Fahrenheit), Maximum Acceptable Value: 80 (Degrees Fahrenheit), Actual Value: 60 (Degrees Fahrenheit)	Grayson Reyes
Administration > Floor - 1 > Lobby	07/07/2019 19:12:00	Device: 990007047985319, Event: On Entry, Workflow Type: Standard, Workflow Name: Site Condition > Hazard, Workflow Description: Do you see any hazards?, Response: No	Caden James
Administration > Floor - 1	07/07/2019 18:43:10	Device: 12300000000004, Event: On Entry, Workflow Type: Range of values, Workflow Name: Thermostat Check, Workflow Description: What is the thermostat temperature?, Unit: Degrees Fahrenheit, Minimum Acceptable Value: 50 (Degrees Fahrenheit), Maximum Acceptable Value: 80 (Degrees Fahrenheit), Actual Value: 60 (Degrees Fahrenheit)	Grayson Reyes

Incident Reporting

Accurate incident reporting is essential in emergency situations. A regular review of incident reports from the County can also identify security trends that might indicate a need for adjustments. Our security professionals are trained in report writing to ensure accurate, detailed and clear information for incidents such as accidents, personal injuries and criminal activity. The Company maintains a file of incident reports on-site along with a summary report, if necessary.

Data Visualization - Activity Analysis

Titan Hyperion (9118448) - #9118448

5700 S Lake Shore Drive, Chicago, IL, 60637



Call-7706251467, 8AM-8PM
EST M-F with any issues
or Questions

Date Range: 2019/06/01 14:22 to 2019/06/30 14:22

Categories: All Including Gen. Asst.

Officer: All Officers

Detail: Low

Category	No. of Activities
Accidents	34
Alarm	23
Crime	2
General	3,480
Heliaus Remote	62
Nuisance	23
Policy Related	61
Site Condition	45
Workflows	5,310
Total	9,040

Daily Roster

Allied Universal will complete a daily roster sheets at the Main Courthouse, outlying courts, and other sites using the Invoice Roster shown in the following section D. This daily roster shall detail, by post, and the security guard manning each post.

Allied Universal

Customers Listed: All Customers

Report Type: Detail

Invoice Status: All



Invoice Register

Invoice Dates: 08/12/16 To 08/18/16

Page 1 of 2

Invoice Number	Dates Invoice Posting	Customer # Item #	Customer Name Description	Job # Quantity	Service Location Unit of Measure	Invoice Status Price	Revenue Total Revenue Amount	Tax Total Ticket #	Invoice Total
6193722	08/18/16 08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 4	89476 20.00 40.00	ABC - Tampa Hours Hours	Invoice Sent 15.65000 16.88000	988.20 \$313.00 \$675.20	69.17	1,057.37
6193723	08/18/16 08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 2	89479 20.00 40.00	ABC - FTL Hours Hours	Invoice Sent 15.65000 16.01000	953.40 \$313.00 \$640.40	57.20	1,010.60
6193726	08/18/16 08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 2	89490 80.00	ABC - Miami Hours	Invoice Sent 16.01000	1,280.80 \$1,280.80	89.66	1,370.46
6193727	08/18/16 08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 5	89491 20.00 40.00	ABC - Lake Mary Hours Hours	Invoice Sent 15.65000 17.40000	1,009.00 \$313.00 \$696.00	70.63	1,079.63

Company Totals:

Monthly Roster

Allied Universal will complete a monthly roster sheets at the Main Courthouse, outlying courts, and other sites using the Invoice Roster similar to the Daily Roster shown above.

Sample Training Compliance Report

With Allied Universal as your security provider, your security professionals, including temporary assigned staff, will be properly trained. Compliance tracking through the Allied Universal **EDGE** allows training completion to be accurately recorded and reported. Likewise, **eHub** includes a compliance module that captures training records and is accessible in real time by smartphone or computer. The compliance tracker monitors and enforces requirements by service location and post. This ensures the employees assigned always meet contract requirements.



Site Report - Training/Compliance
Titan Hyperion (9118448) - #9118448
5700 S Lake Shore Drive, Chicago, IL
Call-770-625-1467, 8AM-8PM EST M-F with any Issues or Questions

CPR/CPRA Compliance

Total Employees : 10
Total Compliant : 9
Compliance Percentage : 90%

Employee Name	Employee#	Status
Aiden Gray	842322206	No Document/Not Started
Caden James	911844812	Compliant
Cox, Sophia	842322205	Compliant
Elijah Myers	911844814	Compliant
Grayson Reyes	911844804	Compliant
Jackson Watson	911844810	Compliant
Liam Brooks	911844811	Compliant
Lucas Cruz	911844813	Compliant
Oliver Price	911844815	Compliant
Olivia Diaz	911844802	Compliant

Meetings

Online reporting can save both time and money. Available information is easily accessed through your customized secure client portal, when you need it. Incident reports are delivered immediately to all specified managers. Standard activity reports (e.g., Incident, Inspection, Training Compliance, Daily Activity, Invoicing and Quality Assurance) are delivered daily before 9:00 a.m.

All security programs, whether they've been in place for 10 months or 10 years, are carefully reviewed and monitored to ensure contractual obligations are met and security programs continue efficiently and successfully.

Regularly Scheduled Operations Business Reviews

Operational Business Reviews are the vehicle we use to bring innovations to the program, and discuss overall performance and future needs. These substantive meetings include local management as well as other executives familiar with the account, such as **Regional President Robert Wood** and/or **Regional Vice-President Eric Glasgow** representing specific expertise.

At these meetings Key Performance Metrics are reviewed, problem areas discussed, and corrective action strategies and most importantly, what best practices we are seeing utilized successfully at similar accounts will be implemented upon approval. In short, these meetings focus on where the program is going. We bring our experience gleaned from more than a decade of experience to identify areas for improvement. From adjustable staffing deployments, incident heat mapping, creative partnership models and cost saving initiatives, we are committed to the long term success of your program.

WinTeam

WinTeam, the Company's fully integrated payroll, billing and scheduling system, automates and enhances our core business functions and allows us to create customized reporting for our clients. The WinTeam scheduling system also allows us to provide: Shift personnel schedules; warnings on overtime and scheduling conflicts; performance criteria; personnel information; streamlined payroll and billing for accurate and timely data, and; detailed reports.

Allied Universal regularly trends dozens of reports to ensure the County's security program runs efficiently and to proactively drive improvements. A variety of customized reports can be tailored to your needs. All report information can be analyzed, arranged, displayed, or otherwise custom formatted to meet client-specific requirements.

PostWatch for Cold Starts

The Company uses an automated time keeping platform, **PostWatch™**, to manage timely attendance of security professionals. PostWatch starts with accurate and up-to-date schedules in WinTeam. The main screen shows when shifts are starting, who is working those shifts, and if any shifts are currently open. It also reads clock in/out punches in real time.

Security professionals are required to dial into an automated system using a toll-free number from seven (7) minutes prior to start time of shift until seven (7) minutes after start time to 'clock-in'. It then compares what the schedule expects to happen to actual time and attendance data in the field.

If the system does not receive their call within that timeframe, their assigned operations or the account manager is notified for reconciliation of failure to clock in, and/or the immediate dispatch of a qualified replacement security professional. If the assigned manager does not respond, the call is forwarded to the Company's **24/7/365 Service Assurance Center**, and the call will be escalated to the next level manager.

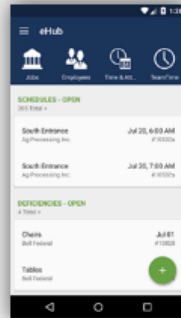
eHub

Allied Universal's secure client portal, **eHub** creates seamless collaboration and information sharing to help increase productivity for you and enhance compliance. This convenient system is available to Allied Universal clients at no charge and offers many benefits including access to invoices.

eHub

Instant Account Access

- ✓ Always know your payment status
- ✓ Review invoices 24/7/365
- ✓ View past invoices for last 18 months
- ✓ Print, save or export invoices
- ✓ View billing/payment information by time/location
- ✓ Access to past data for planning/budgeting
- ✓ Save paper and reduce waste



All of the information you need
at your fingertips.

Ordering Made Easy

- ✓ Request temporary or additional coverage, any time of day
- ✓ Receive order confirmation and see order status
- ✓ Your Allied Universal manager is automatically notified



Personnel Scheduling Made Easy

- ✓ View regular posts, extra and scheduled coverage, export and print schedules
- ✓ Real-time knowledge of which security professionals are scheduled on-site
- ✓ See your coverage levels at any time
- ✓ Review turnover and compliance information, as well as employee rosters

**Hundreds of clients at thousands
of locations use eHub.**

Quality Assurance

- ✓ Sort and search for specific security inspections in real-time
- ✓ View photos, notes and quality scores within each inspection



Compliance

Training records tracked in real-time to ensure security professionals are trained appropriately and in compliance with your need.

Allied Universal Security Personnel Access

When employees have the information they need, they can be 100% focused on your security.



- Review schedules
- Update personnel contact information
- Read job/site specific information
- Access pay stubs
- View pay stubs and schedules on smartphones with eHub app

Sample Invoices



Eight Tower Bridge
161 Washington Street, Suite 600
Conshohocken, PA 19428

ABC Properties
100 Main Street
Media, PA 19063

SAMPLE INVOICE

Invoice Date
08/18/2016

Invoice Number
1234577

To ensure proper credit, please
reference your invoice number on
your remittance advice.

PLEASE REMIT PAYMENT TO:
Allied Universal
P.O. Box 828854
Philadelphia, PA 19182-8854

Total Amount Due:
**SAMPLE INVOICE
DO NOT PAY**
Terms:
Net 15 Days

Service Location: 33082		Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016	
ABC Properties			PO Number: 9853215-01	
100 Main Street			Contract Number: AB103542-00	
Media, PA 19063				

Description	Quantity	UOM	Price	Amount
Security Officer-Regular	80.00	HR	15.93	\$1,274.40
Shift Supervisor-Regular	40.00	HR	16.39	\$655.60
Patrol Vehicle – Ford Ranger	1.00	EA	200.00	\$200.00
Total Hours:	120.00			
Subtotal				\$2,130.00

Service Location: 33083		Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016	
ABC Properties			PO Number: 9853215-02	
500 South Street			Contract Number: AB103542-00	
Philadelphia, PA 19001				

Description	Quantity	UOM	Price	Amount
Security Officer-Regular	40.00	HR	15.93	\$637.20
Total Hours:	40.00			
Subtotal				\$637.20

Service Location: 33084		Customer: 33082	Billing Period: 08/12/2016 – 08/18/2016	
ABC Properties			PO Number: 9853215-03	
200 North Street			Contract Number: AB103542-00	
Pittsburg, PA 19463				

Description	Quantity	UOM	Price	Amount
Security Officer-Regular	80.00	HR	15.93	\$1,274.40
Total Hours:	80.00			
Subtotal				\$1,274.40

AB-CS-01

Any questions? Please contact a Customer Connection
Representative at (866) 703-7666

Subtotal	4,041.60
Sales Tax	0.00
Total Amount Due	
	\$4,041.60



Invoice Date Invoice Number
08/18/2016 1234568

To ensure proper credit, please
reference your invoice number
on your remittance advice.

PLEASE REMIT PAYMENT TO:
Allied Universal
P.O. Box 828854
Philadelphia, PA 19182-8854

Total Amount Due:
SAMPLE INVOICE
DO NOT PAY
Terms:
Net 15 Days

SAMPLE INVOICE

Service Location: 33082 Customer: 33082		Billing Period: 08/12/2016 – 08/18/2016		
ABC Properties – Summary Invoice		Purchase Order: 9853215-01		
100 Main Street		Contract Number: AB103542-00		
Media, PA 19063				
Description	Quantity	UOM	Price	Amount
Job # 89476 - Tampa	1.00	EA	1,057.37	\$1,057.37
Job # 89479 - FTL	1.00	EA	1,010.60	\$1,010.60
Job # 89490 - Miami	1.00	EA	1,370.46	\$1,370.46
Job # 89491 – Lake Mary	1.00	EA	1,079.63	\$1,079.63
Subtotal				\$4,518.06

AB-CS-01

Any questions? Please contact a Customer Connection
Representative at (866) 703-7666

Subtotal	4,518.06
Sales Tax	0.00
Total Amount Due	
	\$4,518.06

Allied Universal

Customers Listed: All Customers
Report Type: Detail
Invoice Status: All



Invoice Register

Invoice Dates: 08/12/16 To 08/18/16

Page 1 of 2

Invoice Number	Invoice	Dates Posting	Customer # Item #	Customer Name Description	Job # Quantity	Service Location Unit of Measure	Invoice Status Price	Revenue Total Revenue Amount	Tax Total Ticket #	Invoice Total
6193722	08/18/16	08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 4	89476 20.00 40.00	ABC - Tampa Hours Hours	Invoice Sent 15.65000 16.88000	988.20 \$313.00 \$675.20	69.17	1,057.37
6193723	08/18/16	08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 2	89479 20.00 40.00	ABC - FTL Hours Hours	Invoice Sent 15.65000 16.01000	953.40 \$313.00 \$640.40	57.20	1,010.60
6193726	08/18/16	08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 2	89490 80.00	ABC - Miami Hours	Invoice Sent 16.01000	1,280.80 \$1,280.80	89.66	1,370.46
6193727	08/18/16	08/18/16	89475	ABC Company Weekly Billing 08/12/16 - 08/18/16 Security Officer-Regular - Level 1 Security Officer-Regular - Level 5	89491 20.00 40.00	ABC - Lake Mary Hours Hours	Invoice Sent 15.65000 17.40000	1,009.00 \$313.00 \$696.00	70.63	1,079.63

Company Totals:

Allied Universal

Customers Listed: All Customers
Report Type: Detail
Invoice Status: All



Invoice Register

Invoice Dates: 08/12/16 To 08/18/16

Page 2 of 2

Invoice Number	Invoice	Dates Posting	Customer # Item #	Customer Name Description	Job # Quantity	Service Location Unit of Measure	Invoice Status Price	Revenue Total Revenue Amount	Tax Total Ticket #	Invoice Total
Grand Totals:								\$4,231.40	\$286.66	\$4,518.06
Recap:										
Send Invoice:								\$0.00	\$0.00	\$0.00
Do Not Send:								\$0.00	\$0.00	\$0.00
Invoice Sent:								\$4,231.40	\$286.66	\$4,518.06
Invoice Resent:								\$0.00	\$0.00	\$0.00
Resend Invoice:								\$0.00	\$0.00	\$0.00
Duplicate:								\$0.00	\$0.00	\$0.00
Grand Totals:								\$4,231.40	\$286.66	\$4,518.06

Recap by GL#

GL Account	Description	Amount
3000	Security Services	4,231.40
Total Amount		\$4,231.40

Company Totals:

PostWatch for Cold Starts

The Company uses an automated time keeping platform, **PostWatch™**, to manage timely attendance of security professionals working at Orange County and/or at other locations. PostWatch starts with accurate and up-to-date schedules in WinTeam. The main screen shows when shifts are starting, who is working those shifts, and if any shifts are currently open. It also reads clock in/out punches in real time. This system monitors to ensure that the maximum number of hours are not exceeded and that all required breaks are provided.

Security professionals are required to dial into an automated system using a toll-free number from seven (7) minutes prior to start time of shift until seven (7) minutes after start time to 'clock-in'. It then compares what the schedule expects to happen to actual time and attendance data in the field.

If the system does not receive their call within that timeframe, their assigned operations or the account manager is notified for reconciliation of failure to clock in, and/or the immediate dispatch of a qualified replacement security professional. If the assigned manager does not respond, the call is forwarded to the Company's **24/7/365 Service Assurance Center**, and the call will be escalated to the next level manager.

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- Review schedules
- Update personnel contact information
- Read job/site specific information

- Access pay stubs
- View pay stubs and schedules on smartphones with eHub app

Scheduling

Accurate scheduling is a vital component of Allied Universal's effectiveness and client satisfaction. Local branch managers use an enterprise-wide, automated scheduling system to provide clients with the most accurate, efficient scheduling available. The system not only plans who will work and when, it also integrates with the Company's training compliance tracker module to ensure scheduled security professionals have the necessary training and skills for their assignment.

Allied Universal's scheduling system records the requirements of each post and allows for effective tracking of all changes. We can also quickly and appropriately respond to call offs due to illness or other events that could potentially disrupt fulfillment of coverage requirements.

The County's security program will benefit from efficient, seamless, consistent communication processes to manage it and report on it. Allied Universal's digital business strategy drives efficiency, communication, collaboration and efficacy.

HELIAUS® - The Power of Insight into Action™

HELIAUS® is a revolutionary integrated solution that goes beyond responsive or reactive solutions. It is not just a tour or incident management system, but a comprehensive workforce management solution with Artificial Intelligence (AI) technology at its core.



By utilizing prescriptive analysis, HELIAUS® has the power to transform information into the correct preemptive action so you stay ahead of risk, improve decision-making, and drive better outcomes for the County's Courthouse security program.



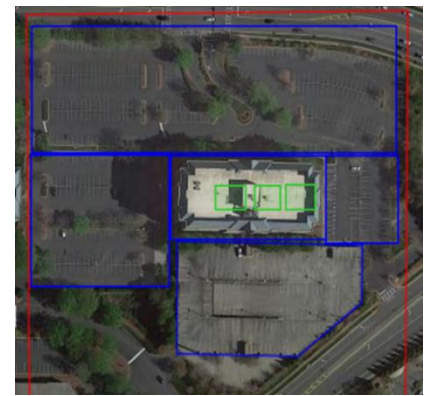
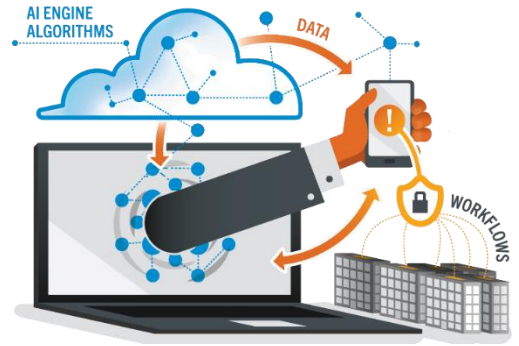
HELIAUS® utilizes the AI engine's proprietary algorithms to constantly develop prescriptive analytics to generate risk-adverse recommendations, aligning the right actions at the right time.

How it Works

Data captured by security professionals on tour blends with management insights and AI algorithms to form actionable plans and dynamic workflows. As security professionals continue inputting activity reports through their dedicated mobile devices, HELIAUS® automatically detects trends and prompts management to incorporate new tour routes and inspection points to decrease the risk to your business.

Key features of HELIAUS® that make it the perfect tailored solution include the following:

- **Zone-based site controls**, as pictured to the right, and smart sensors trigger workflow actions for particular areas, giving you and your security management team a level of customization suited to your needs.
- **Automated post orders** ensure that security professionals have immediate access to constantly updated site information and instructions, ensuring that they are always informed and on task.
- **Full mobile integration** allows security professionals to write incident reports, perform safety inspections, log visitors, and more while on the move, keeping your site monitored at all times.
- **User-friendly dashboards** allow security management to track incidents, daily activity, and more, enabling instant visualization of real-time information to allow for easy identification of program efficiency and improvements.



With HELIAUS® at the center of your security operations, your security professionals are always connected and engaged, situationally informed, and armed with the right recommendations to effectively create safer, more secure environments.

Benefits to the County

HELIAUS® has moved beyond responsive and reactive modes of risk aversion to an adaptable, preemptive, and solutions-based model of protection. Predictive analytics put the security professional in the right place at the right time to avoid incidents before they occur.

Our technology keeps your site information organized and accessible. It is reliable and scalable, with machine-learning doing the heavy lifting in terms of risk identification no matter how large or small your site. It is both efficient, leveraging GPS and customized site models to bring your post orders to life, and effective, delivering cost savings and peace of mind for many industry-leading organizations.

Regardless of the amount of sites, size, or specific events, the HELIAUS® platform has connected security programs with proven return on investment and value added, generating millions of dollars of savings through incident prevention and process improvement.



A. Provide a sample curriculum, including hours of training required, course descriptions, sample lesson plans, and any other supporting documentation to successfully accomplish, per the State Statute requirements for the following

- Initial Training Plan
- Basic Training Plan
- Recurring Training Plan

In addition, the Basic Training Plan shall demonstration training for the following requirements, but are not limited to, the following:

- Use of communication, vehicle gate, electronic access doors and ADA door equipment procedures
- Protection of facility procedures
- Report Writing
- Special situations
- Written examination

Comprehensive Courthouse Screening-Specific Training

The Company's learning and development program goes beyond traditional training and provides enhanced course offerings, compliance functionality and opportunities for employee growth. Comprehensive training is the starting point for security professionals' growth and development. A range of mandatory and voluntary training modules are offered pre-assignment, on-the-job and as continuing education as security professionals strive to stay current with industry trends and your evolving needs.

There are Five Phases of security professional onboarding and development:

1. New Employee Orientation
2. On-the-Job-Training Post Certification
3. Core Training
4. Quarterly Site Training
5. Ongoing, Including Courthouse-specific Curriculum

PHASE	TIMEFRAME	EXAMPLES/DESCRIPTION
1-Orientation	New Hire	Onboarding, policies/procedures, emergency management, safety, customer service, legalities of private security, terrorism awareness, CPR/First Aid/AED (If contract requires prior to assignment).
2- OJT	Prior to Site Assignment	Site specific training, facility familiarity, duties/responsibilities, customer orientation, shadowing.
3- Core Curriculum	Within 90 Days of hiring	20 Courses of critical security related topics to help create knowledgeable and skilled security officers.
4- Quarterly Site	Every Quarter	Developed custom per site. Often developed by operations manager and site supervisor based on customer desires. Can include refresher training, new initiatives, policies/procedures, emergency preparedness, safety, drills/exercises, etc.

PHASE	TIMEFRAME	EXAMPLES/DESCRIPTION
5- Ongoing	As mandated or desired	Generally, industry specific training and includes assigned training curriculum as well as self-paced elective training by officers interested in developing themselves. Generally managed through Allied Universal EDGE training platform which hosts over 1,000 training resources. For the County, this would include ongoing training courses as well as County training. These items are further outlined below.

Training Methods

eLearning – Allied Universal EDGE

Security professionals and managers can complete training at a time and place that's convenient for them. Allied Universal **EDGE**® [Educate, Develop, Grow and Engage] is our proprietary online learning and development system.

1,000+ assets (courses, videos, webinars, modules)

5,000,000+ courses completed since 2009

Instructor-led

Employees benefit from hands-on instruction in classroom and group settings; questions can be addressed and testing conducted.

Virtual Instructor-led Training (vILT)

Training designed to simulate the traditional classroom or learning experience delivered in a virtual environment when the instructor and learner are in separate locations.

On-the-Job-Training

Site-specific and customized training is conducted at your location. A customized checklist is entered into our online database to ensure compliance.

Scenario-based Learning

Employees are trained on real life situations that happen in the learner's environment. This teaches security professionals how to react and make decisions when certain scenarios arise.

mLearning

Online learning suitable for an iPad. Used as needed for refresher courses on topics such as fire safety, ethics and client experience. Mobile learning includes a library of videos and podcasts.

On-the-Job Training (OJT) Post Certification

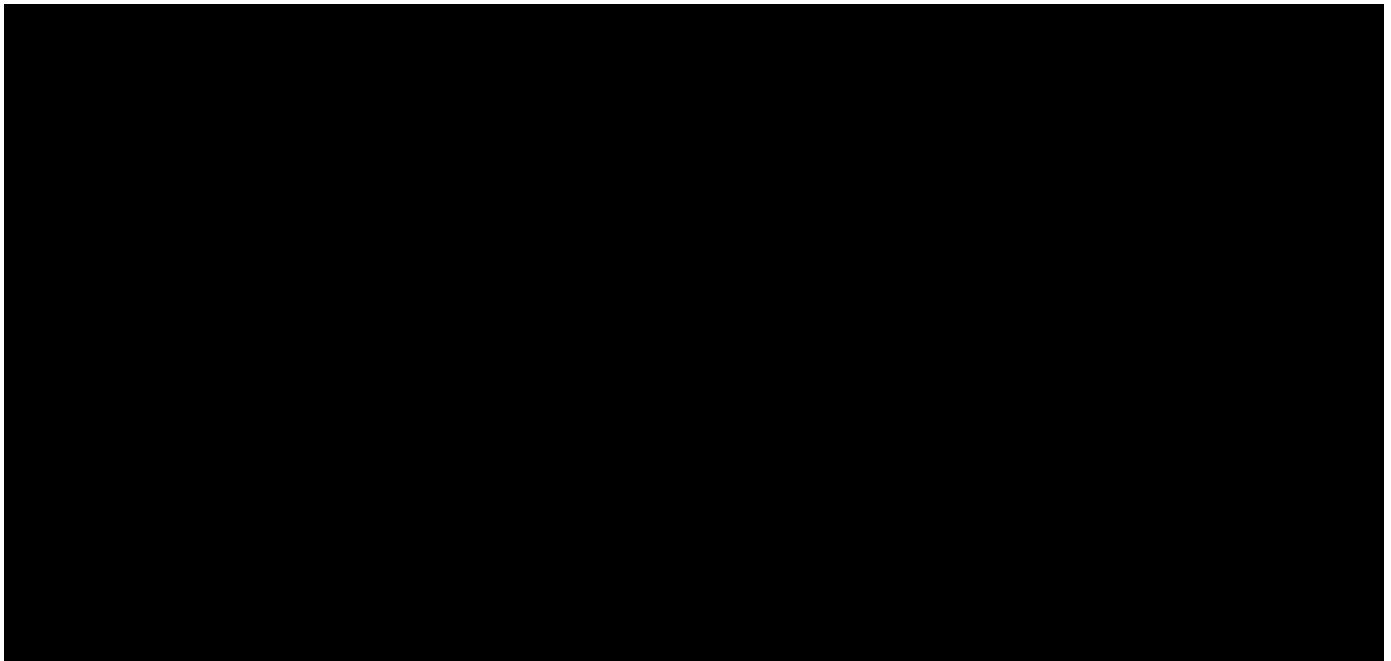
Phase Two of the Company's Five Phases of Security Professional Onboarding and Development is OJT Post Certification. We recognize that a work site's policies, procedures and post orders are best learned at the work site. Security professionals will be prepared for your individual needs and know how to effectively manage your security program. OJT is site-specific and customized to your authority. This training is guided by a checklist which is entered into our online database providing a checkpoint to track completion.

OJT Post Certification Training – Sample Topics			
<ul style="list-style-type: none"> • Access Control • Bomb Threats • CPR/First Aid/AED • Electrical Emergencies • Equipment Removal Procedures 	<ul style="list-style-type: none"> • Fire Alarm Response • ID Checks • Key Control • Mechanical Emergencies • Media Relations • Medical Emergencies 	<ul style="list-style-type: none"> • Opening/Closing Procedures • Parking & Enforcement • Parking Lot Security • Patrol Techniques • Post Responsibilities • Report Writing 	<ul style="list-style-type: none"> • Report Writing • Terrorism Awareness • Use of Telephones • Vehicle Assistance • Water Leaks • Weather Emergencies

Core Training

Core Training is Phase Three of the Security Professional and Development process. It consists of 20 lessons, each with an exam that must be successfully passed (score of 80% or higher). Core Training must be completed within six months of hire; compliance is tracked through our online compliance management system, WinTeam.

Core Training		
<ul style="list-style-type: none"> • Introduction to Contract Security • Legal Aspects of Private Security • Note Taking and Report Writing • Importance of Documentation • Patrol and Observation • Liability and Loss Prevention • Post Orders 	<ul style="list-style-type: none"> • Appearance and Wellness • Exceptional Customer Care • Difficult People or Situations • Introduction to Safety • Personal Safety • First Aid, CPR and AED • Harassment 	<ul style="list-style-type: none"> • Workplace Violence • Emergency Management • Indicators of Terrorist Surveillance • Video Surveillance • Bomb Threats • Media Management



All personnel must detect all approved types of test objects under simulated conditions.

Continuous Learning

Additional Online Course Offerings

More than 1,000 assets including training modules, webinars, videos and learning tools are available through the Allied Universal **EDGE**, our online learning management system. New topics are constantly added. Our employees have on-demand access, through eLearning, and in 2018, more than **1 million** courses were successfully completed through the EDGE.

Customer Service – The Company places a high priority on customer service and we understand that it is a critical component of any security program. Some additional ways for employees to improve their customer service skills include:

- **Exceptional Customer Care:** The best way to provide customer service as a security professional is to be client focused. This course examines how to exceed customer's needs and win them over for life.
- **Customer Relations Management:** This course covers our approach to customer relationship management and teaches tips for developing strong customer partnerships.
- **White Glove Customer Service:** This course covers the tools necessary to provide a higher level of customer service and better manage perception to create an excellent impression and communicate effectively.

Ongoing and Refresher Training

Ongoing & Refresher Training			
<ul style="list-style-type: none"> • Fire Alarms • Access Control • Bomb Threats 	<ul style="list-style-type: none"> • Medical Emergencies • Broken Windows • Patrol • Water Leaks 	<ul style="list-style-type: none"> • Suspicious Persons/ Disturbances • Water Leaks • Power Outages 	<ul style="list-style-type: none"> • Customer Service • Safety Awareness • Elevator Entrapments

Supervisory and Management Training

- **Supervisor Training:** This is the next step for a supervisor and includes trainings such as Principles of Leadership, Time Management and Supervisor Essentials.
- **Management Training:** This includes courses on Security Management Essentials and must be completed when an employee moves into a managerial position.
- **Leadership Training:** This is for senior operational and business development leaders and includes Leadership Essentials, Coaching, Delegating, Process Improvement and Crisis Management courses.

Quarterly Leadership Training

The local management team executes **quarterly leadership training for all site supervisors and account managers**, as pictured to the right. This prepares the onsite leaders for our program to help mentor officers and better serve our customers. Additionally, the training program offers the opportunity for 90+ security leaders to network, share information and discuss best practices.

Training Compliance Tracking

Compliance tracking through the Allied Universal | **EDGE** allows training to be accurately recorded and reported. The **eHub** client portal includes a compliance module that captures training records and is accessible to the County in real time by smartphones or computers. These systems enable trainers and managers to track security professional progress through initial, specialty and refresher training, verify compliance, and discuss training status with you at any time. The compliance tracker monitors requirements by service location and post, as well as any state or local regulations. This ensures employees assigned to you, including temporary employees, always meet your requirements.

Safety Plan

The Allied Universal safety program seeks to protect our security professionals from workplace injuries and create a safer work environment for our clients. Led by a cross-functional committee, the safety program engages security professionals and site managers in safe work practices resulting in a safety-conscious security presence at our clients' sites.

Job Safety Analysis

Allied Universal uses the Job Safety Analysis (JSA) process to evaluate work for potential hazards and document the measures that will be used to prevent accidents and injuries. The security team conducts JSAs in accordance with Allied Universal's Job Safety Analysis Policy.

Minimum Requirements

- Management will conduct and produce a JSA for each post to determine what hazards may be present in the work tasks and/or environment. Where hazards exist, management will plan and document measures to protect employees against these hazards.
- The JSA will document chemicals in the workplace to which employees may be exposed, as well as the Personal Protective Equipment and safety-related training required for the tasks performed at the given

post.

- The JSA for each post will be shared with and made accessible to employees.
- Each employee will sign the JSA Acknowledgement form to document their receipt and understanding of the JSA.
- Each JSA will be reviewed for any needed updates at least annually, when equipment or processes change or following an incident report.

Best Practices

- Managers involve employees who perform the job duties in the task of completing the JSA. Employees are most familiar with the tasks and hazards, and often have good input about how to protect against hazards.
- Managers use the completed JSA as a training tool to onboard new employees to the job tasks and safety procedures.
- The JSA will be updated seasonally to address new or changing hazards related to the weather.

Safety Training

Safety training is of paramount importance. We monitor emerging safety topics and introduce them into our evolving training programs. When the County has a specific need that requires safety training, Allied Universal can address it with well-prepared security professionals. Safety and security work hand-in-hand and a range of safety training means our security professionals can champion safety initiatives, helping to ensure a safety conscious work environment.

The following Table of Contents is taken from the Company's 250-page Safety Training Manual.



Allied Universal Security Services Corporate Safety Manual

Corporate Safety Manual Index

Tab	Title
1	Management Commitment to Health and Safety
2	Injury Illness Prevention Plan Appendix 2.1 – IIPP Summary
3	Safety Orientation Appendix 3.1 – Employee Safety Orientation Checklist
4	Safety Training Appendix 4.1 – Summary of OSHA Regulatory Training Requirements
5	Job Safety Analysis Program Appendix 5.1 – Job Safety Analysis Appendix 5.2 – Hazard Assessment Form Appendix 5.3 – Pre-Job Safety Analysis Appendix 5.4 – Job Safety Analysis Workflow
6	Managing Medical Care Appendix 6.1 – Mandatory First Aid Supplies List
7	Incident Reporting and Response Appendix 7.1 – Employee Incident Report Form Appendix 7.2 – Investigation Form Appendix 7.3 – Root Cause Analysis Questioning Guide Appendix 7.4 – Root Cause Analysis & Corrective Actions Worksheet
8	Emergency Action & Fire Prevention Appendix 8.1 – Emergency Action Plan
9	Fall Prevention
10	Heat Illness Prevention Plan
11	Hazard Communication
12	Bloodborne Pathogens Exposure Control Plan Appendix 12.1 – Information on Hepatitis B (HBV) Appendix 12.2 – Hepatitis B Vaccination Record Appendix 12.3 – Precautions to Prevent Bloodborne Pathogens Exposure Appendix 12.4 – Exposure Incident Form
13	Personal Protective Equipment Appendix 13.1 – PPE Hazard Assessment Appendix 13.2 – Mandatory Respirator Medical Evaluation Appendix 13.3 – Sample Respiratory Protection Program
14	Hearing Conservation
15	Vehicle Safety Appendix 15.1 – Quarterly Driver's License Check Form Appendix 15.2 – Mobile Device Use Policy for Drivers
16	Specialized Patrol Vehicles Appendix 16.1 – Bicycle Skills Checklist Appendix 16.2 – Bicycle Safety Inspection Checklist Appendix 16.3 – Golf Cart Driving Skills Checklist Appendix 16.4 – Golf Cart Safety Inspection Checklist Appendix 16.5 – Segway/ Three-wheeled Unit Driving Skills Checklist Appendix 16.6 – Segway/ T-3 Vehicle Inspection Checklist
17	Access to Employee Medical & Exposure Records Appendix 17.1 – Authorization Letter for the Release of Employee Medical Records Appendix 17.2 – Annual Employee Notice of Access to Medical/ Exposure Records
18	OSHA Recordkeeping Appendix 18.1 – Process to Determine OSHA Recordability
19	OSHA Inspections
20	Safety Committee Appendix 20.1 – Safety Committee Charter
21	Vendor Verification Services Appendix 21.1 – 21.9: various topics with limited application to only to affected sites

Management Commitment

Tab 01

OUR MISSION

Create a corporate culture, policies and practices that emphasize personal safety so as to protect Allied Universal employees from workplace injuries and elevate the level of service to Allied Universal's clients.

OUR GUIDING BEHAVIORS

In order to achieve our mission, we must:

- Foster a culture in which safety is a primary concern of executive, regional, branch and site leadership as well as each and every security professional.
- Provide a comprehensive safety manual to protect the occupational health and safety of our people.
- Work to continuously evaluate and improve our safety policies, programs, initiatives and performance.
- Constantly promote safety and health awareness in all of our people.
- Cultivate and support frequent safety communications via manager interactions, safety committees, personnel training, the safety manual and various other communication methods.
- Assess job tasks and document safety measures for all posts via the Job Safety Analysis, and train all personnel on the content of the JSAs for their assignments.
- Anticipate and proactively prepare for emerging new hazards and risks.
- Recognize excellent safety performance among our personnel.
- Hold our personnel accountable to behave in accordance with the requirements and spirit of the safety manual.
- Preserve and enhance our corporate reputation in the community as a safe and healthy workplace and business partner.

OUR COMMITMENT

This corporate safety manual is issued for implementation throughout Allied Universal Security Services.

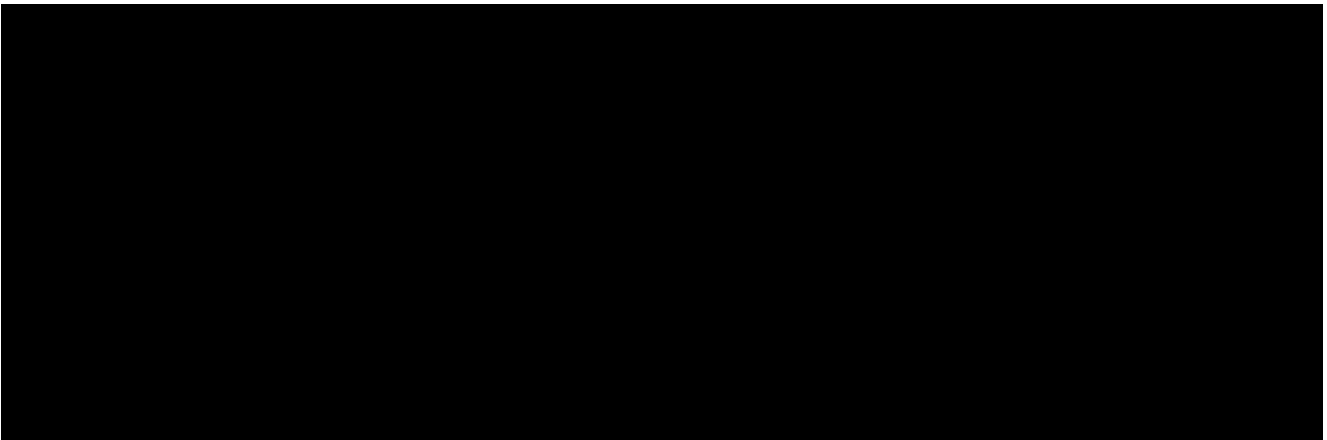
- B. Provide a plan detailing the procedure for testing and inspecting types and frequencies of equipment to ensure proper performance. Include a copy of any checklists for forms the firm will use during the testing and inspection process to ensure quality assurance.**

Equipment maintenance is covered as part of training, and also is one of the Company's Key Performance Indicators, which can be measured, analyzed, and modified for improvement where necessary.

It is every security professional's responsibility to understand the equipment they use to perform their duties. Good care of all equipment, as well as conservative use of supplies, benefits everyone. If equipment is not working properly or appears unsafe, security professionals are trained to notify their manager immediately so that repairs or adjustments can be made.

Security professionals are prohibited from inappropriate use of Company and/or Client property. Employees are trusted to act responsibly, reasonably and maturely, and to use good judgment in the use of all equipment and devices. The improper, careless, negligent, destructive or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

- C. Describe any screening technology hardware and software to be used by the firm that may be incorporated into the contract to enhance the quality of the screening process. Describe how this technology may be used, and any value-added benefits to the County. Include pictorial demonstrations.**



- D. Provide a detailed description and pictorial demonstration of any computer or internet-based application the firm is proposing to use as a part of managing the contract and communicating with the contract users. Describe how these may be implemented and the benefits to the County of using these systems. The County will not be obligated to use any Contractor-owned technology, hardware or software.**

Please see a full description of advantages and benefits to HELIAUS on pages **50** and **51**; and client portal **eHub** on page 45, both client-accessible applications that provides a wealth of valuable, real-time data to report on program operations.

Confirm the Proposer's agreement to meet the minimum requirements of this Request for Proposals and the Scope of Services herein:

Allied Universal is prepared to implement and operate a security program that meets, at a minimum, the minimum requirements of the County's Request for Proposals and the Scope of Services herein.

Part A – General Terms & Conditions

RFP 3-20

PART A - GENERAL TERMS & CONDITIONS

1. Proposals: Must be contained in a SEALED envelope addressed to: Hillsborough County Sheriff's Office, Sheriff's Operations Center, Financial Services Division – Purchasing Section, 2008 East 8th Avenue, Tampa, Florida 33605. **To prevent inadvertent opening, the Proposal must be marked as a PROPOSAL DOCUMENT (including the Proposal number, the date and time of the Proposal opening) on the outside of the envelope.**

If our specifications, when included in our Request for Proposal (RFP), are not returned with your Proposal Package, and no specific reference is made to them in your *Proposal Response* (PART D), it will be assumed that all specifications will be met. When material, sketches, cuts, descriptive literature, contractor's or manufacturer's specifications which accompany the *Proposal Response* (PART D) contain information that can be construed or is intended to be a deviation from our specifications, such deviation must be specifically referenced in your *Proposal Response* (PART D).

2. Proposal Delivery: The responsibility for getting the Proposal Package to the Hillsborough County Sheriff's Office (HCSO) on or before the stated time and date will be solely and strictly the responsibility of the Proposer. The HCSO will in no way be responsible for delays caused by the United States Postal Service or a delay caused by any other occurrence, or any other method of delivery. The Proposer shall be responsible for reading very carefully and understanding completely the requirements in the specifications. Proposals will not be accepted after the time specified for receipt. Such proposals shall be returned to the Proposer unopened with the notation "This Proposal was received after the time designated for the receipt and opening of proposals".
3. On-Line Documents: The HCSO is publishing documents on its website <https://TeamHCSO.com> for the convenience of contractors wanting to do business with the HCSO and to save tax dollars. This service is public record and the HCSO is responsible only for documents as published. Any modifications or alterations to the original document language may be cause for rejection of a proposal.
4. Time for Consideration: Proposer warrants by virtue of Proposal, the prices quoted in the Proposal will be good for an evaluation period of 180 calendar days from the date of Proposal opening unless otherwise stated. Proposers will not be allowed to withdraw or modify their proposals after the opening time and date.
5. Prices: All Proposals submitted must show the net proposal price after any and all discounts allowable have been deducted. The HCSO is exempt from all state sales, use, transportation, and excise taxes. The HCSO will issue tax exemption certificates to the Contractor.

The Proposer's attention is directed to the laws of the State of Florida, including but not limited to Chapter 212, Florida Statutes, which applies to all transactions resulting from this Proposal and **that all applicable taxes and fees shall be deemed to have been included in the Proposal Response as part of the materials cost, when applicable.**

6. Proposal Submittal Costs: Submittal of a Proposal is solely at the cost of the Proposer and the HCSO in no way is liable or obligates itself for any cost incurred by the Proposer preparing the submitted Proposal Package.
7. Proposal Obligation and Disposition: The contents of the Proposal Package and any clarifications thereto submitted by the Proposer shall, upon award, become part of the contractual obligation and incorporated by reference into the ensuing contract. All Proposal Packages become the property of the HCSO and will not be returned to the Proposer.

8. No Proposal: If you do not wish to submit a response to the RFP, please return the Statement of No Proposal found on page 38. The "No Proposal" information is helpful to the process and assures the HCSO you wish to remain on the HCSO Vendor List.
9. Compliance with Occupational Safety and Health Act (OSHA): The Proposer certifies that all material, equipment, etc., contained in the Proposal Package meets all OSHA requirements.
10. Familiarity with Laws: The Proposer is required to be familiar with all federal, state and local laws, ordinances, rules, codes and regulations that in any manner affect the Work. Ignorance on the part of the Proposer will in no way relieve the Proposer of responsibility.
11. Laws, Statutes and Ordinances: The terms and conditions of the RFP and the resulting Contract shall be construed in accordance with the laws, statutes and ordinances applicable to Hillsborough County. Where State Statutes and regulations are referenced, they shall apply to this RFP and to the resulting Contract.
12. Public Entity Crimes: Pursuant to §§287.132-133, Fla. Stat., the HCSO, as a public entity, may not accept any bid, proposal or reply from, award any contract to, or transact any business in excess of the threshold amount provided in §287.017, Fla. Stat., for Category Two (\$35,000) with any person or affiliate on the convicted vendor list for a period of 36 months from the date that the person or affiliate was placed on the convicted vendor list unless that person or affiliate has been removed from the list pursuant to §287.133 (3)(f), Fla. Stat. If you submit a Proposal in response to this request, you are certifying that §§287.132-133, Fla. Stat. does not restrict your submission.
13. Public Record: Any material submitted in response to this RFP will become a public document pursuant to §119.07, Fla. Stat. This includes material, which the respondent might consider confidential or trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to §119.07, Fla. Stat. The Vendor or Contractor agrees to comply with §119.0701, Fla. Stat. regarding maintenance and provisions of access to all public records generated by this Contract with the HCSO.

The HCSO requires that, at the conclusion of the selection process, the contents of all proposals be placed in the public domain and be open to inspection by interested parties. Any restrictions on the use of data contained within a Proposal must be clearly stated in the Proposal itself. Proprietary information submitted in response to the RFP will be handled in accordance with applicable Florida Statutes.

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: Hillsborough County Sheriff's Office, Sheriff's Operations Center, ATTN: Records Section, 1900 East 9th Avenue, Tampa, Florida 33605, email at HCSORecords@HCSO.Tampa.FL.US, or by phone at (813) 247-8210.

14. Appropriations of Funds: The HCSO, as an entity of Government, is subject to the appropriation of funds by the Hillsborough County Board of County Commissioners in an amount sufficient to allow continuation of its performance in accordance with the terms and conditions of any contract entered into as a result of this request for each and every fiscal year following the fiscal year in which this Contract is executed and entered into and for which the Contract shall remain in effect. The HCSO shall, upon receipt of notice that sufficient funds are not available to continue its full and faithful performance under the Contract, provide prompt written notice of such event and effective 30 calendar days after the giving of such notice, or upon the expiration of the period of time for which funds were appropriated, whichever occurs first, be thereafter released of all further obligations in any way related to such Contract.

15. Acceptance/Rejection: The HCSO reserves the right to reject any or all Proposals, for cause, to waive irregularities, if any, and to accept the Proposal or Proposals, which in the judgment of the Sheriff is in the best interest of the HCSO. The HCSO reserves the right to evaluate, add and/or reject any items from any proposal options or resulting contract when deemed to be in the best interest of the HCSO.
16. Protests: Any prospective Proposer who disputes the reasonableness or appropriateness of the notice of award, or notice of rejection, for any or all Proposals must submit a notice of protest in writing within 72 hours (excluding HCSO holidays, Saturdays and Sundays) of the notice of award to the HCSO Purchasing Section by registered mail or hand deliver for which a receipt must be provided.

The Purchasing Section will have five (5) business days upon receipt of this notice to meet and consider the protest as written. The Senior Procurement Analyst will coordinate the review process with the parties involved and may request additional information from the Proposer or request a meeting to gain further clarification of the issues. Upon completion of this review process, the Senior Procurement Analyst will make a recommendation to the Chief Financial Officer (CFO).

The CFO may concur with the recommendation or arrive at a separate decision. The decision of the CFO will be communicated to the Proposer in writing. This decision and the basis upon which it was made will be communicated to the Proposer within five (5) business days following the receipt of the recommendation from the Purchasing Section. A single appeal of the CFO's decision is available by submitting a notice in writing within 72 hours (excluding HCSO holidays, Saturdays and Sundays) requesting a Management review of the decision. Final decision of an appeal will be made by the Sheriff.

17. Technical Specifications: See PART C – *Technical Specifications* (Service Program Details).

CHAD CHRONISTER, SHERIFF
HILLSBOROUGH COUNTY, FLORIDA

By: _____

Christina R. Porter, CPA
Chief Financial Officer

18. SIGNATURE OF ACKNOWLEDGMENT – General Terms and Conditions as outlined above are hereby acknowledged. Our Proposal is attached.

Universal Protection Service LLC d/b/a Allied Universal Security Services
COMPANY NAME

Andrew Daniels

Vice President

PRINT NAME

TITLE



8/17/2020

SIGNATURE OF COMPANY OFFICER

DATE

NOTE: THIS PAGE MUST BE RETURNED WITH YOUR PROPOSAL AFTER COMPLETING PARAGRAPH 18. EACH CONTRACTOR'S PROPOSAL AND ANY CLARIFICATIONS TO THAT PROPOSAL AS WELL AS ALL AMENDMENTS OR ADDENDA TO THIS DOCUMENT SHALL BE SIGNED BY AN OFFICER OF THE COMPANY OR A DESIGNATED AGENT EMPOWERED TO BIND THE COMPANY IN CONTRACT. EXCEPTIONS TO THE SPECIFICATIONS, IF ANY, MAY BE NOTED IN THE PROPOSAL RESPONSE (PART D, PARAGRAPH 1).

Part D - Discussion Items

RFP 3-20

PART D – PROPOSAL RESPONSE

The undersigned understands that this Proposal Package **must be signed in ink** and that the **unsigned** Proposal Package will be considered nonresponsive and subject to rejection by the HCSO.

SUBJECT TO THE DEVIATIONS STATED BELOW, THE UNDERSIGNED, BY THE SIGNATURE EVIDENCED, REPRESENTS THAT THE PROPOSER ACCEPTS THE TERMS, CONDITIONS, MANDATES, AND OTHER PROVISIONS OF THE FOREGOING **GENERAL TERMS & CONDITIONS (PART A), SPECIAL PROVISIONS (PART B), AND TECHNICAL SPECIFICATIONS (PART C)**, SAID DOCUMENTS BEING THE STRICT BASIS UPON WHICH THE SAID PROPOSER MAKES THIS PROPOSAL.

***** USE INK ONLY *****

ALL THE FOLLOWING INFORMATION MUST BE HEREUPON GIVEN FOR THIS PROPOSAL TO BE CONSIDERED BY THE HCSO

EXCEPTIONS TO PROPOSAL: ANY REPRESENTATION (BELOW) OR EXCEPTION(S) NOTED MAY CAUSE THIS PROPOSAL TO BE REJECTED BY THE HCSO. ALL PROPOSERS SHOULD CAREFULLY READ PARAGRAPH 28 OF THE **SPECIAL PROVISIONS (PART B)**.

1. **EXCEPTIONS:** The following represents every deviation (itemized by number) to the foregoing *General Terms and Conditions (PART A), Special Provisions (PART B), and Technical Specifications (PART C)*, upon which this Proposal is based, to wit:

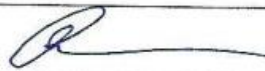
Discussion Items

Universal Protection Service, LLC d/b/a Allied Universal Security Services ("Allied Universal") is pleased to submit a Proposal to service the Hillsborough County Sheriff Office. We note the instruction "Exceptions not submitted with the bid in accordance with the process outlined in the RFP will probably not be considered at the time of award". Please note that we do not require any exceptions, but we have identified some areas for discussion relating to those provisions of the RFP which are set forth below. We are confident that further dialog between us will yield mutually agreeable solutions.

PART B SECTION 26

Allied Universal stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion or 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 business terms also include a disclaimer of consequential damages. We respectfully request:

- On line 2, insert the word "reasonable" before the word "attorneys."
- On line 3, replace the word "provided" with the phrase "to the extent."
- On lines 5-6, replace the phrase "is cause in whole or in part by an act" with the phrase "is caused by a negligent act."
- On line 7, delete the phrase "in whole or."
- On line 8, insert the following after the word "hereunder:"
- Anything to the contrary notwithstanding, Contractor's obligations hereunder shall be limited to the proportionate share of liability attributable to Contractor's negligence. This paragraph is not intended and shall not be construed to require Contractor to indemnify or hold harmless HSCG for any liabilities, claims, damages, losses, and expenses, including reasonable attorneys' fees, to the extent caused by HSCG or its employees or agents or any



PART D – PROPOSAL RESPONSE

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Company Contact Information

RFP 3-20

3. COMPANY CONTACT INFORMATION

Provide the contact information for the individual submitting this Proposal Response. (Please type or print)

Universal Security Services LLC d/b/a Allied Universal Security Services
Contact Name & Title: Andrew Daniels, Vice President

Address: 4200 W Cypress St, Suite 550, Tampa, FL 33607

Office #: 813.620.6621 Mobile #: 954.415.1367 Fax #: _____

Email: Andrew.Daniels@aus.com, Carrie.Buck@aus.com, GovServices@aus.com

Website: www.aus.com

4. EXAMINATION AND CERTIFICATION STATEMENT

The undersigned has carefully examined the Proposal Package and all conditions affecting the cost of the service required by the HCSO.

The undersigned certifies that any exceptions to the Proposal specifications are noted in *Proposal Response* (Part D) or appended thereto. All specifications not noted thereon are as requested. The undersigned also understands that any exceptions presented after the award, may be cause for cancellation of award.

We hereby propose to furnish the commodity/services described herein in accordance with the Proposal Package, except as noted in *Proposal Response* (Part D) or appended thereto.

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Affirmation and Declaration

RFP 3-20

5. AFFIRMATION AND DECLARATION

At this present time, we understand all requirements and warrant that as a serious Proposer we will comply with all the stipulations included in the Proposal Package.

The below named Proposer affirms and declares:

- a) That Proposer is of lawful age and that no other person, firm or corporation has any interest in this RFP offered to be entered into;
- b) That this Proposal Package is submitted without any understanding, agreement, or connection with any other person, firm or corporation making a bid for the same purpose, and is in all respects fair and without collusion or fraud;
- c) That the Proposer is not in arrears to Hillsborough County or the Sheriff upon debt or contract and is not a defaulter, as surety or otherwise, upon any obligation to the Sheriff;
- d) That no officer, employee or person whose salary is payable in whole or in part from HCSO, is, shall be or become interested, directly or indirectly, surety or otherwise in this Proposal Response; in the performance of the Contract; in the supplies, materials, equipment, and Work or labor to which they relate; or in any portion of the profits thereof.

The undersigned agrees that this Proposal shall remain open for 180 days following the opening of proposals.

Respectfully submitted by:

Universal Security Services LLC d/b/a Allied Universal Security Services
Company Name: Andrew Daniels, Vice President

Andrew Daniels	8/17/2020
_____ Signer's Name, Printed	_____ Date
	
_____ Signature of Company Officer	_____ Vice President Title

NOTE: THE ABOVE SIGNATURE OF AFFIRMATION AND THE SIGNATURE OF ACKNOWLEDGMENT ON PAGE EIGHT (8), AS WELL AS ALL AMENDMENTS OR ADDENDA TO THIS DOCUMENT, SHALL BE SIGNED BY AN OFFICER OF THE COMPANY OR A DESIGNATED AGENT EMPOWERED TO BIND THE COMPANY IN CONTRACT AND RETURNED WITH THE PROPOSAL RESPONSE. EXCEPTIONS TO THE SPECIFICATIONS, IF ANY, MUST BE NOTED IN THE PROPOSAL RESPONSE, (PART D).

SIGNATURE OF AFFIRMATION AND DECLARATION

36

Request for Proposals #3-20 HCSO, Courthouse Security

123

Appendix I - References – Security Services

APPENDIX I

Universal Protection Service, LLC, dba Allied Universal Security Services

References – Security Services

Provide a minimum of three (3) relevant references of recent contracts with similar SCOPES OF WORK. Do not include Hillsborough County Sheriff's Office as one of your references. All fields are mandatory.

1. Company/Agency Name Coca-Cola Beverages of Florida
Contract Description Armed and Unarmed Security throughout Florida
Contact Person Name & Title Eric B. Ward, Director, Security
Phone number / Email address: 813-327-7307 eward@cocacolaflorida.com
Original contract amount \$ 270k
Final (including Change Orders) contract amount \$ 2.4m
Comments _____
2. Company/Agency Name TECO Services, Inc.
Contract Description Armed and Unarmed Security at Power Plants and HQ
Contact Person Name & Title Alan Hill, CPP, Director of Corporate Security
Phone number / Email address: 813-460-8827 alhill@tecoenergy.com
Original contract amount \$ 500k
Final (including Change Orders) contract amount \$ 2.9m
Comments _____
3. Company/Agency Name Tampa Convention Center
Contract Description Unarmed Security- Permanent Post and Events
Contact Person Name & Title Una Garvey, TCC Convention & Tourism Director
Phone number / Email address: 813-310-2034 una.garvey@thetampacc.com
Original contract amount \$ 200k
Final (including Change Orders) contract amount \$ 350k
Comments Not including event work

APPENDIX I - References - Security Services

Appendix II - References – Transition Plan

APPENDIX II

References – Transition Plan

A minimum of three (3) references of customers in which the company has executed a TRANSITION PLAN. Do not include Hillsborough County Sheriff's Office as one of your references.

1. Company/Agency Name Miami-Dade County Juvenile Care & Custody
Contract Description Juvenile Facility, 100% replacement of all incumbent personnel
Contact Person Name & Title Morris Copeland, Director
Phone number / Email address: 305-755-6202 / JAC0110@miamidade.gov
Original contract amount \$ 1M
Final (including Change Orders) contract amount \$ 1M
Comments Our personnel work in conjunction with the Department of Juvenile Justice, and are certified and trained to Florida Department of Juvenile Justice standards. Officers are specifically responsible for the intake processing, fingerprinting, mug shot screening, and detention of all juveniles in custody.
2. Company/Agency Name BayCare Healthcare System
Contract Description Healthcare Security Officer Services
Contact Person Name & Title John Nicely, MBA, FACHE, Director, Security & Emergency Preparedness
Phone number / Email address: T: (727) 462-7645 C: (727) 420-9582
Original contract amount \$ 1M
Final (including Change Orders) contract amount \$ 8M
Comments Handheld wand screening of all personnel entering the facilities.
3. Company/Agency Name Superior Courts of California / County of San Bernardino
Contract Description Courthouse Security, Successful transition of 90% of incumbent workforce
Contact Person Name & Title Dennis B. Smith, Risk and Safety Administrator / Media Relations
Phone number / Email address: (909) 708-8746 (office), DeSmith@sb-court.org
Original contract amount \$ 1.5M
Final (including Change Orders) contract amount \$ 1.5M
Comments Screening and greeting all courthouse patrons prior to entry into the County Court complex. Customer service as well as access control. Perimeter and parking patrol.

Proposal Checklist

RFP 3-20

PROPOSAL CHECKLIST

Universal Security Services LLC d/b/a Allied Universal Security Services

Company Name: Andrew Daniels, Vice President

Include this checklist as a cover page with your Proposal Package:

- ☒ ONE (1) ORIGINAL and THREE (3) COPIES of the entire RFP.
- ☒ ONE Electronic copy. Proprietary information should be separated.
- ☒ ONE Redacted copy, if applicable.
- ☒ SIGNATURES required for PARTS A and D.
- ☒ Completed PART D including service and transition references, narratives, supporting documents, and signature page.
- ☒ Signed copies of each Addenda or Amendments, if any.
- ☒ Completed EXHIBIT B - *Pricing Matrix*.
- ☒ Copies of State of Florida and Class "B" Professional Licenses.
- ☒ Completed APPENDIX I – References - Security Services
- ☒ Completed APPENDIX II – References - Transition Plan
- ☒ Completed APPENDIX III - *Vendor Packet*, including copies of Certificates of Insurance and Business Tax Receipt.

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APPENDIX III – Vendor Packet

Vendor Application Form

Chad Chronister, Sheriff
Hillsborough County Sheriff's Office
2008 E. 8th Avenue, Tampa, Florida 33605
<https://teamhcsso.com>



Purchasing Section
Phone: 813-247-8034
purchasing@hcsso.tampa.fl.us

To establish your business as a vendor to the Hillsborough County Sheriff's Office, provide the following documentation along with this completed application:

- ✓✓ **Completed and Signed IRS Form W9 (W8 for Foreign Based Company).**
- ✓✓ **Business Tax Receipt from Hillsborough County or other municipality's business license.**
- ✓✓ **Certificates of Liability & Workers' Compensation Insurance (for on-site service providers.)**
- N/A ✓ If your company is an LLC or LLP filing as a Corporation, **provide IRS Form 8832 or Form 2553** to prevent receipt of an IRS Form 1099.
- N/A ✓ Provide Federal, State or County certificates for Minority, Veteran, Women, or Small Business Ownership.

Send completed forms to purchasing@hcsso.tampa.fl.us or fax to 813-242-1826.

Refer to the HCSO Purchasing page at <https://teamhcsso.com> for additional information.

Business Name (as shown on your invoice): Universal Protection Service, LLC, dba Allied Universal Security

Owner's Name as per IRS records, if reporting under SS# (N/A) _____

Federal Tax ID No. 56-0515447 OR Social Security No. _____

Tax Status: C-Corp ☐ S-Corp ☐ Individual/Sole Proprietor (1099) ☐ LLC/LLP (1099) ☒

Certified: Minority Owned ☐ Small Business Owner ☐ Veteran Owned ☐ Women Owned ☐
(Include Certificate)

Business Type: Commodity ☐ Services ☒ Visa Accepted: Yes ☐ No ☒

Office Phone: 813.620.6621 Fax: _____ Website: www.aus.com

Physical Address: 4200 W Cypress St. Ste 550 City: Tampa State: FL Zip Code: 33607

Mailing Address: (same as above) City: _____ State: _____ Zip Code: _____

Remit Address (for payment by check): PO 828854 City: Philadelphia State: PA Zip Code: 19182

Procurement Code Category (see PC List) # _____

Additional Information: _____

SALES CONTACT

Name: Carrie Buck

Office Phone: 813.620.6621

Cell Phone: 813.399.3261

Email: carrie.buck@aus.com

ACCOUNTING CONTACT

Name: remittance@aus.com

Phone: 856.638.4803 Fax: _____

Email: remittance@aus.com

To receive electronic payments please complete the Direct Deposit Payment Authorization Form available on the HCSO Purchasing page at <https://teamhcsso.com>.

HCSO FSD USE ONLY:

Vendor ABN Assigned: _____ Search Type: V LV USS Other _____ RMT #: _____

ACH Payments Active: Yes No Tax Status: C N P X 1099 Reporting Code: A1 A3 A6 A7 AC

HCSO Staff Requesting Vendor ABN: _____ ABN: _____

Convictions, Suspensions, or Federal Exclusions: Yes No If Yes, please explain: _____

Completed by: _____ ABN: _____ Date: _____ Verified by: _____ ABN: _____ Date: _____

Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

**Request for Taxpayer
Identification Number and Certification**

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
UNIVERSAL PROTECTION SERVICE, LLC

2 Business name/disregarded entity name, if different from above
DBA ALLIED UNIVERSAL SECURITY SERVICES

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☒ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► **P**

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

☐ C Corporation
☐ S Corporation
☐ Partnership
☐ Trust/estate

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
P.O. BOX 828854

6 City, state, and ZIP code
PHILADELPHIA, PA 19182-8854

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

--	--	--	--	--	--	--	--	--	--

or

Employer identification number

5	6	-	0	5	1	5	4	4	7
---	---	---	---	---	---	---	---	---	---

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ► 

Date ► **5/4/20**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

0000075 04/26/17



Consumer's Certificate of Exemption

Issued Pursuant to Chapter 212, Florida Statutes

DR-14
R. 10/15

85-8013818565C-8	06/30/2017	06/30/2022	MUNICIPAL GOVERNMENT
Certificate Number	Effective Date	Expiration Date	Exemption Category

This certifies that

CITY OF TAMPA
306 E JACKSON ST STOP 50A7E
TAMPA FL 33602-5208

is exempt from the payment of Florida sales and use tax on real property rented, transient rental property rented, tangible personal property purchased or rented, or services purchased.



Important Information for Exempt Organizations

DR-14
R. 10/15

1. You must provide all vendors and suppliers with an exemption certificate before making tax-exempt purchases. See Rule 12A-1.038, Florida Administrative Code (F.A.C.).
2. Your *Consumer's Certificate of Exemption* is to be used solely by your organization for your organization's customary nonprofit activities.
3. Purchases made by an individual on behalf of the organization are taxable, even if the individual will be reimbursed by the organization.
4. This exemption applies only to purchases your organization makes. The sale or lease to others of tangible personal property, sleeping accommodations, or other real property is taxable. Your organization must register, and collect and remit sales and use tax on such taxable transactions. Note: Churches are exempt from this requirement except when they are the lessor of real property (Rule 12A-1.070, F.A.C.).
5. It is a criminal offense to fraudulently present this certificate to evade the payment of sales tax. Under no circumstances should this certificate be used for the personal benefit of any individual. Violators will be liable for payment of the sales tax plus a penalty of 200% of the tax, and may be subject to conviction of a third-degree felony. Any violation will require the revocation of this certificate.
6. If you have questions regarding your exemption certificate, please contact the Exemption Unit of Account Management at 800-352-3671. From the available options, select "Registration of Taxes," then "Registration Information," and finally "Exemption Certificates and Nonprofit Entities." The mailing address is PO Box 6480, Tallahassee, FL 32314-6480.

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**ADAM H. PUTNAM
COMMISSIONER**

DIVISION OF LICENSING

11/14/17
DATE ISSUED

12/23/20
DATE OF EXPIRATION

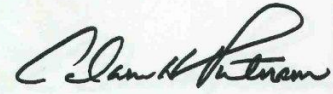
B 8500287
LICENSE NUMBER

**UNIVERSAL PROTECTION SERVICE, LLC
DBA ALLIED UNIVERSAL SECURITY SERVICES, LLC**

4200 W CYPRESS STREET
SUITE 550
TAMPA, FL 33607

JONES, STEVEN S., SECRETARY
POUNDS, STEVEN, SECRETARY-TREASURER
MILLER, TRAVIS S., OTHER
CESCOLINI, BRIAN, OTHER
RYAN, ROBERT L., OTHER
SCHWARTZ, MATTHEW C., OTHER
WOOD, ROBERT C., OTHER
TORZOLINI, WILLIAM A., OTHER

THE *SECURITY AGENCY* NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF
CHAPTER 493, FLORIDA STATUTES.



**ADAM H. PUTNAM
COMMISSIONER**

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**ADAM H. PUTNAM
COMMISSIONER**

DIVISION OF LICENSING

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THE *SECURITY AGENCY* NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF
CHAPTER 493, FLORIDA STATUTES.



A handwritten signature of Adam H. Putnam in black ink, located in the bottom right corner of the license.

**ADAM H. PUTNAM
COMMISSIONER**

2019 - 2020 HILLSBOROUGH COUNTY BUSINESS TAX RECEIPT
 OCC. CODE
 312.000000 GUARD, PATROL, WATCHMAN OR SECURITY AGENCY

EXPIRES SEPTEMBER 30, 2020

123041
RENEWAL

200 Employees	Receipt Fee	50.00
	Hazardous Waste Surcharge	0.00
	Law Library Fee	0.00
		B8500287

BUSINESS UNIVERSAL PROTECTION SERVICE
 LLC
 DBA ALLIED UNIVERSAL SECURITY
 SERVICES

2019 - 2020

NAME UNIVERSAL PROTECTION SERVICE LLC
 MAILING PO BOX 8000
 ADDRESS MONSEY, NY 10952

Paid 18-0-364231
 09/04/2019 50.00

BUSINESS TAX RECEIPT

HAS HEREBY PAID A PRIVILEGE TAX TO ENGAGE
 IN BUSINESS, PROFESSION, OR OCCUPATION SPECIFIED HEREON

DOUG BELDEN, TAX COLLECTOR
 813-635-5200
THIS BECOMES A TAX RECEIPT WHEN VALIDATED.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
02/04/2020

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

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

PRODUCER MARSH USA INC 1717 Arch Street Philadelphia, PA 19103 Attn: Philadelphia.certs@marsh.com / Fax: (212) 948-0360	CONTACT NAME: PHONE (A/C, No. Ext): FAX (A/C, No): E-MAIL ADDRESS:														
INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Lexington Insurance Company</td> <td>19437</td> </tr> <tr> <td>INSURER B : Greenwich Insurance Company</td> <td>22322</td> </tr> <tr> <td>INSURER C : XL Insurance America</td> <td>24554</td> </tr> <tr> <td>INSURER D : Indian Harbor Insurance Company</td> <td>36940</td> </tr> <tr> <td>INSURER E : XL Specialty Insurance Company</td> <td>37885</td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Lexington Insurance Company	19437	INSURER B : Greenwich Insurance Company	22322	INSURER C : XL Insurance America	24554	INSURER D : Indian Harbor Insurance Company	36940	INSURER E : XL Specialty Insurance Company	37885	INSURER F :	
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INSURER D : Indian Harbor Insurance Company	36940														
INSURER E : XL Specialty Insurance Company	37885														
INSURER F :															

COVERAGES **CERTIFICATE NUMBER:** CLE-006529973-02 **REVISION NUMBER:** 3

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CONTRACTUAL LIABILITY <input checked="" type="checkbox"/> SIR \$1,750,000 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			082695264	11/01/2019	11/01/2020	EACH OCCURRENCE \$ 10,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 10,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 10,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COMP/OP AGG \$ 10,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			RAD9437818-03	11/01/2019	11/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			RES9437994 "EXCESS OF GENERAL LIABILITY"	11/01/2019	11/01/2020	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	RWD3001203-03(AOS) RWR3001204-03(WI)	11/01/2019 11/01/2019	11/01/2020 11/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 This Certificate supersedes any certificates issued by Marsh that have previously been sent to your attention.

Certificate Holder is included as additional insured where required by written contract with respect to General Liability and Auto Liability. Liability coverage shall be primary and non-contributory where required by written contract. Waiver of subrogation is applicable where required by written contract.

CERTIFICATE HOLDER Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE of Marsh USA Inc. Manashi Mukherjee <i>Manashi Mukherjee</i>
--	--

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ACORD 25 (2016/03)

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AGENCY CUSTOMER ID: CN118025105

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 2 of 3

AGENCY MARSH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Additional Named Insureds:

- AlliedBarton (NC) LLC
- AlliedBarton (NC) LLC, dba Allied Universal Security Services
- AlliedBarton Security Services LLC
- AlliedBarton Security Services LLC, dba Allied Universal Security Services
- AlliedBarton Security Services LP
- AlliedBarton Security Services LP, dba Allied Universal Security Services
- Allied Security Holdings LLC
- Allied Universal Holdco LLC
- Andrews International Government Services, Inc.
- Andrews International Government Services, Inc., dba Allied Universal Risk Advisory and Consulting Services
- Apollo Security International, Inc.
- C & D Enterprises, Inc.
- FJC Security Services, Inc.
- FJC Security Services, Inc., dba Allied Universal Security Services
- Guardsmark (Puerto Rico), LLC
- Guardsmark (Puerto Rico), LLC, dba Allied Universal Security Services, LLC
- Guardsmark (Puerto Rico), LLC, dba Universal Protection Service, LLC
- Intelligent Access Systems of North Carolina, LLC
- Intelligent Access Systems of North Carolina, LLC, dba Allied Universal Technology Services
- Intelligent Access Systems of North Carolina, LLC, dba Securadyne Systems Mid-Atlantic
- Peplemark, Inc.
- Peplemark, LLC
- Securadyne Systems Intermediate LLC
- Securadyne Systems Intermediate LLC, dba Allied Universal Technology Services
- Securadyne Systems Texas LLC
- Securadyne Systems Texas LLC, dba Allied Universal Technology Services
- SFI Electronics, LLC
- SFI Electronics, LLC, dba Allied Universal Technology Services
- SFI Electronics, LLC, dba Allied Universal Security Systems
- SFI Electronics, LLC, dba Universal Protection Security Systems
- Spectaguard Acquisition LLC
- Staff Pro Inc.
- Staff Pro Inc., dba Allied Universal Event Services
- Surveillance Specialties, Ltd.
- Surveillance Specialties, Ltd., dba Allied Universal Technology Services
- Surveillance Specialties, Ltd., dba Securadyne Systems Northeast
- Universal Building Maintenance, LLC
- Universal Building Maintenance, LLC, dba Allied Universal Janitorial Services
- Universal Protection Security Systems, LP
- Universal Protection Security Systems, LP, dba Allied Universal Technology Services
- Universal Protection Security Systems, LP, dba Allied Universal Security Systems
- Universal Protection Service of Canada Co.
- Universal Protection Service of Canada Co., dba Allied Universal Security Services of Canada Co.
- Universal Protection Service of Canada Corporation
- Universal Protection Service of Canada Corporation, dba Allied Universal Security Services of Canada
- Universal Protection Service, LLC
- Universal Protection Service, LLC, dba Allied Universal Risk Advisory and Consulting Services

ACORD 101 (2008/01)

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AGENCY CUSTOMER ID: CN118025105

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 3 of 3

AGENCY MARSH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Universal Protection Service, LLC, dba Allied Universal Security Services
 Universal Protection Service, LLC, dba Allied Universal Security Services, LLC
 Universal Protection Service, LP
 Universal Protection Service, LP, dba Allied Universal Risk Advisory and Consulting Services
 Universal Protection Service, LP, dba Allied Universal Security Services
 Universal Protection Service, LP, dba Allied Universal Security Services, LP
 Universal Protection Service of Seattle, LLC
 Universal Protection Service of Seattle, LLC, dba Allied Universal Security Services
 Universal Services of America, LP
 Universal Thrive Technologies, LLC
 Universal Thrive Technologies, LLC, dba Allied Universal Technology Services
 Universal Thrive Technologies, LLC, dba Allied Universal Monitoring and Response Center
 Universal Thrive Technologies, LLC, dba Thrive Intelligence
 U.S. Security Associates, Inc.
 U.S. Security Associates, Inc., dba Allied Universal Risk Advisory and Consulting Services
 U. S. Security Associates Aviation Services, Inc.
 U. S. Security Associates Holding Corp.
 U. S. Security Associates Holdings II Corp.
 U. S. Security Associates Holdings, Inc.
 U. S. Security Associates Staffing, Inc.
 U. S. Security Holdings, Inc.
 Vance Executive Protection, Inc.
 Vance International Consulting, Inc.

The following acquisitions are included for coverage in the policies evidenced above as follows:

Coverage effective dates:
 General and Umbrella Liability: 12/30/2019
 Auto Liability and Workers' Compensation: 01/12/2020

AS Solution North America, Inc.
 AS Solution North America, Inc., dba AS Solution
 First Alarm Security & Patrol, Inc.
 First Alarm Security & Patrol, Inc., dba First Alarm
 First Alarm Security & Patrol, Inc., dba First Security
 First Alarm Security & Patrol, Inc., dba First Security Services
 SOS Security, LLC
 SOS Security LP
 TSI Security LLC

ACORD 101 (2008/01)

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Direct Deposit Payment Authorization Form

Please complete this form if you would like to receive payments through the Automatic Clearing House System (ACH) in lieu of a check. Upon deployment, payees will be notified via e-mail that a payment has been sent to their financial institution. **Please note that it may take up to two weeks from receipt of this form by the Hillsborough County Sheriff's Office for initial setup and pre-noting through the ACH System.**

Payee Information:

Allied Universal 56-0515447
Payee Name (Entity Name or Name of Individual) SSN or EIN

remittance@aus.com 856.638.4803
E-mail address Phone Number

Financial Institution Information:

Bank Name: PNC Bank

Address: 1600 Market Street Philadelphia, PA 19103

Routing Transit Number (9 digits): 031000053

Account Number: 8615592272

- ☐ Checking Account - Attach a blank voided check here
- ☐ Savings Account - Attach a blank voided deposit slip here

Payee Certification:

By signing this form, I authorize payments to be sent to the financial institution named above to be deposited to the designated account by the Hillsborough County Sheriff's Office for goods/services rendered, reimbursements, or other transactions and, if necessary, to initiate debit entries and adjustments for any credit entries (deposits) made in error. This authorization shall remain in full force and effect until withdrawn in writing with sufficient notice to allow adequate time to effect termination.

Andrew Daniels, Vice President
Name and Title


Signature

8/11/2020
Date

Please return completed form and blank voided check to the following address or email:

Hillsborough County Sheriff's Office
ATTN: Accounts Payable
2008 East 8th Avenue
Tampa, Florida 33605
accountspayable@hcsso.tampa.fl.us

FSD Rev 10/17

FSD Use Only	Vendor ABN: _____	RMT #: _____
Entered by: _____	ABN: _____	Date: _____
Verified by: _____	ABN: _____	Date: _____

Acknowledgement of Amendments



OFFICE OF THE SHERIFF

Chad Chronister, Sheriff

Donna Luszczynski, Chief Deputy

Hillsborough County, Florida

July 31, 2020

SUBJECT: Amendment #1 to Request For Proposal (RFP) 3-20 *Courthouse Security*

MESSAGE: Please note and acknowledge the following changes or additions to be included in the referenced section(s) of RFP 3-20:

1. PART C - TECHNICAL SPECIFICATIONS (SERVICE PROGRAM DETAILS), Paragraph 2e will be amended as follows:

e) Juvenile Assessment Center

The primary function of the Hillsborough County Juvenile Assessment Center (JAC), located at 8605 N. Branch Avenue, Tampa, Florida 33604, is the intake, assessment, and release of juveniles arrested by law enforcement in Hillsborough County. The JAC posts are responsible for unarmed security 24 hours per day, 7 days per week, 365 days per year and will require 15 full-time Security Officers for a total of 504 billable hours per week.

The JAC is under the command of the Department of Detention Services, Jail Division I.

Refer to EXHIBIT A - *Staffing Schedule* and EXHIBIT C - *Controlled Access Point Screening Statistics* for additional details.

2. PART C - TECHNICAL SPECIFICATIONS (SERVICE PROGRAM DETAILS), Paragraph 3 will be amended as follows:

The Contractor will be a Class "B" licensed security agency whose managers also meet the State of Florida licensing requirements. The Contractor shall be solely responsible for the recruitment, hiring, training, supervising, discharging, and compensation of all employees. Nothing in this solicitation or ensuing contract will intend to create or imply an employment relationship between the HCSO and any Security Officer, Lead, or Supervisor.

P.O. BOX 3371 • TAMPA, FLORIDA 33601 • PHONE 813-247-8000 • TEAMHCSO.COM

3. PART C - TECHNICAL SPECIFICATIONS (SERVICE PROGRAM DETAILS), Paragraph 5 will be amended as follows:

Four (4) classifications of Security Officers will be required: unarmed, armed, lead, and supervisory. All Security Officers will hold either a Class "D" or Class "G" State of Florida license and will be direct employees of the licensed security agency, which will become the Contractor as a result of the award for this solicitation. Security Officers shall have met all the qualifications to become licensed by the State of Florida, i.e. be at least 21 years old, have a high school diploma or GED, have successfully completed 40 hours of State approved Security Officer training (and an additional 16 hours firearms training for Class "G" license holders), have never been convicted of a felony, adjudicated incompetent, or been committed to a mental institution or have a history of drug or alcohol abuse. Security Officers will be physically fit (not assigned to "light duty"), of stable mental and emotional health, present a professional appearance and attitude, be able to calmly handle emergencies, remain alert, be cooperative, respectful of and able to communicate with the public in the English language.

4. PART C - TECHNICAL SPECIFICATIONS (SERVICE PROGRAM DETAILS), Paragraph 14 will be amended as follows:

The HCSO will pay for services rendered at the hourly billing rates for the four (4) classifications of Security Officers (armed, unarmed, lead, supervisory) based on the information in EXHIBIT A. Proposed hourly billing rates will be presented in *Proposal Response* (PART D). Rates will include straight time and overtime/holiday for each position. Rates will also be shown by location.

Straight time billing will be used for all hours as contracted in this solicitation or as permanently added to the contract in the future. Overtime rates will apply only as pre-approved by the respective Division Commander or designee. Overtime rates will apply to HCSO holidays as posted on the HCSO website.

Hourly billing rates are to remain constant during the initial contract term. Refer to *Special Provisions*, PART B - Paragraph 22 Escalation/De-escalation, for terms involving billing rate changes.

5. PART D - PROPOSAL RESPONSE, Section Cover Page for Hourly Billing and Pay Rates, page 30 will be replaced in its entirety, see attached.
6. PART D - PROPOSAL RESPONSE, Section Cover Page for Personnel - Attracting and Retaining, page 32 will be replaced in its entirety, see attached.

7. EXHIBIT A - *Staffing Schedule* and EXHIBIT B - *Pricing Matrix* are to be replaced in their entirety, see attached.

Please note that this document hereby becomes part of RFP 3-20 and without this document, the Proposal is considered incomplete.

Sincerely,



Christina R. Porter, CPA
Chief Financial Officer

CRP/drj

Enclosures

ACKNOWLEDGMENT OF AMENDMENT

We do hereby acknowledge the information and/or changes described in the
Amendment #1 to RFP 3-20.

PLEASE PRINT – Company Name: Universal Protection Service LLC
d/b/a Allied Universal Security Services

By: Andrew Daniels

Title: Vice President

Date: 8/18/2020

Signature: 

(Signed Acknowledgment must be included with your Proposal Response)

Hourly Billing and Pay Rates (Part D.2.c)**20 Points**

Proposers must download and complete EXHIBIT B - *Pricing Matrix*. EXHIBIT B is posted to the website in conjunction with the RFP's EXHIBIT A - *Staffing Schedule*, and all associated Proposal documents.

EXHIBIT B - *Pricing Matrix*:

Proposers must enter the minimum hourly wage paid to employees and the hourly, billing rates for straight time and for overtime/holiday by position as indicated.

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Personnel - Attracting and Retaining (Part D.2.e)**10 Points**

Documents:

- Personnel and Benefits Manual.
- Disciplinary Procedures.

Narrative:

- Provide the company's pay scale for armed, unarmed, Lead, and Supervisors; see EXHIBIT B – *Pricing Matrix*.
- Describe all benefits offered to Security Officer employees to include, but not limited to, the following:
 - i. Uniforms and duty gear provided;
 - ii. Reimbursement of parking costs;
 - iii. Type(s) of insurance coverage available and related cost;
 - iv. Type(s) of paid leave available and basis on which it is earned.
- Provide the statistics on employee turnover rates by position.
- Describe advancement opportunities within the company and process by which an employee becomes eligible or qualifies.
- Describe the company's methods of retaining employees.
- Describe employee recognition and incentive programs, if offered.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK



OFFICE OF THE SHERIFF

Chad Chronister, Sheriff
Donna Luszczynski, Chief Deputy
Hillsborough County, Florida
August 7, 2020

SUBJECT: Amendment #2 to RFP 3-20 Courthouse Security

MESSAGE: Please note and acknowledge the following changes or additions to be included in the referenced section(s) of RFP 3-20:

1. Pages 3, 5 and 41 will be replaced in their entirety to extend the Deadline to Submit Proposal, see attached.

Please note that this document hereby becomes part of RFP 3-20 and without this document, the RFP is considered incomplete.

Sincerely,



Christina R. Porter, CPA
Chief Financial Officer

CRP/drj

Enclosures

ACKNOWLEDGMENT OF AMENDMENT

We do hereby acknowledge the information and/or changes described in the
Amendment #1 to RFP 3-20.

Universal Protection Service LLC
d/b/a Allied Universal Security Services

PLEASE PRINT – Company Name: _____

By: Andrew Daniels _____

Title: Vice President _____

Date: 8/18/2020 _____

Signature:  _____

(Signed Acknowledgment must be included with your Proposal Response)

P.O. BOX 3371 • TAMPA, FLORIDA 33601 • PHONE 813-247-8000 • TEAMHCSO.COM

HILLSBOROUGH COUNTY SHERIFF'S OFFICE
RFP 3-20: COURTHOUSE SECURITY
EXHIBIT B - PRICING MATRIX

EXHIBIT B MUST be updated electronically using this MS Excel file.

This file has been made available at the Purchasing/Bid Lists webpage at: <https://TeamHCSO.com>.

**Update ONLY the Minimum Hourly Wage Paid, and the HOURLY BILLING
RATES for Straight-Time and Overtime / Holiday below.**

(The Excel file will automatically calculate the annual cost for the positions and hours indicated.)

POSITIONS	Number of FTEs	BILLABLE HOURS ¹ Scheduled per Week	Minimum Hourly Wage Paid	HOURLY BILLING RATES	
				Straight- Time ²	Overtime / Holiday
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX					
Contract Manager <i>(Not paid by HCSO)</i>	1.0		N/A		
Armed Supervisor	5.0	200.0	\$ 16.16	\$ 23.09	\$ 34.64
Armed Security Officer	34.0	1,360.0	\$ 15.15	\$ 21.65	\$ 32.48
Unarmed Security Officer	19.0	759.0	\$ 13.13	\$ 18.76	\$ 28.14
Subtotal - Courthouse Complex:	59.0	2,319.0			
JUVENILE ASSESSMENT CENTER					
Unarmed Supervisor	1.0	40.0	\$ 22.30	\$ 31.87	\$ 47.81
Unarmed Lead	2.0	176.0	\$ 18.05	\$ 25.79	\$ 38.69
Unarmed Security Officer	12.0	288.0	\$ 17.53	\$ 25.05	\$ 37.58
Subtotal - Juvenile Assessment Center:	15.0	504.0			
GRAND TOTALS	74.0	2,823.0			

HILLSBOROUGH COUNTY SHERIFF'S OFFICE
RFP 3-20: COURTHOUSE SECURITY
EXHIBIT B - PRICING MATRIX

ANNUAL TOTALS	
3 = 1 X 2	
\$	240,136.00
\$	1,531,088.00
\$	740,419.68
\$	2,511,643.68
\$	66,289.60
\$	236,030.08
\$	375,148.80
\$	677,468.48
\$	3,189,112.16

202105-00534

CHAD CHRONISTER, SHERIFF
Hillsborough County
Tampa, Florida

**INTER-OFFICE
MEMORANDUM**

DATE: June 30, 2021

TO: Christina R. Porter, CFO
Financial Services Division

FROM: Robert Flamand, Buyer
Financial Services Division

RE: RFP 3-20 Courthouse Security
Change order

MESSAGE:

In accordance with Request for Proposal (RFP) No: 3-20 Courthouse Security Part B, Paragraph 25, this change order is hereby enacted to add the Hillsborough County Tax Collectors office (HCTC) as an additional party under the original contract. The Hillsborough County Tax Collectors office is requesting three (3) armed security guards to be stationed at (3) different locations. The three locations are as follows:

Drew Park – 4100 W. Dr. Martin Luther King, Jr. Blvd., Tampa, FL 33614

Brandon – 3030 N. Falkenburg Rd., Tampa, FL 33619

North Tampa – 3011 University Center Drive, Suite 150, Tampa, FL 33612

This change order does not invalidate the requirements of the original contract. G4S and its employees are still to follow the requirements set forth in RFP 3-20. Additionally, the guards stationed with the Hillsborough County Tax Collectors office are required to adhere to the requirements set forth in the HCTC Security Guard Expectations document attached to this change order. The requirements in the HCTC Security Guard Expectations document apply only to the guards stationed with the HCTC.

It is understood that G4S will submit an additional/separate invoice for the services being incorporated under this change order. This is to ensure appropriate backup documentation for the Hillsborough County Sheriff's Office to invoice the Hillsborough County Tax Collectors office for the services rendered because of this change order. The invoicing schedule will match with the current schedule of the contract.

Thank you for your consideration of this request.

RE:RFP 3-20 Courthouse Security Change order

APPROVED	DISAPPROVED	ACK	DATE	NAME	ABN	TITLE
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6/30/2021	<u>Wady Al.</u> Wady Almanzar	261279	Sr. Proc.Analyst
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/30/2021	<u>Peter D. Lee</u> Peter D. Lee	261615	Acct. Bur. Mgr.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06/30/2021	<u>Christina R Porter</u> Christina R Porter	244886	CFO

ACCEPTANCE OF CHANGE ORDER

We do hereby acknowledge and accept the changes proposed in
Change Order #1 to RFP 3-20 Courthouse Security

PLEASE PRINT – Company Name: G4S
 By: JAMES J LARSEN
 Title: General Manager
 Date: 7/26/2021
 Signature: [Signature]



Nancy C. Millan, Tax Collector

Private Security Guard Expectations Effective July 1, 2021

1. The scope of work for security guards working at Hillsborough County Tax Collector (“HCTC”) offices shall include providing private security services as permitted by Florida Statutes Chapter 493 at HCTC offices, including security, traffic and/or crowd control, and verifying Vehicle Identification Numbers when requested by HCTC personnel.
2. Security guards should not remain seated at the security desk for extended periods of time and are expected to walk around the HCTC office for a visual presence in the branch.
3. Security guards should intervene when customers are creating a disturbance without waiting to be summoned by HCTC personnel. Periodically, security guards should monitor customers entering/leaving the building and the parking lots.
4. Lengthy conversations with customers or HCTC personnel should be avoided unless related to customer service.
5. Security guards should ensure that customers do not block the entrance doors; periodically it may be necessary to ask customers to form lines for orderly queuing in the office.
6. Relatives, friends, or associates of a security guard should not be brought behind the counter unless approval has been received from HCTC management.
7. Security guards shall be alert to customers entering the HCTC offices with bags, boxes, or book bags especially if such items are left behind or unattended.
8. Security guards shall provide all the necessary tools and possess all the necessary training to accomplish the scope of their work.
9. On occasion and based on operating needs, security guards may be asked to travel to another HCTC branch office or location within Hillsborough County to ensure adequate security coverage.
10. Security guards are expected to work nine (9) hours daily, Monday through Friday, from 8 a.m. until 5 p.m., except Hillsborough County holidays. When needed, security guards may be asked by HCTC management to stay later than 5 p.m.



Nancy C. Millan, Tax Collector

11. Security guards are permitted to take a paid lunch break and up to two additional paid breaks each shift. Total break times should not exceed one hour for all breaks (i.e. a 30-minute lunch and two 15-minute breaks during a shift would be permissible). Break times should be coordinated with the off-duty Deputy and HCTC management to ensure adequate security coverage at all times. Breaks must be taken on premises, and security guards may be called upon during breaks to handle situations as needed.
12. When working at HCTC offices, security guards may be perceived as representing the HCTC. Any activities which could create a poor public perception, including but not limited to slouching in chairs, reading books or personal materials, personal activities on mobile phones or devices, or working on any business not related to the HCTC should be reserved for break times when outside the purview of the public.

Signature: _____

Date: _____

Printed Legal Name: _____

Name of Employer: _____

HILLSBOROUGH COUNTY SHERIFF'S OFFICE
REQUEST FOR PROPOSAL 3-20: COURTHOUSE SECURITY
EXHIBIT A: STAFFING SCHEDULE

SECURITY SERVICES STAFFING REQUIREMENTS BY LOCATION

Position		No of FTEs	Days / Week	Hours ¹		
Description and Location	Type		Su=Sunday, M=Monday, Tu=Tuesday, W=Wednesday, Th=Thursday, F=Friday, Sa=Saturday	Coverage / Day	Billable / Week	
Contract Manager	Armed	1	5 days M-F	0700-1600	0.0	
COURTHOUSE COMPLEX						
Shift Supervisor	Armed	1	3.5 days Su-W	0700-1900	39.5	
Shift Supervisor	Armed	1	3.5 days W-Sa	0700-1900	39.5	
Shift Supervisor	Armed	1	3.5 nights Su-W	1900-0700	40.5	
Shift Supervisor	Armed	1	3.5 nights W-Sa	1900-0700	40.5	
		4			160.0	
Edgecomb County Courthouse - 800 East Twiggs, Tampa	Edgecomb	Armed	1	3.5 days Su-W	0700-1900	39.5
	Edgecomb	Armed	1	3.5 days W-Sa	0700-1900	39.5
	Edgecomb	Armed	1	5 days M-F	0700-1600	40.0
	Edgecomb	Armed	1	5 days M-F	0800-1700	40.0
	Edgecomb	Armed	1	5 days M-F	0800-1700	40.0
	Edgecomb - Dock	Armed	1	5 days M-F	0700-1600	40.0
	Edgecomb - Child Support	Armed	1	5 days M-F	0800-1700	40.0
	Edgecomb - Foreclosure	Armed	1	5 days M-F	0800-1700	40.0
	Edgecomb - Juvenile Floor	Armed	1	5 days M-F	0730-1630	40.0
	Edgecomb - Domestic Rel	Armed	1	5 days M-F	0800-1700	40.0
	Edgecomb Nights	Armed	1	3.5 nights Su-W	1900-0700	40.5
	Edgecomb Nights	Armed	1	3.5 nights Su-W	1900-0700	40.5
	Edgecomb Nights	Armed	1	3.5 nights W-Sa	1900-0700	40.5
	Edgecomb Nights	Armed	1	3.5 nights W-Sa	1900-0700	40.5
			14			561.0
	Edgecomb	Unarmed	1	3.5 days Su-W	0700-1900	39.5
	Edgecomb	Unarmed	1	3.5 days W-Sa	0700-1900	39.5
	Edgecomb	Unarmed	1	3.5 days Su-W	0700-1900	39.5
	Edgecomb	Unarmed	1	3.5 days W-Sa	0700-1900	39.5
	Edgecomb	Unarmed	1	5 days M-F	0700-1600	40.0
	Edgecomb	Unarmed	1	5 days M-F	0700-1600	40.0
	Edgecomb	Unarmed	1	5 days M-F	0700-1600	40.0
	Edgecomb	Unarmed	1	5 days M-F	0730-1630	40.0
	Edgecomb	Unarmed	1	5 days M-F	0730-1630	40.0
	Edgecomb	Unarmed	1	5 days M-F	0800-1700	40.0
	Edgecomb	Unarmed	1	5 days M-F	0800-1700	40.0
	Edgecomb Nights	Unarmed	1	3.5 nights Su-W	1900-0700	40.5
	Edgecomb Nights	Unarmed	1	3.5 nights W-Sa	1900-0700	40.5
			13			519.0

¹ Hours: COVERAGE HOURS and BILLABLE HOURS are APPROXIMATED; they are based upon current schedules, lunch breaks, split shifts, dual assignments, manpower utilization, etc.

HILLSBOROUGH COUNTY SHERIFF'S OFFICE
REQUEST FOR PROPOSAL 3-20: COURTHOUSE SECURITY
EXHIBIT A: STAFFING SCHEDULE

SECURITY SERVICES STAFFING REQUIREMENTS BY LOCATION

Position		No of FTEs	Days / Week	Hours ¹		
Description and Location			Type	Su=Sunday, M=Monday, Tu=Tuesday, W=Wednesday, Th=Thursday, F=Friday, Sa=Saturday	Coverage / Day	Billable / Week
COURTHOUSE COMPLEX (Continued)						
Courthouse Annex - 401 North Jefferson Street, Tampa		Armed	1	5 days M-F	0700-1600	40.0
		Unarmed	1	5 days M-F	0700-1600	40.0
			2			80.0
Clerk/Public Defender's Offices - 700 East Twiggs Street, Tampa		Armed	1	3.5 days Su-W	0700-1900	39.5
		Armed	1	3.5 days W-Sa	0700-1900	39.5
		Unarmed	1	3.5 days Su-W	0700-1900	39.5
		Unarmed	1	3.5 days W-Sa	0700-1900	39.5
			4			158.0
Clerk/State Attorney's Offices - 419 Pierce Street, Tampa		Armed	1	3.5 days Su-W	0700-1900	39.5
		Armed	1	3.5 days W-Sa	0700-1900	39.5
		Armed	1	5 days M-F	0730-1630	40.0
		Armed	1	5 days M-F	0730-1630	40.0
		Unarmed	1	5 days M-F	0730-1630	40.0
			5			199.0
Plant City Courthouse - 301 North Michigan Avenue, Plant City		Armed	1	5 days M-F	0730-1630	40.0
		Armed	1	5 days M-F	0800-1700	40.0
		Armed	1	5 days M-F	0830-1730	40.0
			3			120.0
County Center - 601 East Kennedy Boulevard, Tampa	County Center Shift Supervisor	Armed	1	5 days M-F	0800-1700	40.0
	County Center	Armed	1	5 days M-F	0830-1730	40.0
	County Center	Armed	1	5 days M-F	0830-1730	40.0
	County Center	Armed	1	5 days M-F	0700-1600	40.0
	County Center	Armed	1	5 days M-F	0700-1600	40.0
	County Center	Armed	1	5 days M-F	0800-1700	40.0
	County Center	Armed	1	5 days M-F	0800-1700	40.0
	County Center	Armed	1	5 days M-F	1000-1900	40.0
	County Center	Armed	1	5 days M-F	1000-1900	40.0
	County Center	Armed	1	3.5 nights Su-W	1900-0700	40.5
	County Center	Armed	1	3.5 nights W-Sa	1900-0700	40.5
	County Center	Unarmed	1	3.5 nights Su-W	1900-0700	40.5
	County Center	Unarmed	1	3.5 nights W-Sa	1900-0700	40.5
				13		
Courthouse Complex Subtotals						
Total Number of Full-Time Equivalents (FTEs):			59	Hours		2,319.0

¹ Hours: COVERAGE HOURS and BILLABLE HOURS are APPROXIMATED; they are based upon current schedules, lunch breaks, split shifts, dual assignments, manpower utilization, etc.

HILLSBOROUGH COUNTY SHERIFF'S OFFICE
REQUEST FOR PROPOSAL 3-20: COURTHOUSE SECURITY
EXHIBIT A: STAFFING SCHEDULE

SECURITY SERVICES STAFFING REQUIREMENTS BY LOCATION

Position		No of FTEs	Days / Week	Hours ¹		
Description and Location	Type		Su=Sunday, M=Monday, Tu=Tuesday, W=Wednesday, Th=Thursday, F=Friday, Sa=Saturday	Coverage / Day	Billable / Week	
JUVENILE ASSESSMENT CENTER (JAC)						
Juvenile Assessment Center - 8605 North Branch Avenue, Tampa	JAC Site Supervisor	Unarmed	1	M-F	0600-1400	40.0
	JAC Officer	Unarmed	2	M-F	0600-1400	80.0
	JAC Lead	Unarmed	1	M-F	1400-2200	40.0
	JAC Officer	Unarmed	2	M-F	1400-2200	80.0
	JAC Lead	Unarmed	1	M-F	2200-0600	40.0
	JAC Officer	Unarmed	2	M-F	2200-0600	80.0
	JAC Lead	Unarmed	1	Sa-Su	0600-1800	24.0
	JAC Officer	Unarmed	2	Sa-Su	0600-1800	48.0
	JAC Lead	Unarmed	1	Sa-Su	1800-1600	24.0
	JAC Lead	Unarmed	2	Sa-Su	1800-1600	48.0
JAC Subtotals						
Total Number of Full-Time Equivalents (FTEs):			15	Billable Hours		504.0
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) *						
Drew Park – 4100 W. Dr. Martin Luther King, Jr. Blvd., Tampa, FL 33614		Armed	1	5 days M-F	0800-1700	45.0
Brandon – 3030 N. Falkenburg Rd., Tampa, FL 33619		Armed	1	5 days M-F	0800-1700	45.0
North Tampa – 3011 University Center Drive, Suite 150, Tampa, FL 33612		Armed	1	5 days M-F	0800-1700	45.0
HCTC Subtotals						
Total Number of Full-Time Equivalents (FTEs):			3	Billable Hours		135.0
GRAND TOTALS						
Total Number of Full-Time Equivalents, Armed:			43	Billable Hours		1,695.0
Total Number of Full-Time Equivalents, Unarmed:			34			1,263.0
GRAND TOTALS			74			2,958.0

* Change Order #: 1 Addition of (3) Three HCTC Locations

¹ Hours: COVERAGE HOURS and BILLABLE HOURS are APPROXIMATED; they are based upon current schedules, lunch breaks, split shifts, dual assignments, manpower utilization, etc.



**HILLSBOROUGH COUNTY
SHERIFF'S OFFICE**

CHAD CHRONISTER, SHERIFF

Financial Services Division
Purchasing Section
Buyer, Robert Flamand
RFlamand@TeamHCSO.com
(813) 247-8068

BID NUMBER: 3-20 Courthouse Security Opened: 8/18/2020 Expires: Awarded: 11/10/2020 11/9/2022 Change Order #: 1 Optional Renewal 1 EXP: TBD Optional Renewal 2 EXP: TBD Optional Renewal 3 EXP: TBD Terms: Two (2) Year Initial Award Optional: Three (3) Annual Renewals (Highlighted Area Indicates Award)		G4S Secure Solutions (USA) Inc. 405 N Reo Suite 105 Tampa, FL 33609 Jim Parrish jim.parrish@usa.g4s.com (813) 248-1430		A Bales Security Agency, Inc. 625 E Twiggs St Suite 101 Tampa, FL 33602 Gary Sanders gsanders@balessecurity.com (813) 314-9101		Allied Universal 4200 W Cypress St Suite 550 Tampa, FL 33607 Andrew Daniels Andrew.Daniels@aus.com (813) 620-6621	
DESCRIPTION OF ITEMS:		\$3,459,376.96		\$3,485,251.20		\$3,189,112.16	
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX							
A: Minimum Hourly Wage Paid to							
Armed Supervisor		\$17.50		\$16.25		\$16.16	
Armed Security Officer		\$16.00		\$15.00		\$15.15	
Unarmed Security Officer		\$14.00		\$13.00		\$13.13	
B: Straight Time Hourly Billing Rates							
Armed Supervisor		\$24.55		\$25.00		\$23.09	
Armed Security Officer		\$23.12		\$23.08		\$21.65	
Unarmed Security Officer		\$20.08		\$20.00		\$18.76	
C: Overtime/Holiday Hourly Billing Rates							
Armed Supervisor		\$34.37		\$35.00		\$34.64	
Armed Security Officer		\$32.37		\$32.32		\$32.48	
Unarmed Security Officer		\$28.11		\$28.00		\$28.14	
APPROXIMATE ANNUAL PRICE		\$2,682,883.84		\$2,681,577.60		\$2,511,643.68	
JUVENILE ASSESSMENT CENTER							
A: Minimum Hourly Wage Paid to							
JAC Site Supervisor		\$23.00		\$22.10		\$22.30	
JAC Officer		\$18.50		\$17.90		\$18.05	
JAC Lead		\$18.00		\$17.40		\$17.53	
B: Straight Time Hourly Billing Rates							
JAC Site Supervisor		\$35.79		\$34.00		\$31.87	
JAC Officer		\$29.55		\$27.54		\$25.79	
JAC Lead		\$28.82		\$26.77		\$25.05	
C: Overtime/Holiday Hourly Billing Rates							
JAC Site Supervisor		\$40.11		\$47.60		\$47.81	
JAC Officer		\$41.37		\$38.56		\$38.69	
JAC Lead		\$40.35		\$37.48		\$37.58	
APPROXIMATE ANNUAL PRICE		\$776,493.12		\$723,673.60		\$677,468.48	
Exceptions		See Response		N/A		See Response.	
Change Order #: 1							
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA							
A: Minimum Hourly Wage Paid to							
Armed Supervisor		\$17.50					
Armed Security Officer		\$16.00					
Unarmed Security Officer		\$14.00					
B: Straight Time Hourly Billing Rates							
Armed Supervisor		\$24.55					
Armed Security Officer		\$23.12					
Unarmed Security Officer		\$20.08					
C: Overtime/Holiday Hourly Billing Rates							
Armed Supervisor		\$34.37					
Armed Security Officer		\$32.37					
Unarmed Security Officer		\$28.11					
APPROXIMATE ANNUAL PRICE		\$162,996.00					
BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.							



Financial Services Division
Purchasing Section
Buyer, Robert Flamand
RFlamand@TeamHCSO.com
(813) 247-8068

BID NUMBER: 3-20 Courthouse Security		American Guard Services 1125 W 190th Street Los Angeles, CA 90248 Gerald A. Gregory gregory@americanguardservices.com (800) 441-1808		Dothan Security Inc dba DSI Security PO Box 7163 Dothan, AL 36302 Boyd Clark bclark@dsisecurity.com (334) 793-5720		First Coast Security (FCS) (FCS) 1 Independent Dr. Suite 117 Jacksonville, FL 32202 Earle Ginn EGinn@FCSecurity.us (904) 598-1993	
Opened: 8/18/2020 Expires: Awarded: 11/10/2020 11/9/2022 Change Order #: 1 Optional Renewal 1 EXP: TBD Optional Renewal 2 EXP: TBD Optional Renewal 3 EXP: TBD Terms: Two (2) Year Initial Award Optional: Three (3) Annual Renewals (Highlighted Area Indicates Award)							
DESCRIPTION OF ITEMS:		\$4,997,012.28		\$3,228,036.24		\$3,168,072.08	
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX							
A: Minimum Hourly Wage Paid to		Review Exhibit B vs pg 14					
Armed Supervisor		\$30.00		\$16.00		\$16.00	
Armed Security Officer		\$28.00		\$15.00		\$15.00	
Unarmed Security Officer		\$15.00		\$13.00		\$13.00	
B: Straight Time Hourly Billing Rates							
Armed Supervisor		\$43.75		\$23.18		\$23.40	
Armed Security Officer		\$41.94		\$21.95		\$22.10	
Unarmed Security Officer		\$23.13		\$19.50		\$19.50	
C: Overtime/Holiday Hourly Billing Rates							
Armed Supervisor		\$63.43		\$34.77		\$32.95	
Armed Security Officer		\$60.81		\$32.93		\$31.05	
Unarmed Security Officer		\$33.54		\$29.25		\$27.26	
APPROXIMATE ANNUAL PRICE		\$4,333,891.64		\$2,563,002.00		\$2,575,898.00	
JUVENILE ASSESSMENT CENTER							
A: Minimum Hourly Wage Paid to							
JAC Site Supervisor		\$20.00		\$22.50		\$22.08	
JAC Officer		\$18.00		\$18.00		\$17.87	
JAC Lead		\$17.50		\$17.00		\$17.36	
B: Straight Time Hourly Billing Rates							
JAC Site Supervisor		\$32.46		\$31.16		\$31.94	
JAC Officer		\$27.23		\$25.64		\$26.35	
JAC Lead		\$23.13		\$24.41		\$25.68	
C: Overtime/Holiday Hourly Billing Rates							
JAC Site Supervisor		\$47.07		\$46.75		\$45.12	
JAC Officer		\$39.48		\$38.46		\$37.02	
JAC Lead		\$33.54		\$36.61		\$36.04	
APPROXIMATE ANNUAL PRICE		\$663,120.64		\$665,034.24		\$692,174.08	
Exceptions		N/A		N/A		unknown	
Change Order #: 1							
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA							
A: Minimum Hourly Wage Paid to							
Armed Supervisor							
Armed Security Officer							
Unarmed Security Officer							
B: Straight Time Hourly Billing Rates							
Armed Supervisor							
Armed Security Officer							
Unarmed Security Officer							
C: Overtime/Holiday Hourly Billing Rates							
Armed Supervisor							
Armed Security Officer							
Unarmed Security Officer							
APPROXIMATE ANNUAL PRICE BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.							



**HILLSBOROUGH COUNTY
SHERIFF'S OFFICE**

CHAD CHRONISTER, SHERIFF

Financial Services Division
Purchasing Section
Buyer, Robert Flament
RFlament@TeamHCSO.com
(813) 247-8068

BID NUMBER: 3-20 Courthouse Security Opened: 8/18/2020 Expires: Awarded: 11/10/2020 11/9/2022 Change Order #: 1 Optional Renewal 1 EXP: TBD Optional Renewal 2 EXP: TBD Optional Renewal 3 EXP: TBD Terms: Two (2) Year Initial Award Optional: Three (3) Annual Renewals (Highlighted Area Indicates Award)		Professional Security Consultants dba Professional Security Concepts	Strategic Security Corp.	TriCorps
		11454 San Vicenta Blvd Los Angeles, CA 90049	2947 Clark Rd Sarasota FL 34233	5920 San Paulo Court Naples, FL 34109
		Shaul Maouda smaouda@pscsite.com (310) 207-7729	Douglas Ruhl druhl@sscctu.com (888) 772-7475	Todd Lamb toddilamb@tricorps.com (405) 621-9006
DESCRIPTION OF ITEMS:		\$3,681,555.28	\$3,051,166.56	\$3,196,773.84
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX				
A: Minimum Hourly Wage Paid to				
Armed Supervisor		\$19.00	\$17.00	\$17.50
Armed Security Officer		\$17.00	\$16.00	\$16.00
Unarmed Security Officer		\$15.00	\$11.00	\$14.00
B: Straight Time Hourly Billing Rates				
Armed Supervisor		\$28.04	\$24.65	\$23.00
Armed Security Officer		\$25.09	\$23.36	\$21.50
Unarmed Security Officer		\$22.14	\$16.92	\$19.50
C: Overtime/Holiday Hourly Billing Rates				
Armed Supervisor		\$42.07	\$30.44	\$34.50
Armed Security Officer		\$37.64	\$28.75	\$32.25
Unarmed Security Officer		\$33.21	\$20.31	\$29.25
APPROXIMATE ANNUAL PRICE		\$2,939,802.32	\$2,576,177.76	\$2,529,306.00
JUVENILE ASSESSMENT CENTER				
A: Minimum Hourly Wage Paid to				
JAC Site Supervisor		\$24.00	\$14.00	\$22.25
JAC Office		\$20.00	\$13.00	\$25.37
JAC Lead		\$18.00	\$11.00	\$24.55
B: Straight Time Hourly Billing Rates				
JAC Site Supervisor		\$35.42	\$20.78	\$32.51
JAC Office		\$29.52	\$19.49	\$25.37
JAC Lead		\$26.57	\$16.92	\$24.55
C: Overtime/Holiday Hourly Billing Rates				
JAC Site Supervisor		\$53.14	\$25.38	\$48.77
JAC Office		\$44.28	\$23.69	\$38.06
JAC Lead		\$39.85	\$20.31	\$36.83
APPROXIMATE ANNUAL PRICE		\$741,752.96	\$474,988.80	\$667,467.84
Exceptions		See Response.	N/A	N/A
Change Order #: 1				
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA				
A: Minimum Hourly Wage Paid to				
Armed Supervisor				
Armed Security Officer				
Unarmed Security Officer				
B: Straight Time Hourly Billing Rates				
Armed Supervisor				
Armed Security Officer				
Unarmed Security Officer				
C: Overtime/Holiday Hourly Billing Rates				
Armed Supervisor				
Armed Security Officer				
Unarmed Security Officer				
APPROXIMATE ANNUAL PRICE BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.				

Hillsborough County Tax Collector (HCSO)

<i>Location</i>	<i>Wage Per Hour</i>	<i>Bill Rate</i>	<i>Customer Approved OT</i>	<i>Hours Per Week</i>	<i>ANNUAL BUDGET</i>
Drew Park	\$16.00	\$23.12	\$32.37	45	\$54,332.00
Brandon	\$16.00	\$23.12	\$32.37	45	\$54,332.00
North Tampa	\$16.00	\$23.12	\$32.37	45	\$54,332.00
Budget is based on 50 billable weeks per year, five hours OT per location included in budget	G4S Annual Billing				\$162,996.00
	Florida Sales Tax 7.0% (exempt)				\$0.00
	Year One Budget (Labor)				\$162,996.00

Armed Services

ARMED Gun Belt & Accessories (level III)

9MM GLOCK

9MM Ammunition

9MM Training Ammunition

OC Spray/holster (non-lethal)

Hand Cuffs

Ballistic/Protective Vests (Level II)





OFFICE OF THE SHERIFF

Chad Chronister, Sheriff
Donna Luszczynski, Chief Deputy
Hillsborough County, Florida

November 10, 2021

Jim Parrish
Jim.Parrish@usa.g4s.com
G4S Secure Solutions (USA) Inc.
405 N Reo Suite 105
Tampa, Florida 33609

RE: Request for proposals (RFP) No: 3-20 Courthouse Security, Change Order 2

Dear Jim Parrish:

In accordance with Request for Proposal (RFP) No: 3-20 Courthouse Security Part B, Paragraph 25, this change order is hereby enacted to modify the Security Officer Qualifications requirements set forth in RFP 3-20 Courthouse Security Part C, Paragraph 25. This modification to the Security Officer Qualifications removes the requirement for Military Service to be in connection with Military Police or Law enforcement experience. Please see attached documents.

This change order does not invalidate the other requirements of the original contract. G4S and its employees are still to follow the requirements set forth in RFP 3-20.

If you have any questions, please direct them to our Buyer, Robert Flamand, at Purchasing@HCSO.Tampa.FL.US or (813) 247-8068.

Sincerely,

A handwritten signature in blue ink, appearing to read "Christina R. Porter".

Christina R. Porter, CPA
Chief Financial Officer

CRP/ref

Enclosure

Said Contract Manager(s) shall maintain open communication with HCSO Division Commanders, carry out disciplinary procedures, provide reports as required, and hold regularly scheduled meetings with HCSO personnel to identify any current or potential issues, implement remedial plans, and actively cooperate in all matters pertaining to this Contract.

5. SECURITY OFFICER QUALIFICATIONS

Four (4) classifications of Security Officers will be required: unarmed, armed, lead, and supervisory. All Security Officers will hold either a Class “D” or Class “G” State of Florida license and will be direct employees of the licensed security agency, which will become the Contractor as a result of the award for this solicitation. Security Officers shall have met all the qualifications to become licensed by the State of Florida, i.e. be at least 21 years old, have a high school diploma or GED, have successfully completed 40 hours of State approved Security Officer training (and an additional 16 hours firearms training for Class “G” license holders), have never been convicted of a felony, adjudicated incompetent, or been committed to a mental institution or have a history of drug or alcohol abuse. Security Officers will be physically fit (not assigned to “light duty”), of stable mental and emotional health, present a professional appearance and attitude, be able to calmly handle emergencies, remain alert, be cooperative, respectful of and able to communicate with the public in the English language.

The HCSO will require that all armed Security Officers assigned to any Courthouse Complex – Tampa, Plant City Courthouse, or the County Center Complex Post have education and/or meaningful and verifiable work experience through one or more of the following:

- a) Former Law Enforcement Officer.
- b) Former Corrections Officer.
- c) Former Federal Agency Officer.
- d) Retired Military (20 or more years).
- e) Military service with specialized training.
- f) Criminal Justice Degree (Associate or higher) with demonstrated experience in the carrying and use of a firearm in a work-related environment.
- g) Police Academy Graduate.

The HCSO will require that all Security Officers assigned to any JAC post shall have education and/or meaningful and/or verifiable work experience through one or more of the following:

- a) Former or retired Law Enforcement Officer.
- b) Former or retired Corrections Officer.
- c) Former or retired Military

In addition, it is preferred that all Security Officers have a minimum of one (1) year security experience.

All applicants for Security Officer positions will be subject to a criminal background check and clearance by the HCSO. The HCSO will perform the background checks at no cost to the Contractor. The Contractor will provide to the HCSO the following employee information prior to beginning on-the-job training:



OFFICE OF THE SHERIFF

Chad Chronister, Sheriff

Donna Luszczynski, Chief Deputy

Hillsborough County, Florida

December 21, 2021

Bob Burbank
Bob.Burbank@aus.com
Allied Universal Security Services (Allied)
4200 West Cypress Street Suite 550
Tampa, Florida 33607

RE: Request for proposals (RFP) No: 3-20 Courthouse Security, Change Order 3

Dear Bob Burbank:

In accordance with Request for Proposal (RFP) No: 3-20 Courthouse Security Part B, Paragraph 25, this change order is hereby enacted to change the company name on the contract from G4S to Allied Universal Security Services. This modification to the company name is a result of Allied's acquisition of G4S and its contract obligations.

This change order does not invalidate the other requirements of the original contract. Allied and its employees are still to follow the requirements set forth in RFP 3-20.

If you have any questions, please direct them to our Buyer, Robert Flamand, at Purchasing@HCSO.Tampa.FL.US or (813) 247-8068.

Sincerely,

A handwritten signature in blue ink, appearing to read "Christina R. Porter".

Christina R. Porter, CPA
Chief Financial Officer

CRP/ref

Enclosure

BID NUMBER: 3-20					
Courthouse Security		Allied Universal Security Services		A Bales Security Agency, Inc.	
Opened: 8/18/2020	Expires: 11/9/2022			Allied Universal	
Awarded: 11/10/2020	11/9/2022			American Guard Services	
Change Order #:				Dothan Security Inc dba DSI Security	
Optional Renewal 1 EXP: TBD		4200 West Cypress Street Suite 550 Tampa, FL 33607		1125 W 190th Street Los Angeles, CA 90248	
Optional Renewal 2 EXP: TBD		625 E Twiggs St Suite 101 Tampa, FL 33602		PO Box 7163 Dothan, AL 36302	
Optional Renewal 3 EXP: TBD		Gary Sanders gsanders@balessecurity.com (813) 314-9101		Gerald A. Gregory igregory@americanguardservices.com (800) 441-1808	
Terms: Two (2) Year Initial Award		Jim Parrish Jim.Parrish@aus.com (813) 2589-9459		Andrew Daniels Andrew.Daniels@aus.com (813) 620-6621	
Optional: Three (3) Annual Renewals (Highlighted Area Indicates Award)		Boyd Clark bclark@dsisecurity.com (334) 793-5720			
DESCRIPTION OF ITEMS:		\$3,459,376.96		\$3,405,251.20	
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX				\$3,189,112.16	
A: Minimum Hourly Wage Paid to				\$4,997,012.28	
Armed Supervisor	\$17.50	\$16.25	\$16.16	Review Exhibit B vs pg 14	\$16.00
Armed Security Officer	\$16.00	\$15.00	\$15.15		\$15.00
Unarmed Security Officer	\$14.00	\$13.00	\$13.13		\$13.00
B: Straight Time Hourly Billing Rates					
Armed Supervisor	\$24.55	\$25.00	\$23.09	\$43.75	\$23.18
Armed Security Officer	\$23.12	\$23.08	\$21.65	\$41.94	\$21.95
Unarmed Security Officer	\$20.08	\$20.00	\$18.76	\$23.13	\$19.50
C: Overtime/Holiday Hourly Billing Rates					
Armed Supervisor	\$34.37	\$35.00	\$34.64	\$63.43	\$34.77
Armed Security Officer	\$32.37	\$32.32	\$32.48	\$60.81	\$32.93
Unarmed Security Officer	\$28.11	\$28.00	\$28.14	\$33.54	\$29.25
APPROXIMATE ANNUAL PRICE		\$2,682,883.84		\$4,333,891.64	
JUVENILE ASSESSMENT CENTER					
A: Minimum Hourly Wage Paid to		\$2,681,577.60		\$2,511,643.68	
JAC Site Supervisor	\$23.00	\$22.10	\$22.30	\$20.00	\$22.50
JAC Officer	\$18.50	\$17.90	\$18.05	\$18.00	\$18.00
JAC Lead	\$18.00	\$17.40	\$17.53	\$17.50	\$17.00
B: Straight Time Hourly Billing Rates					
JAC Site Supervisor	\$35.79	\$34.00	\$31.87	\$32.46	\$31.16
JAC Officer	\$29.55	\$27.54	\$25.79	\$27.23	\$25.64
JAC Lead	\$28.82	\$26.77	\$25.05	\$23.13	\$24.41
C: Overtime/Holiday Hourly Billing Rates					
JAC Site Supervisor	\$50.11	\$47.60	\$47.81	\$47.07	\$46.75
JAC Officer	\$41.37	\$38.56	\$38.69	\$39.48	\$38.46
JAC Lead	\$40.35	\$37.48	\$37.58	\$33.54	\$36.61
APPROXIMATE ANNUAL PRICE		\$776,493.12		\$677,468.48	
Exceptions		See Response		See Response.	
Change Order #: 1		N/A		N/A	
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA					
A: Minimum Hourly Wage Paid to					
Armed Supervisor	\$17.50				
Armed Security Officer	\$16.00				
Unarmed Security Officer	\$14.00				
B: Straight Time Hourly Billing Rates					
Armed Supervisor	\$24.55				
Armed Security Officer	\$23.12				
Unarmed Security Officer	\$20.08				
C: Overtime/Holiday Hourly Billing Rates					
Armed Supervisor	\$34.37				
Armed Security Officer	\$32.37				
Unarmed Security Officer	\$28.11				
APPROXIMATE ANNUAL PRICE BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.		\$162,996.00			

BID NUMBER: 3-20				
Courthouse Security		First Coast Security (FCS)	Professional Security Consultants dba	Strategic Security Corp.
Opened: 8/18/2020	Expires:	(FCS)	Professional Security Concepts	TriCorps
Awarded: 11/10/2020	11/9/2022			
Change Order #:		1 Independent Dr. Suite 117	11454 San Vicenta Blvd	2947 Clark Rd
Optional Renewal 1 EXP: TBD		Jacksonville, FL 32202	Los Angeles, CA 90049	Sarasota FL 34233
Optional Renewal 2 EXP: TBD				
Optional Renewal 3 EXP: TBD		Earle Ginn	Shaul Maouda	Douglas Ruhl
Terms: Two (2) Year Initial Award		EGinn@FCSecurity.us	smaouda@pscsite.com	druhl@sscctu.com
Optional: Three (3) Annual Renewals		(904) 598-1993	(310) 207-7729	(888) 772-7475
(Highlighted Area Indicates Award)				Todd Lamb
				todd lamb@tricorps.com
				(405) 621-9006
DESCRIPTION OF ITEMS:		\$3,268,072.08	\$3,681,555.28	\$3,051,166.56
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX				\$3,196,773.84
A: Minimum Hourly Wage Paid to				
	Armed Supervisor	\$16.00	\$19.00	\$17.00
	Armed Security Officer	\$15.00	\$17.00	\$16.00
	Unarmed Security Officer	\$13.00	\$15.00	\$11.00
B: Straight Time Hourly Billing Rates				
	Armed Supervisor	\$23.40	\$28.04	\$24.65
	Armed Security Officer	\$22.10	\$25.09	\$23.36
	Unarmed Security Officer	\$19.50	\$22.14	\$16.92
C: Overtime/Holiday Hourly Billing Rates				
	Armed Supervisor	\$32.95	\$42.07	\$30.44
	Armed Security Officer	\$31.05	\$37.64	\$28.75
	Unarmed Security Officer	\$27.26	\$33.21	\$20.31
APPROXIMATE ANNUAL PRICE		\$2,575,898.00	\$2,939,802.32	\$2,576,177.76
JUVENILE ASSESSMENT CENTER				
A: Minimum Hourly Wage Paid to				
	JAC Site Supervisor	\$22.08	\$24.00	\$14.00
	JAC Officer	\$17.87	\$20.00	\$13.00
	JAC Lead	\$17.36	\$18.00	\$11.00
B: Straight Time Hourly Billing Rates				
	JAC Site Supervisor	\$31.94	\$35.42	\$20.78
	JAC Officer	\$26.35	\$29.52	\$19.49
	JAC Lead	\$25.68	\$26.57	\$16.92
C: Overtime/Holiday Hourly Billing Rates				
	JAC Site Supervisor	\$45.12	\$53.14	\$25.38
	JAC Officer	\$37.02	\$44.28	\$23.69
	JAC Lead	\$36.04	\$39.85	\$20.31
APPROXIMATE ANNUAL PRICE		\$692,174.08	\$741,752.96	\$474,988.80
Exceptions		unknown	See Response.	N/A
Change Order #: 1				
HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA				
A: Minimum Hourly Wage Paid to				
	Armed Supervisor			
	Armed Security Officer			
	Unarmed Security Officer			
B: Straight Time Hourly Billing Rates				
	Armed Supervisor			
	Armed Security Officer			
	Unarmed Security Officer			
C: Overtime/Holiday Hourly Billing Rates				
	Armed Supervisor			
	Armed Security Officer			
	Unarmed Security Officer			
APPROXIMATE ANNUAL PRICE				
BASED ON 3 FTE AND 135 HRS/WK				
AT 52 WEEKS.				



May 24, 2023

James Bordner
james.bordner@aus.com
Client Manager
Allied Universal Security Services
4350 West Cypress Street Suite 600
Tampa, Florida 33607

RE: Request for proposals (RFP) No: 3-20 Courthouse Security, Change Order 4

Dear James Bordner:

In accordance with Request for Proposal (RFP) No: 3-20 Courthouse Security Part B, Paragraph 25, this change order is hereby enacted to modify the Security Officer Qualifications requirements set forth in RFP 3-20 Courthouse Security Part C, Paragraph 25. This modification to the Security Officer Qualifications adds a provision allowing an unarmed Allied Universal employee assigned to the HCSO account with more than five (5) years experience to be considered for an armed position at the discretion of the HCSO Court Operations Commander. Please see attached documents.

This change order does not invalidate the other requirements of the original contract. Allied Universal and its employees are still to follow the requirements set forth in RFP 3-20.

If you have any questions, please direct them to our Buyer, Robert Flamand, at Purchasing@HCSO.Tampa.FL.US or (813) 247-8068.

Sincerely,

William V. Spinelli, CPA
Chief Financial Officer

WVP/ref

Attachment

Said Contract Manager(s) shall maintain open communication with HCSO Division Commanders, carry out disciplinary procedures, provide reports as required, and hold regularly scheduled meetings with HCSO personnel to identify any current or potential issues, implement remedial plans, and actively cooperate in all matters pertaining to this Contract.

5. SECURITY OFFICER QUALIFICATIONS

Four (4) classifications of Security Officers will be required: unarmed, armed, lead, and supervisory. All Security Officers will hold either a Class "D" or Class "G" State of Florida license and will be direct employees of the licensed security agency, which will become the Contractor as a result of the award for this solicitation. Security Officers shall have met all the qualifications to become licensed by the State of Florida, i.e. be at least 21 years old, have a high school diploma or GED, have successfully completed 40 hours of State approved Security Officer training (and an additional 16 hours firearms training for Class "G" license holders), have never been convicted of a felony, adjudicated incompetent, or been committed to a mental institution or have a history of drug or alcohol abuse. Security Officers will be physically fit (not assigned to "light duty"), of stable mental and emotional health, present a professional appearance and attitude, be able to calmly handle emergencies, remain alert, be cooperative, respectful of and able to communicate with the public in the English language.

The HCSO will require that all armed Security Officers assigned to any Courthouse Complex – Tampa, Plant City Courthouse, or the County Center Complex Post have education and/or meaningful and verifiable work experience through one or more of the following:

- a) Former Law Enforcement Officer.
- b) Former Corrections Officer.
- c) Former Federal Agency Officer.
- d) Retired Military (20 or more years).
- e) Military service with specialized training.
- f) Criminal Justice Degree (Associate or higher) with demonstrated experience in the carrying and use of a firearm in a work-related environment.
- g) Police Academy Graduate.
- h) Five (5) years of continuous experience working on the HCSO account. Requires the approval of the HCSO Court Operations Division Commander.

The HCSO will require that all Security Officers assigned to any JAC post shall have education and/or meaningful and/or verifiable work experience through one or more of the following:

- a) Former or retired Law Enforcement Officer.
- b) Former or retired Corrections Officer.
- c) Former or retired Military

In addition, it is preferred that all Security Officers have a minimum of one (1) year security experience.

All applicants for Security Officer positions will be subject to a criminal background check and clearance by the HCSO. The HCSO will perform the background checks at no cost to the Contractor. The Contractor will provide to the HCSO the following employee information prior to beginning on-the-job training:



August 26, 2025

James Bordner
james.bordner@aus.com
Client Manager
Allied Universal Security Services
4350 West Cypress Street Suite 600
Tampa, Florida 33607

RE: Request for proposals (RFP) No: 3-20 Courthouse Security, Change Order 5

Dear James Bordner:

In accordance with Request for Proposal (RFP) 3-20 Courthouse Security Part B, Paragraph 25, this change order is hereby enacted to extend the services provided under the contract under the same terms and conditions effective as of October 1, 2025 except as modified herein.

The extended term shall end on the latter of the following dates:

- a) December 31, 2025;
- b) The date a transition plan is completed, following the award of replacement BID 2025-016 to a new vendor as outlined in Part C, paragraph 17.

If the incumbent is the successful bidder for BID 2025-016 Contract, this extension shall expire simultaneously with the commencement of the new contract term.

The Juvenile Assessment Center will be omitted effective September 30, 2025, from the above-referenced extension of services pursuant to RFP 3-20 Courthouse Security Part B, Paragraph 17. Hillsborough County has elected to take responsibility of providing security for JAC.

This change order does not invalidate the other requirements of the original contract. Allied Universal and its employees are still to follow the requirements set forth in RFP 3-20 Courthouse Security.

If you have any questions, please direct them to our Buyer, Marianne Theen, at Purchasing@HCSO.Tampa.FL.US or (813) 247-8053.

Sincerely,

William V. Spinelli, CPA
Chief Financial Officer

WV8/mt



ACCEPTANCE OF CHANGE ORDER

We do hereby acknowledge the information and/or changes described in
Change Order #5 to Invitation to Bid 3-20 Courthouse Security.

PLEASE PRINT: Company Name: ALLIED UNIVERSAL SECURITY
By: JAMES BORNER
Title: DIRECTOR OF OPERATIONS - TAMPA
Date: 09/02/2025

Signature:

(Please return signed acceptance to the Buyer listed)

Renewal 3 of 3
CO#5



BID NUMBER: 3-20 Courthouse Security		SI-300001	A Bales Security Agency, Inc.	Allied Universal	American Guard Services	Dothan Security Inc dba DSI Security	First Coast Security (FCS) (FCS)
Opened: 8/18/2020 Expires: Awarded: 11/10/2020 11/9/2022 Change Order #: 5 Optional Renewal 1 EXP: 11/9/2023 Optional Renewal 2 EXP: 9/30/2024 Optional Renewal 3 EXP: 9/30/2025 Terms: Two (2) Year Initial Award Optional: Three (3) Annual Renewals		Allied Universal Security Services 4350 West Cypress Street Suite 600 Tampa, FL 33607 James Bordner James.Bordner@aus.com (813) 550-8300	625 E Twigg St Suite 101 Tampa, FL 33602 Gary Sanders gsanders@balessecurity.com (813) 314-9101	4200 W Cypress St Suite 550 Tampa, FL 33607 Andrew Daniels Andrew.Daniels@aus.com (813) 620-6621	1125 W 190th Street Los Angeles, CA 90248 Gerald A. Gregory lgregory@americanguardservices.com (800) 441-1808	PO Box 7163 Dothan, AL 36302 Boyd Clark bclark@dsisecurity.com (334) 793-5720	1 Independent Dr. Suite 117 Jacksonville, FL 32202 Earle Ginn EGinn@FCSecurity.us (904) 598-1993
DESCRIPTION OF ITEMS:		\$4,748,785.60	\$3,405,251.20	\$3,189,112.16	\$4,997,012.28	\$3,228,036.24	\$3,268,072.08
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX							
A: Minimum Hourly Wage Paid to					Review Exhibit B vs pg 14		
	Armed Supervisor	\$23.00	\$16.25	\$16.16	\$30.00	\$16.00	\$16.00
	Armed Security Officer	\$21.00	\$15.00	\$15.15	\$28.00	\$15.00	\$15.00
	Unarmed Security Officer	\$19.00	\$13.00	\$13.13	\$15.00	\$13.00	\$13.00
B: Straight Time Hourly Billing Rates							
	Armed Supervisor	\$33.48	\$25.00	\$23.09	\$43.75	\$23.18	\$23.40
	Armed Security Officer	\$30.57	\$23.08	\$21.65	\$41.94	\$21.95	\$22.10
	Unarmed Security Officer	\$27.66	\$20.00	\$18.76	\$23.13	\$19.50	\$19.50
C: Overtime/Holiday Hourly Billing							
	Armed Supervisor	\$50.22	\$35.00	\$34.64	\$63.43	\$34.77	\$32.95
	Armed Security Officer	\$45.86	\$32.32	\$32.48	\$60.81	\$32.93	\$31.05
	Unarmed Security Officer	\$41.48	\$28.00	\$28.14	\$33.54	\$29.25	\$27.26
APPROXIMATE ANNUAL PRICE		\$3,604,420.04	\$2,681,577.60	\$2,511,643.68	\$4,333,891.64	\$2,563,002.00	\$2,575,898.00
JUVENILE ASSESSMENT CENTER							
A: Minimum Hourly Wage Paid to							
	JAC Site Supervisor	\$25.00	\$22.10	\$22.30	\$20.00	\$22.50	\$22.08
	JAC Lead	\$23.00	\$17.90	\$18.05	\$18.00	\$18.00	\$17.87
	JAC Security Officer	\$21.00	\$17.40	\$17.53	\$17.50	\$17.00	\$17.36
B: Straight Time Hourly Billing Rates							
	JAC Site Supervisor	\$40.29	\$34.00	\$31.87	\$32.46	\$31.16	\$31.94
	JAC Lead	\$37.06	\$27.54	\$25.79	\$27.23	\$25.64	\$26.35
	JAC Security Officer	\$33.84	\$26.77	\$25.05	\$23.13	\$24.41	\$25.68
C: Overtime/Holiday Hourly Billing							
	JAC Site Supervisor	\$60.44	\$47.60	\$47.81	\$47.07	\$46.75	\$45.12
	JAC Lead	\$55.59	\$38.56	\$38.69	\$39.48	\$38.46	\$37.02
	JAC Security Officer	\$50.75	\$37.48	\$37.58	\$33.54	\$36.61	\$36.04
APPROXIMATE ANNUAL PRICE		\$929,764.16	\$723,673.60	\$677,468.48	\$663,120.64	\$665,034.24	\$692,174.08
Exceptions		See Response	N/A	See Response.	N/A	N/A	unknown
CO #1: HILLSBOROUGH COUNTY TAX COLLECTORS OFFICE (HCTC) - DREW PARK, BRANDON, NORTH TAMPA							
A: Minimum Hourly Wage Paid to							
	Armed Security Officer	\$21.00					
	Armed Security Officer	\$21.00					
	Armed Security Officer	\$21.00					
B: Straight Time Hourly Billing Rates							
	Armed Security Officer	\$30.57					
	Armed Security Officer	\$30.57					
	Armed Security Officer	\$30.57					
C: Overtime/Holiday Hourly Billing							
	Armed Security Officer	\$45.86					
	Armed Security Officer	\$45.86					
	Armed Security Officer	\$45.86					
APPROXIMATE ANNUAL PRICE BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.		\$214,601.40					

Renewal 3 of 3
CO#5



BID NUMBER: 3-20 Courthouse Security Opened: 8/18/2020 Expires: 11/9/2022 Awarded: 11/10/2020 Change Order #: 5 Optional Renewal 1 EXP: 11/9/2023 Optional Renewal 2 EXP: 9/30/2024 Optional Renewal 3 EXP: 9/30/2025 Terms: Two (2) Year Initial Award Optional: Three (3) Annual Renewals		Professional Security Consultants dba Professional Security Concepts 11454 San Vicenta Blvd Los Angeles, CA 90049 Shaul Maouda smaouda@pscsite.com (310) 207-7729	Strategic Security Corp. 2947 Clark Rd Sarasota FL 34233 Douglas Ruhl druhl@sscctu.com (888) 772-7475	TriCorps 5920 San Paulo Court Naples, FL 34109 Todd Lamb toddlamb@tricorps.com (405) 621-9006
DESCRIPTION OF ITEMS:		\$3,681,555.28	\$3,051,166.56	\$3,196,773.84
COURTHOUSE COMPLEX - TAMPA, PLANT CITY COURTHOUSE, COUNTY CENTER COMPLEX				
A: Minimum Hourly Wage Paid to				
	Armed Supervisor	\$19.00	\$17.00	\$17.50
	Armed Security Officer	\$17.00	\$16.00	\$16.00
	Unarmed Security Officer	\$15.00	\$11.00	\$14.00
B: Straight Time Hourly Billing Rates				
	Armed Supervisor	\$28.04	\$24.65	\$23.00
	Armed Security Officer	\$25.09	\$23.36	\$21.50
	Unarmed Security Officer	\$22.14	\$16.92	\$19.50
C: Overtime/Holiday Hourly Billing				
	Armed Supervisor	\$42.07	\$30.44	\$34.50
	Armed Security Officer	\$37.64	\$28.75	\$32.25
	Unarmed Security Officer	\$33.21	\$20.31	\$29.25
APPROXIMATE ANNUAL PRICE		\$2,939,802.32	\$2,576,177.76	\$2,529,306.00
JUVENILE ASSESSMENT CENTER				
A: Minimum Hourly Wage Paid to				
	JAC Site Supervisor	\$24.00	\$14.00	\$22.25
	JAC Lead	\$20.00	\$13.00	\$25.37
	JAC Security Officer	\$18.00	\$11.00	\$24.55
B: Straight Time Hourly Billing Rates				
	JAC Site Supervisor	\$35.42	\$20.78	\$32.51
	JAC Lead	\$29.52	\$19.49	\$25.37
	JAC Security Officer	\$26.57	\$16.92	\$24.55
C: Overtime/Holiday Hourly Billing				
	JAC Site Supervisor	\$53.14	\$25.38	\$48.77
	JAC Lead	\$44.28	\$23.69	\$38.06
	JAC Security Officer	\$39.85	\$20.31	\$36.83
APPROXIMATE ANNUAL PRICE		\$741,752.96	\$474,988.80	\$667,467.84
Exceptions		See Response.	N/A	N/A
CO #1: HILLSBOROUGH COUNTY TAX PARK, BRANDON, NORTH TAMPA				
A: Minimum Hourly Wage Paid to				
	Armed Security Officer			
	Armed Security Officer			
	Armed Security Officer			
B: Straight Time Hourly Billing Rates				
	Armed Security Officer			
	Armed Security Officer			
	Armed Security Officer			
C: Overtime/Holiday Hourly Billing				
	Armed Security Officer			
	Armed Security Officer			
	Armed Security Officer			
APPROXIMATE ANNUAL PRICE BASED ON 3 FTE AND 135 HRS/WK AT 52 WEEKS.				