

Meeting Date: 8/25/2015

Report Type: Consent

Report ID: 2015-00695

Title: Uniformed Unarmed Security Guard Services (Published for Review 08/13/2015)

Location: Citywide

Recommendation: Pass a Motion: 1) awarding a one-year contract with four one-year renewal options to Securitas Security Services (“Securitas”) in a total amount not to exceed \$16,289,116 for the potential maximum five-year term; and 2) authorizing the City Manager or the City Manager’s designee to execute a contract with Securitas, as the most qualified bidder, for uniformed unarmed security guard services for one year with four one-year renewal options in a total amount not to exceed \$16,289,116.

Contact: Katherine Robbins, Program Analyst, (916) 808-1562; Craig Lymus, Procurement Services Manager, (916) 808-5524, Department of Finance

Presenter: None

Department: Finance

Division: Procurement Services

Dept ID: 06001511

Attachments:

1-Description/Analysis

2-Background

3-Attachment 1

4-Contract

City Attorney Review

Approved as to Form

Gerald Hicks

8/6/2015 9:03:27 AM

Approvals/Acknowledgements

Department Director or Designee: Leyne Milstein - 8/3/2015 8:58:51 AM

Description/Analysis

Issue Detail: The City has an ongoing requirement for uniformed unarmed security guard services at 22 City-owned facilities. The existing City contract (Contract No. 2014-1148-3) with Securitas will expire on August 30, 2015. After obtaining Council authority on May 26, 2015, Procurement Services conducted a Request for Proposals (RFP) process, RFP No. P15061511011, as specified in City Code and Administrative Policy. A total of thirteen contractors responded to the RFP and seven were determined to be non-responsive. Securitas was determined to be the highest-ranking responsive proposer.

Policy Considerations: The recommendations in this report are in accordance with 1) Resolution No. 2013-0367, which requires additional posting time for labor agreements and agreements greater than \$1 million; 2) City Code Chapter 3.56, Non-Professional Services, 3) City Code Chapter 3.58, Living Wage; and 4) Administrative Policy 4101, Non-professional Services.

Economic Impacts: None.

Environmental Considerations:

California Environmental Quality Act (CEQA): No environmental review is necessary because the recommendations in this report involve the administrative activity of contracting for the purchase of uniformed unarmed security guard services, and are not considered to be a project in accordance with Section 15378(b)(2) of the CEQA Guidelines.

Sustainability: Not applicable

Commission/Committee Action: None

Rationale for Recommendation: On June 1, 2015, Procurement Services issued RFP No. P15061511011 to solicit qualified contractors to provide uniformed unarmed security guard services at 22 City-owned facilities. Thirteen proposals were received, of which seven were deemed non-responsive as they did not meet the definition of a local business enterprise (LBE) or did not submit all of the required information. The remaining six proposals were reviewed by a panel of City staff from the Departments of Public Works, Parks and Recreation, and Utilities, as well as a representative from the Sacramento Public Library Authority. Securitas was determined to be the most qualified proposer with a final score of 144 out of 150 possible points based on the following criteria: qualifications, references, capacity, capability, employment practices, training, quality of proposal response, and competitive pricing. The final proposal rankings are provided in Attachment 1.

Financial Considerations: In determining the recommended spending authority, staff reviewed the expenditure history for this service and considered future needs. The recommended not-to-exceed amount of \$16,289,116 over the five-year period includes all known price increases and contingencies. The estimated annual expenditures are provided in Attachment 1. The cost increase included in the current bid compared to the last bid process is primarily due to reassessing the total number of hours requested per site to better align with the number of actual hours that were used during the last two years of the contracts with the current and previous contractor.

Funding for uniformed unarmed security guard services will be provided by the operating budgets of the departments utilizing this service. Sufficient funding is available in the FY2015/16 budget for security services through June 30, 2016. Purchases made after June 30, 2016, are subject to funding availability in the adopted department budgets for the applicable fiscal year.

Local Business Enterprise (LBE): Securitas is an LBE.

Background:

The City has an ongoing requirement for uniformed unarmed security guard services at 22 City-owned facilities. The current contract with Securitas (No. 2014-1148-3) expires on August 30, 2015.

On November 13, 2014, staff recommended that Council award a 90-day contract effective November 18, 2014, to Securitas as the lowest responsive and responsible bidder and requested authorization to administer the transition from the former contractor, National Security Services, to Securitas.

Upon notice of recommendation of award to Securitas, National filed a valid bid protest on November 19, 2014, pursuant to City Code Section 3.60.480. The administrative hearing on the bid protest began on January 14, 2015, and concluded on March 20, 2015.

On February 17, 2015, staff recommended that Council award a 60-day contract extension to Securitas to allow additional time for the bid protest process to conclude, extending the contract to April 30, 2015.

On April 28, 2015, staff recommended that Council award a 30-day contract extension to Securitas to provide additional time to receive the hearing examiner's final decision on the administrative appeal, extending the contract to May 30, 2015.

On May 11, 2015, the City received the hearing examiner's final decision.

On May 26, 2015, staff recommended that Council exercise its discretion to reject all bids without adopting or rejecting the hearing examiner's ruling, provide authority to issue an RFP in order to determine the most qualified security services contractor to perform citywide uniformed unarmed security services, and award a 90-day contract extension to Securitas to provide time to conduct the RFP procurement process.

Attachment 1

Bidder	Securitas	A 1 Protective	Paladin	Universal Protection	US Security Assoc.	Comprehensive
Final RFP Ranking	1	2	3	4	5	6
RFP Proposal Score (Total 150 points possible)	144	115.4	114.6	113.8	113.6	110.6
Yearly Increase	2.10%	Rate Varies	2.80%	1%	3%	Rate Varies
Base Annual Cost	\$ 3,123,837.70	\$ 3,186,401.40	\$ 3,842,603.56	\$ 3,382,453.46	\$ 3,670,126.80	\$ 3,297,301.44
Cost Increase- Year 2	65,600.59	60,541.63	107,592.90	33,824.53	110,103.80	49,459.52
Cost-Year 2	3,189,438.29	3,246,943.03	3,950,196.46	3,416,277.99	3,780,230.60	3,346,760.96
Cost Increase-Year 3	66,978.20	61,691.92	110,605.50	34,162.78	113,406.92	50,201.41
Cost Year 3	3,256,416.50	3,308,634.94	4,060,801.96	3,450,440.77	3,893,637.52	3,396,962.38
Cost Increase- Year 4	68,384.75	76,098.60	113,702.45	34,504.41	116,809.13	67,939.25
Annual Cost Year 4	3,324,801.24	3,384,733.55	4,174,504.42	3,484,945.18	4,010,446.65	3,464,901.62
Cost Increase-Year 5	69,820.83	33,847.34	116,886.12	34,849.45	120,313.40	69,298.03
Annual Cost Year 5	3,394,622.07	3,418,580.88	4,291,390.54	3,519,794.63	4,130,760.05	3,534,199.66
Cost Over Five Years	16,289,115.80	16,545,293.80	20,319,496.93	17,253,912.05	19,485,201.62	17,040,126.06
Prompt Payment Discount (If % provided)	(162,891.16)		(203,194.97)			(42,600.32)
TOTAL	\$ 16,126,224.64	\$ 16,545,293.80	\$ 20,116,301.97	\$ 17,253,912.05	\$ 19,485,201.62	\$ 16,997,525.74

Non-Responsive Submittals	Reason
Universal Security Company	Missing documentation
ABC Security Service	Did not meet LBE
AllTech Industries	Did not meet LBE
First Alarm Security & Patrol	Did not meet LBE
Pacific Protection Services	Did not meet LBE
Cypress Private Security	Did not meet LBE
CERT Protection Agency	Did not meet LBE



City of Sacramento

Tax ID # if applicable:

Requires Council Approval: No YES Meeting 8/18 & 8/25

Real Estate

Other Party Signature Needed

Recording Requested

General Information

Type: Select Contract Type PO Type: Non Professional Formal		Attachment: Original No.:
\$ Not to Exceed: \$ 16,289,116.00		Original Doc Number:
Other Party: Securitas Security Services USA		Certified Copies of Document::
Project Name: Uniformed Unarmed Security Guard Services		Deed: <input type="checkbox"/> None <input type="checkbox"/> Included <input type="checkbox"/> Separate
Project Number:	Bid Transaction #: P15061511011	LBE: 100%

Department Information

Department: Choose Department Finance Division: Procurement
 Project Mgr: Katherine Robbins Supervisor: Craig Lymus
 Contract Services: Date: 7/17/2015 Division Mgr: Craig Lymus
 Phone Number: 916-808-1562 Org Number: 06001511
 Comment:

Review and Signature Routing

Department	Signature or Initial	Date
Project Mgr:	<i>Katherine Robbins</i>	7/17/15
Accounting:		
Contract Services:		
Supervisor:		
Division Manager:		

City Attorney	Signature or Initial	Date
City Attorney:		

Send Interoffice Mail Notify for Pick Up

Authorization	Signature or Initial	Date
Choose Director		
Department Director:	Leyne Milstein	
City Mgr: yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Contract Cover/Routing Form: Must accompany ALL Contracts; however, is not part of the contract. (01-01-09)

For City Clerk Processing

Finalized:

Initial: _____

Date: _____

Imaged:

Initial: _____

Date: _____

Received:
(City Clerk Stamp Here)

PROJECT #: P15061511011
PROJECT NAME: Citywide-Unarmed Uniformed Security Guard Services
DEPARTMENT: Finance
DIVISION: Procurement

CITY OF SACRAMENTO

NONPROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made at Sacramento, California, as of _____, by and between the **CITY OF SACRAMENTO**, a municipal corporation ("CITY"), and

Securitas Security Services, USA
2014 Hurley Way, Ste. 175, Sacramento, Ca 95825
916-569-4523

("CONTRACTOR"), who agree as follows:

1. **Contract.** The Contract shall consist of this Agreement and each of the following documents (if applicable), which are incorporated herein by reference:
 - ✓ Invitation to Bid
 - ✓ Instructions to Bidders
 - ✓ Local Business Enterprise (LBE) Requirements
 - ✓ Drug-Free Workplace Policy and Affidavit
 - ✓ Declaration of Compliance (Equal Benefits Ordinance)
 - ✓ Declaration of Compliance (Living Wage Ordinance)
 - ✓ Contractor's Bid Proposal Form
 - ✓ Workers' Compensation Certificate
 - ✓ Certificate(s) of Insurance
 - ✓ Technical Specifications
2. **Services.** Subject to the terms and conditions set forth in this Agreement, CONTRACTOR shall provide to CITY the services described in Exhibit A. CONTRACTOR shall provide said services at the time, place, and in the manner specified in Exhibit A. CONTRACTOR shall not be compensated for services outside the scope of Exhibit A unless prior to the commencement of such services: (a) CONTRACTOR notifies CITY and CITY agrees that such services are outside the scope of Exhibit A; (b) CONTRACTOR estimates the additional compensation required for these additional services; and (c) CITY, after notice, approves in writing a Supplemental Agreement specifying the additional services and amount of compensation therefor. CITY shall have no obligations whatsoever under this Agreement and/or any Supplemental Agreement, unless and until this Agreement or any Supplemental Agreement is approved by the Sacramento City Manager or the City Manager's authorized designee, or by the Sacramento City Council, as required by the Sacramento City Code.
3. **Payment.** CITY shall pay CONTRACTOR for services rendered pursuant to this Agreement at the times and in the manner set forth in Exhibit B. The payments specified in Exhibit B shall be the only payments to be made to CONTRACTOR for the services rendered pursuant to this Agreement unless pursuant to Section 1, above, CITY approves additional compensation for additional services. CONTRACTOR shall submit all billings for said services to CITY in the

manner specified in Exhibit B, or, if not specified in Exhibit B, according to the usual and customary procedures and practices that CONTRACTOR uses for billing clients similar to CITY.

4. **Facilities and Equipment.** Except as set forth in Exhibit C, CONTRACTOR shall, at its sole cost and expense, furnish all facilities and equipment that may be required for furnishing services pursuant to this Agreement. CITY shall furnish to CONTRACTOR only the facilities and equipment listed in Exhibit C according to any terms and conditions set forth in Exhibit C.
5. **General Provisions.** The General Provisions set forth in Exhibit D, that include indemnity and insurance requirements, are part of this Agreement. In the event of any conflict between the General Provisions and any terms or conditions of any document prepared or provided by CONTRACTOR and made a part of this Agreement, including without limitation any document relating to the scope of services or payment therefor, the General Provisions shall control over said terms or conditions.
6. **Wage Requirements.** This Agreement is subject to the provisions of Sacramento City Code Chapter 3.58, Living Wage. The requirements of Sacramento City Code Chapter 3.58 are summarized in Exhibit E. The CONTRACTOR is required to sign the attached Declaration of Compliance (Living Wage Ordinance) to assure compliance with these requirements. In addition, for services that constitute "public works" under California Labor Code section 1720 et seq., payment of the prevailing rate of wages is required as indicated in Exhibit A, Section 4 of this Agreement. If both prevailing wage and living wage requirements apply, CONTRACTOR shall pay the higher of the two rates.
7. **Non-Discrimination in Employee Benefits.** This Agreement is subject to the provisions of Sacramento City Code Chapter 3.54, Non-Discrimination in Employee Benefits by City Contractors. The requirements of Sacramento City Code Chapter 3.54 are summarized in Exhibit F. CONTRACTOR is required to sign the attached Declaration of Compliance (Equal Benefits Ordinance), to assure compliance with these requirements.
8. **Authority.** The person signing this Agreement for CONTRACTOR hereby represents and warrants that he/she is fully authorized to sign this Agreement on behalf of CONTRACTOR and to bind CONTRACTOR to the performance of its obligations hereunder.
9. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated as if set forth fully herein.

Executed as of the day and year first above stated.

CITY OF SACRAMENTO
A Municipal Corporation

By: _____

Print name: _____

Title: _____

For: John F. Shirey, City Manager

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

Attachments

- Exhibit A - Scope of Service
- Exhibit B - Fee Schedule/Manner of Payment
- Exhibit C - Facilities/Equipment Provided
- Exhibit D - General Provisions
- Exhibit E - Living Wage Requirements
- Exhibit F - Non-Discrimination in Employee Benefits

CONTRACTOR:

NAME OF FIRM

Federal I.D. No.

State I.D. No.

City of Sacramento Business Op. Tax Cert. No.

TYPE OF BUSINESS ENTITY *(check one)*:

- Individual/Sole Proprietor
- Partnership
- Corporation *(may require 2 signatures)*
- Limited Liability Company
- Other *(please specify: _____)*

Signature of Authorized Person

Print Name and Title

Additional Signature *(if required)*

Print Name and Title

**DECLARATION OF COMPLIANCE
Living Wage Ordinance**

Name of Contractor:

Securitas Security Services, USA

Address:

2045 Hurley Way, Ste.175, Sacramento, Ca. 95825

The above-named contractor ("Contractor") hereby declares and agrees as follows:

1. Contractor has read and understands the Living Wage Requirements (the "Requirements") attached hereto as Exhibit E.
2. As a condition of receiving this Contract, Contractor agrees to fully comply with the Requirements, as well as any additional requirements that may be specified in the City of Sacramento's Living Wage Ordinance codified at Chapter 3.58 of the Sacramento City Code (the "Ordinance"). If required by the Ordinance, Contractor will pay not less than the minimum compensation specified in the Ordinance to Contractor's employees, for all time spent performing any work under this Contract.
3. If the amount of this Contract is less than \$100,000, as a condition of receiving this Contract, Contractor will notify the City of Sacramento ("City") in writing if the aggregate value of this Contract and of any other Nonprofessional Services contract(s) covered by the Ordinance that the City has awarded to Contractor within the previous 12 months, is \$100,000 or more.
4. Contractor acknowledges and agrees that the Requirements, the Ordinance and this Declaration shall constitute part of this Contract, and that these provisions shall govern in the event of any conflict with any other provisions of the Contract.
5. Contractor further acknowledges and agrees that any violation of the Requirements or the Ordinance constitutes a material breach of this Contract, and that, if such a breach occurs, the City will be authorized to terminate the Contact, and pursue all available legal and equitable remedies.
6. If requested by the City, Contractor will promptly submit certified payroll records to the City, for itself and/or for Contractor's subcontractor(s), as requested by the City, and Contractor will take any other steps as may be required by the City to determine whether Contractor's subcontractor(s) or Contractor have complied with the Requirements and the Ordinance.
7. Contractor will require all of its subcontractors who are covered by these requirements to comply with the Requirements and any additional requirements that may be specified in the Ordinance, and Contractor will include these requirements in all subcontracts covered by the Ordinance.

8. Contractor agrees to defend, indemnify and hold harmless the City, its officers and employees against any claims, actions, damages, costs (including reasonable attorney fees) or other liabilities of any kind arising from any violation of the Requirements or the Ordinance by Contractor or by any subcontractor retained to perform work or provide services under this Contract.

The undersigned declares under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that he or she is authorized to bind the Contractor to the provisions of this Declaration.

Signature of Authorized Representative

Date: _____

Print name: _____

Title: _____

**DECLARATION OF COMPLIANCE
Equal Benefits Ordinance**

Name of Contractor:

Securitas Security Services, USA

Address:

2045 Hurley Way, Ste.175, Sacramento, Ca 95825

The above-named Contractor ("Contractor") hereby declares and agrees as follows:

1. Contractor has read and understands the Requirements of the Non-Discrimination In Employee Benefits Code (the "Requirements") attached hereto as Exhibit F.
2. As a condition of receiving this Contract, Contractor agrees to fully comply with the Requirements, as well as any additional requirements that may be specified in the City of Sacramento's Non-Discrimination In Employee Benefits Code codified at Chapter 3.54 of the Sacramento City Code (the "Ordinance").
3. Contractor understands, to the extent that such benefits are not preempted or prohibited by federal or state law, employee benefits covered by the Ordinance are any of the following:
 - a. Bereavement Leave
 - b. Disability, life, and other types of insurance
 - c. Family medical leave
 - d. Health benefits
 - e. Membership or membership discounts
 - f. Moving expenses
 - g. Pension and retirement benefits
 - h. Vacation
 - i. Travel benefits
 - j. Any other benefit offered to employees

Contractor agrees that if Contractor offers any of the above-listed employee benefits, Contractor will offer those benefits, without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouses and domestic partners of such employees.

4. Contractor understands that Contractor will not be considered to be discriminating in the provision or application of employee benefits under the following conditions or circumstances:
 - a. If the actual cost of providing a benefit to a domestic partner or spouse exceeds the cost of providing the same benefit to a spouse or domestic partner of an employee, Contractor will not be required to provide the benefit, nor shall it be deemed

discriminatory, if Contractor requires the employee to pay the monetary difference in order to provide the benefit to the domestic partner or to the spouse.

- b. If Contractor is unable to provide a certain benefit, despite taking reasonable measures to do so, if Contractor provides the employee with a cash equivalent Contractor will not be deemed to be discriminating in the application of that benefit.
 - c. If Contractor provides employee benefits neither to employee's spouses nor to employee's domestic partners.
 - d. If Contractor provides employee benefits to employees on a basis unrelated to marital or domestic partner status.
 - e. If Contractor submits written evidence of making reasonable efforts to end discrimination in employee benefits by implementing policies that will be enacted before the first effective date after the first open enrollment process following the date this Contract is executed by the City of Sacramento ("City"). Contractor understands that any delay in the implementation of such policies may not exceed one (1) year from the date this Contract is executed by the City, and applies only to those employee benefits for which an open enrollment process is applicable.
 - f. Until administrative steps can be taken to incorporate nondiscrimination in employee benefits. The time allotted for these administrative steps will apply only to those employee benefits for which administrative steps are necessary and may not exceed three (3) months from the date this Contract is executed by the City.
 - g. Until the expiration of a current collective bargaining agreement(s) if employee benefits are governed by such collective bargaining agreement(s).
 - h. Contractor takes all reasonable measures to end discrimination in employee benefits by either requesting that the union(s) involved agree to reopen the agreement(s) in order for Contractor to take whatever steps are necessary to end discrimination in employee benefits or by ending discrimination in employee benefits without reopening the collective bargaining agreement(s).
 - i. In the event Contractor cannot end discrimination in employee benefits despite taking all reasonable measures to do so, Contractor provides a cash equivalent to eligible employees for whom employee benefits, are not available. Unless otherwise authorized in writing by the City Manager, Contractor understands this cash equivalent must begin at the time the union(s) refuse to allow the collective bargaining agreement(s) to be reopened or not longer than three (3) months after the date this Contract is executed by the City.
5. Contractor understands that failure to comply with the provisions of Section 4(a) through 4(i), above, will subject Contractor to possible suspension and/or termination of this Contract for cause; repayment of any or all of the Contract amount disbursed by the City; debarment for future contracts until all penalties and restitution have been paid in full and/or for up to two (2) years; and/or the imposition of a penalty, payable to the City, in the sum of \$50.00 for each

employee, for each calendar day during which the employee was discriminated against in violation of the provisions of the Ordinance.

6. Contractor understands and agrees to provide notice to each current employee and, within ten (10) days of hire, to each new employee, of their rights under the Ordinance. Contractor further agrees to maintain a copy of each such letter provided, in an appropriate file for inspection by authorized representatives of the City. Contractor also agrees to prominently display a poster informing each employee of these rights.

7. Contractor understands that Contractor has the right to request a waiver of, or exemption from, the provisions of the Ordinance by submitting a written request to the City's Procurement Services Division prior to Contract award, which request shall identify the provision(s) of the Ordinance authorizing such waiver or exemption and the factual basis for such waiver or exemption. The City shall determine in its sole discretion whether to approve any such request.

8. Contractor agrees to defend, indemnify and hold harmless, the City, its officers and employees, against any claims, actions, damages, costs (including reasonable attorney fees), or other liabilities of any kind arising from any violation of the Requirements or of the Ordinance by Contractor.

The undersigned declares under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that he or she is authorized to bind the Contractor to the provisions of this Declaration.

Signature of Authorized Representative

Date: _____

Print name: _____

Title: _____

EXHIBIT A

NONPROFESSIONAL SERVICES AGREEMENT

SCOPE OF SERVICES

1. Representatives.

The CITY Representative for this Agreement is:

Katherine Robbins

915 I Street, 2nd Floor, Sacramento, Ca 95814

916-808-1562, krobbins@cityofsacramento.org

All CONTRACTOR questions pertaining to this Agreement shall be referred to the CITY Representative or the Representative's designee.

The CONTRACTOR Representative for this Agreement is:

Wallace Lavery

2045 Hurley Way, Ste.175, Sacramento, Ca 95825

916-569-4523, Wallace.Lavery@securitasinc.com

All CITY questions pertaining to this Agreement shall be referred to the CONTRACTOR Representative. All correspondence to CONTRACTOR shall be addressed to the address set forth on page one of this Agreement. Unless otherwise provided in this Agreement, all correspondence to the CITY shall be addressed to the CITY Representative.

2. Scope of Services.

The services provided shall be as set forth in Attachment 1 to Exhibit A, attached hereto and incorporated herein.

3. Time of Performance

One year (365 days) from the date of award, with four (4) potential one year extentions.

4. Prevailing Wage Requirement. [To be completed by the City Representative:]

The services provided under this Agreement constitute "public works" under California Labor Code section 1720 *et seq.* and are either **[check one if applicable]:**

_____ Construction work in an amount exceeding \$25,000; or

_____ Alteration, demolition, repair, or maintenance work in an amount exceeding \$15,000.

5. Scope of Service

The City of Sacramento seeks a firm that will provide the following services:

The Contractor must commit a professional staff and an experienced Project Manager who will be responsible for coordinating the services with the City. Service shall be the best of its respective kind. All professionals shall be skilled, knowledgeable, and successfully experienced in all aspects of providing the required services.

CITY FACILITIES

At some sites, the City may provide guard booth facilities for assigned Contractor personnel.

GUARD EXPERIENCE AND REGISTRATION

Guards assigned to work under this contract must have experience in similar work, be persons of mature judgment and possess a high degree of discretion. Contractor employees providing services under this contract must be registered with the California Department of Consumer Affairs, Bureau of Security and Investigative Services, as a Security Guard. The Security Guard must carry with him/her at all times the permanent guard registration card issued by the California Department of Consumer Affairs. The Contractor is responsible for ensuring the continued currency of all required registrations, licenses, and/or permits required of its employees. Temporary guard cards are not acceptable.

PHYSICAL QUALIFICATION:

All guards assigned to work under this CONTRACT must be in good physical condition, which enables him/her to perform the full range of security work. Guards must be fully capable of performing work requiring moderate to arduous physical exertion under either normal or emergency conditions. Guards shall have normal fields of vision, depth perception, and hearing.

EDUCATION AND ENGLISH LANGUAGE REQUIREMENTS

Guards must possess a high school diploma or G.E.D. equivalent, and shall have the ability to speak, read, and write the English language; understand and carry out oral and written directions; write accurate and clear reports; and monitor environmental and electronic security systems at a level sufficient to perform assigned tasks under the contract.

UNIFORMS, EQUIPMENT AND GROOMING

All uniforms to be worn by contract security personnel working under the contract are subject to approval by the City. Contract personnel must be well-groomed and be provided by the security company with complete uniforms that include shirts, trousers, jackets, hats, badges, company designation patch(es), name tag(s), and any other appropriate uniform apparel (e.g., raincoats, boots, etc.) necessary to properly perform assigned tasks, prior to assignment at any City site. Uniforms are to be neat, clean, pressed, and properly fitted. Uniforms for all contract personnel are to be provided by the security company at no additional cost to the City, and are subject to approval of the client-site supervisor. Any security guard reporting for duty in an incomplete uniform, a uniform that is not neat, clean or properly fit, or who is otherwise not properly equipped may be dismissed by the City site supervisor for the duration of the shift. In such event, the Contractor will be responsible for immediately replacing the security guard with another, properly-equipped, guard.

At no additional cost to the City, the contractor shall equip each security guard with a properly-functioning two-way communication device and shall provide and maintain 24-hour radio communication capability with all assigned personnel and supervisors. The contractor shall also provide, at no additional cost to the City, all equipment necessary to properly carry out assigned tasks. Such additional equipment may include, but is not limited to, first aid and safety equipment items, operable flashlights, and spare batteries for all battery-operated equipment.

INITIAL TRAINING AND CERTIFICATION

In addition to any training required for specific job classifications, site training, or special assignments, all security personnel assigned under the City contract shall satisfactorily complete a minimum of training as specified in this section prior to assignment at the City. For each guard assignment, at the time the guard begins the assignment, the contractor shall provide to the City site supervisor with a copy of the guard's current permanent registration card, issued by the State of California, Department of Consumer Affairs ("guard card") and written certification that the guard has received the following training prior to reporting for duty at a City site:

1. Current certification for First Aid and Cardio-Pulmonary-Resuscitation (CPR).
2. General training in security and emergency procedures, crowd control, and public relations
3. Training in customer service and diversity to prepare officers to interact with the public in general and physically challenged individuals.
4. Contractor shall ensure that all security guards assigned to City facilities receive all security guard training required by State, local, or other laws or regulations.
5. Contractor shall ensure that all security guards assigned to City facilities receive site-assignment training as needed

SITE-ASSIGNMENT TRAINING

Each security guard assigned to a City facility must be trained on-site at the assigned City facility by a supervisor provided by the Contractor. The site training provided by the Contractor shall include, but not be limited to:

At least one training period of up to 16 hours, at which all the security guards to be utilized at a facility will be instructed by designated City personnel in the use of City security systems, control rooms, and other job-related equipment and requirements. All site-assignment training is subject to the satisfaction and approval of the City site supervisor. In the event that the City site supervisor determines that assigned personnel have not been properly trained, the contractor shall provide additional training as needed, at the contractor's expense. Site training may include evacuation plans, disaster preparation training and participation in drills. Contractor will be responsible to provide training on any aspects of security that are unique to a specific site. If required by City site supervisor, refresher site training will be provided by the Contractor on a quarterly basis for all security guards assigned to City facilities. Refresher training shall be designed to ensure that all security guards are proficient in all areas of security guard operations, with special attention to site-specific requirements. The refresher training shall be specifically coordinated with the City supervisors for the sites at which the security guards are assigned.

GENERAL/ONGOING TRAINING

Contractor shall maintain an ongoing training program consisting of multiple security-related program modules, similar to the programs offered by the Professional Security Training Network (PSTN). Separate training courses shall be provided for security officers (e.g., PSTN Basic Security Officer Training Series, or similar) and for supervisor personnel (e.g., PSTN Supervisor Training Series, or similar). In addition to initial training and any training required for specific job classifications or special assignments, all security personnel assigned under the City contract shall satisfactorily complete a minimum of eight (8) hours of security training each year. All security personnel training shall be at the contractor's expense and up-to-date written documentation of each guard's training (including annual training) shall be provided to the client site supervisor on an ongoing basis.

GUARD CLASSIFICATIONS AND TRAINING REQUIREMENTS

Contractor shall provide a minimum of four (4) classifications of security guards. While the working titles may vary depending upon the Contractor's organization, the classifications shall conform to the following basic criteria. At the start of every assignment, the contractor shall provide to the City site supervisor written certification of the assigned guard's training:

Security Officer I (S/O I) - Must possess good written and verbal communication skills and the ability to communicate ideas. Must have strong customer service skills and the ability to make decisions under pressure. Must be capable of independent thought and action while being a strong member of a team. Minimum training equivalent to PSTN. Module #1 (Asset Protection & Security) and Module #2 (Physical Security & Crime Prevention).

Security Officer II (S/O II) - In addition to meeting the requirements for S/O I, must have at least 90 days experience at a city site or 180 days at an assignment substantially similar to a City site. Minimum training equivalent to PSTN Basic Security Officer Training Series, Modules #1 and #2, and at least two of the following modules: #4 (Fire Protection & Life Safety), #5 (Criminal Law & Criminal Liability), #6 (Communications), #8 (Ethics, Department, & Professional Conduct), #9 (Report Writing), #11 (Human & Public Relations), or #12 (Emergency Situations).

Sergeant (Senior)- In addition to meeting the requirements for S/O II, must be able to help create an environment that supports teamwork among security staff, City staff, and the general public. Additional duties may include shift supervision responsibilities and supervision of other security personnel (e.g., S/O I & II). Minimum training equivalent to PSTN Supervisor Training Series, Module #1 (Principles of Leadership I) and Module #2 (Principles of Leadership II).

Lieutenant (Supervisory) - In addition to meeting the requirements for Sergeant, this supervisory classification must coordinate security and service related issues between City and Contractor. Must be able to provide initial and ongoing instruction and training to subordinate security personnel. Duties may include site supervision responsibilities and supervision of other security personnel (e.g., S/O I & II, Sergeant). Minimum training equivalent to PSTN Supervisor Training Series, Modules #1 and #2, and at least two of the following modules: #3 (Effective Communications), #6 (Behavior & Motivation), #7 (Civil Counseling & Sexual Harassment), #8 (Substance Abuse), or #9 (Discrimination & Affirmative Action).

PERFORMANCE

Substandard performance will not be tolerated. City reserves the right to refuse or reject any person assigned under the contract either with or without cause. If any person is removed from a City site at the request of the City, that person is not to be re-assigned to any other City site without first requesting approval from the City contract manager. City's contract manager will advise new site manager of the person's previous assignment and the reasons for his/her removal.

EXAMPLES OF TYPICAL GUARD DUTIES

Typical duties of the security guards at City facilities include, but are not limited to the following:

1. Monitoring admittance of personnel and authorized visitors to City facilities.
2. Making rounds of inspection to determine that fences, gates, doors and windows are properly closed and/or locked or otherwise properly secured.
3. Operating telephones and transmitter/receiver radios, cameras, and automated security system equipment.
4. Responding to emergency situations and notifying appropriate City personnel when emergencies occur.
5. Escorting City personnel or others as directed to their automobiles at night or other times.
6. Turning lights off and on.
7. Investigating unusual or suspicious conditions including potential safety hazards, and reporting these findings to the proper authorities (Police Department, Emergency contact at 911).
8. Preventing trespass on, damage to, or theft of City property.
9. Inspecting parking areas, for instance are gates/doors locked ?
10. Monitoring environmental systems, such as heating and air conditioning.
11. Screening and documenting any City property leaving or entering the City premises as directed by the City designee.
12. Reporting any dishonest or criminal act committed on City premises by City personnel or other persons to the Police Department Emergency contact at 911, as well as the contractor's management.
13. Traffic-control duties may be included at some assignments.
- 14 Other security-related duties as may be required by the City.
15. Monitoring surveillance equipment for unusual or suspicious activity and rotate surveillance tapes as needed, where applicable.
16. Reviewing and maintaining logbooks, where applicable.
17. Monitoring alarm systems, including daily verification of operability (checking to insure system is on and appears to be working properly).
18. For those assigned to the Convention Center, City Hall, Crocker Art Museum, 24th Street Corp Yard, and North Area Corp Yard general knowledge of and use of a PC and use of email to communicate.
19. For those assigned on roaming patrols, such as the Utility sites (sumps and treatment plants) the patrol involves more than just visual inspection. Assigned security staff is required to check that all doors and gates are locked. If they are found to be unlocked or damaged City staff must be notified of these findings both via the phone as well as in written report form.

Contractor shall ensure that while on duty at any City facility, Guards will not:

1. Carry firearms, batons, handcuffs, knives, saps, brass knuckles, stun-gun, taser, oleoresin capsicum (pepper) spray, or any tear gas agent at any time while on-duty. This includes, but is not limited to, the employee's vehicle or locker at any City site.
 2. Listen to radios, police scanners, or any other audio medium that is not directly job-related.
 3. Watch television.
 4. Read any materials which are not job-related.
 5. Use City telephones or any other electronic equipment except for City business.
- Depart their assigned duty area(s) until they have been properly relieved (under no circumstances shall any assigned duty area be left abandoned without City approval).
7. Entertain personal visitors.
 8. Be under the influence of illegal drugs or alcohol.
 9. Be under the influence of any prescribed or over-the-counter medications which inhibit job performance in accordance with the specifications set forth herein. The City shall be notified by the Contractor of all guards taking medicine and the type of medication being taken.
 10. Display a discourteous, abrupt, abrasive or belligerent attitude at any time.

DOUBLE SHIFTS, EXTENDED SHIFTS

No employee of the Contractor may work more than one normal 8-hour shift per day at City assignments without permission from the City site manager or designee. Off-duty peace officers or security guards of other jurisdictions may be employed by the Contractor, provided their work under the City contract is only on their days off from their other positions.

MANAGEMENT TEAM

The Contractor must assign an experienced Project Manager who shall be responsible for assuring that all requirements described in this RFP and resulting contract are fulfilled.

SUPERVISION

Personnel assigned to work under the contract must be supervised by the Contractor on a daily basis, 24 hours per day, and 7 days per week. Supervision must include a physical inspection of security personnel and of the contract sites by shift supervisors at a minimum of once each shift, each day, 7 days per week.

COOPERATION WITH SACRAMENTO POLICE DEPARTMENT AND OTHER PUBLIC SAFETY AGENCIES AS NECESSARY.

Contractor and assigned contract personnel are required to cooperate with City of Sacramento Police Department, and all other public safety agencies at all times.

REPLACEMENT PERSONNEL, TEMPORARY ASSIGNMENTS, AND PERMANENT PART-TIME ASSIGNMENTS

The Contractor shall provide replacement or additional personnel, for either temporary or permanent assignments, upon two-hour advance notice when requested by the City to do so. No temporary ("non-standard hours") assignment shall be for a duration of less than four hours (should any assignment be for less than four hours, the Contractor will be compensated for a minimum of four hours). Permanent part-time assignment shifts shall be not less than four hours per shift.

BACKGROUND CHECKS

City reserves the right to review the personal background and to conduct security clearance background checks on all personnel assigned under the contract, including the right to review the Department of Consumer Affairs' records of security companies and their staff.

INSPECTION ROUNDS / VERIFICATION OF INSPECTION ROUNDS

The City will specify the sites at which inspection rounds are required to be performed by the security personnel, including the locations to be visited by the security personnel and the frequency-per-shift when making those inspection rounds. For each City site at which security personnel are required to conduct inspection rounds, Contractor shall provide a method for verification that the inspection rounds are performed. The verification system is to be provided at no additional cost to the City and must, at a minimum, provide identification of specific locations visited by the security personnel and the dates and times at which those visits are made.

The verification system must be capable of all-weather operation, and is to be used at all times on all sites where inspection rounds are required. The verification system must be "user-friendly" and allow for ready retrieval of information about inspection rounds. If the Contractor's system is personal-computer-based, the City may provide the personal computer (PC). If the Contractor is required to provide the PC(s), the cost of the PC and its installation will be negotiated between the Contractor and the City. Regardless of the platform on which the rounds verification system operates, it shall be capable of providing inspection rounds verification information on an "on-demand" basis at the City site at which the rounds are performed.

The contractor is responsible for ongoing maintenance and proper operation of the inspection rounds verification systems at all locations where they are installed. In the event of a system failure, or failure of any system components, the contractor is to correct the problem(s) and return the system to full functionality within twenty-four (24) hours. Failure to take such corrective action within the time specified, or failure of security personnel to properly carry out assigned rounds based on information provided by the rounds verification system shall be grounds for the City to claim a "service credit" of up to one complete shift.

Not all sites require inspection rounds. The requirement for inspection rounds may be added to or deleted from any site at any time, and may be included in any new sites added. Any and all changes, additions, or deletions of inspection rounds or the frequencies thereof are to be provided at no additional cost to the City.

INCIDENT REPORTS / VISITOR LOGS

The Contractor shall furnish each City site client contact with written incident reports whenever there is a security breach, law or rule violation, injury, or any other incident that requires the City's knowledge or attention. Such reports shall be delivered to the site client contact as soon as possible following the end of each shift. Some City sites may require the assigned security guard on each shift to maintain a visitor sign-in record, to notify City personnel of visitors, and to distribute visitor passes.

SECURITY REVIEWS / OPERATING PROCEDURES

Upon request of the City at any time during the course of the contract, and at no additional cost to City, the Contractor shall: 1) Review and assist City in amending current standard operating procedures pertaining to the guard posts; 2) Provide complete orientation and training to personnel to be assigned; and 3) Review security company operating procedures with the City designee and/or the City Police Department.

The Contractor shall review security operations with the City designee on a monthly basis (or as otherwise requested by City designee), so that operating procedures can be updated as often as necessary to ensure the optimum level of security, service, and cooperation.

POSTING OF GUARD DUTIES (POST ORDERS)

The Contractor, working with City's site supervisors, shall prepare and deliver to the City a complete listing of guard post duties and descriptions (post orders) for each City site covered under the contract within thirty (30) days following the start date of the contract. The post orders shall be provided to the City for approval prior to posting. Thereafter, the Contractor shall maintain and update the post orders as necessary, and ensure that they are posted in a conspicuous location at each City site. The Contractor shall be responsible for ensuring that the relevant post orders are reviewed with and understood by each security guard prior to assignment at any City site.

SERVICE GUARANTEE CREDIT

The Contractor is to guarantee that security officers assigned to City sites report on time, fit for duty, in proper uniform, properly instructed, oriented, and supervised. The Contractor is also to guarantee that City security issues are identified and receive proper response, and that the Contractor communicates regularly with each site supervisor (monthly or as otherwise requested by site supervisor) for sites at which security guards are regularly assigned. If at any time the Contractor (including any of Contractors guards assigned to any City site) fails to provide services as described above, the Contractor shall issue a "service guarantee credit" to the City. For such failures, the amount of each such service credit shall be the cost of eight (8) hours of service at the billing rate charged for the highest-ranking security officer assigned to the subject site and shift for each incident of failure. For failure to provide required inspection rounds, or verification reports thereof, the contractor shall be required to provide a service credit for up to eight (8) hours of service at the billing rate charged for the highest-ranking security

officer assigned to the subject rounds, based on the client site supervisor's judgment of the magnitude of failure.

MOBILE PATROL

Contractor must provide mobile patrol services upon request of the City. The contractor is responsible for providing the necessary personnel and vehicle(s) properly maintained and registered for the mobile patrol services. Unless otherwise requested or approved by the City, personnel assigned mobile patrol duties under the contract shall be of the Lieutenant classification. Unless otherwise requested or approved by the City, all vehicles used for mobile patrol services under this contract are to be clearly marked with the contractor's company logo and/or other such markings that clearly identify the vehicle as a private security patrol vehicle. Upon request of the City for additional mobile patrol services that require the contractor to provide additional vehicle(s), contractor will be allowed two (2) business days following the request to commence the required services. For failure to provide required mobile patrol, or verification reports thereof, the contractor shall constitute grounds for a full shift service credit.

COMMUNICATIONS

Contractor must provide for and maintain two-way communications with all security guards assigned under the contract. Contractor must provide each security guard with a properly functioning two-way communication device and the Contractor must maintain a central communications center that is staffed 24-hours-a-day, seven-days-a-week. The two-way communications system shall allow all security personnel assigned under the contract to contact the central communications center at any time. The central communications center shall be capable of contacting all security personnel assigned under the contract at all times and it shall be capable of simultaneously contacting the Sacramento City Police Department, Sacramento Fire Department, and other public safety agencies as necessary. Failure to equip any guard assigned under the contract with a properly functioning two-way communication device at any assignment shall constitute grounds for a full-shift "service credit"

Guards and site supervisors will coordinate to establish a list of emergency contact telephone numbers, including the local law enforcement agency, fire, paramedics, and ambulance.

COOPERATION WITH LAW ENFORCEMENT OFFICERS:

In the event of an incident at a City facility, assigned personnel shall cooperate with city and/or state/federal/county law enforcement officers. For the most part, assigned personnel shall only observe and report.

NON PROFESSIONAL SERVICES AGREEMENT

The bidder(s) recommended for this award will be required to sign the Non professional Services Agreement found at the following URL:

<http://portal.cityofsacramento.org/Finance/Procurement/Standard-Agreements>

Proposers are responsible for reading and understanding the Non Professional Services Agreement's requirements, terms and conditions prior to submitting their proposals.

USE OF CITY EQUIPMENT:

At no time shall assigned personnel use City telephones or other equipment for non-City or personal business without prior approval by the facility site supervisor. Unauthorized use of any City equipment may be cause to terminate the guard from city assignment.

ADDITIONAL PERSONNEL AND SCHEDULE CHANGES:

Contractor shall assure City that Contractor will maintain a reasonable number of fully trained backup personnel ready to assume assignment at various City locations upon request. The City reserves the right to make schedule changes upon 48-hour advance notice to Contractor.

DEFAULT BY CONTRACTOR:

a. Contractor may be considered in default of the contract under any one or more of the following circumstances and City may demand a Service Guarantee Credit for each violation of the Agreement as well as forming a basis for breach and damages.

- 1) Use of a security guard or security guards who do not possess a valid guard registration card issued by the State of California.
- 2) Failure of Contractor to provide service within the time frame agreed upon after notification to do so.
- 3) Failure of Contractor to correct deficiencies in service or failure of Contractor to provide adequate administrative and supervisory functions.
- 4) Failure of Contractor to provide an adequate number of personnel more than three times within thirty days at any City facility.
- 5) Submission of inaccurate or falsified invoices, incident reports or time sheets by Contractor.
- 6) Involvement in a fraudulent or illegal act against the City by an employee of the Contractor, whether or not he or she is considered "on duty" by the Contractor.
- 7) Failure of Contractor to maintain the required insurance policies in full force and effect.
- 8) Failure of Contractor to maintain the required performance bond in full force and effect.
- 9) Failure of Contractor to remove a particular employee from performing on the contract, at the City's request.
- 10) Failure of Contractor to fulfill any other obligation contained in the contract award.
- 11) Failure of Contractor to maintain licenses and permits as required any by governmental entities.

b. Failure of City to terminate the contract for any of the reasons stated above, or to insist upon strict performance of any of terms of the contract, shall not constitute a waiver of any part of the contract. The contract shall be and remain in full force and effect until City calls a formal default and demands remedy.

c. Remedies in Case of Default: Shall City determines a contractor to be in default of the contract, the determination shall be final. In such event, City may proceed, but is not limited to, with the following:

- 1) Instruct Contractor to immediately correct the deficiency causing the default.
- 2) Demand a Service Guarantee Credit.
- 3) Terminate the contract.

CITY SCHEDULE OF POSTS AND HOURS		
Summary Listing		
Post		Estimated
Item No.	Post Location	Weekly Hours
1	City Cemetery	60.00
2	City Hall	218.00
3	Historic City Hall	47.50
4	Convention Center	168.00
5	Crocker Art Museum	552.00
6	Marina	28.00
7	Meadowview City Service Center	168.00
8	Old Sac Garage	69.00
9	Tower Bridge Garage	69.00
10	Memorial Garage	42.00
11	Capital Garage	53.00
12	City Hall Garage	75.00
13	Mobile Patrol	165.50
14	24th Street Corporation Yard	220.50
15	20 A Street Landfill	168.00
16	Fairbairn Water Treatment Plant	Varies 40.00
17	North Area Corporation Yard	168.00
18	Sacramento River Treatment Plant	7.00
19	DOU Mobile Patrol	70.00
20	Fairbairn Water Treatment Plant	63.00
21	Sacramento River Treatment Plant	63.00
22	Non-Standard Hours - Various Locations	Varies
	Ranges from 80.00-196.00	
TOTAL Estimated Hours per week.....		2,594.50

Note: The above listing constitutes an estimate of current service needs and is a combination of hours of various personnel classifications. The total number of hours is subject to addition, increase, decrease, or deletion at each location and in total. Some sites may from time to time require additional hours on an "as needed" basis. The City and/or affiliated organizations are under no obligation to guarantee a minimum number of hours at any site, or in total, and expressly reserve the right to change hours and to add or delete sites and hours as necessary.

POST ORDERS (DUTIES) AND OPERATING PROCEDURES:

Prior to staffing an account, Contractor shall provide the following at no additional expense to the City.

- 1) Meet with the facility site supervisor and review current security guard post orders (duties) and operating procedures;
- 2) Amend current post orders and operating procedures, as necessary, to the mutual agreement of both parties, in writing;
- 3) Hold an orientation/training meeting with assigned personnel, at which time they shall be given a written copy; and,
- 4) Provide a written copy to the facility site supervisor.

Contractor shall establish a specific set of post orders and operating procedures for each City facility. These post orders and operating procedures shall be completed within twenty-one (21) days following the contract start date. Contractor shall not seek additional monies from City for establishing the post orders and operating procedures. Note: When a City facility utilizes on-site police officers, the established post orders and operating procedures are subject to the approval of the Police Department.

REVIEW OF POST ORDERS, PROCEDURES & PERFORMANCE:

Contractor shall review the security guard post orders, operating procedures, and performance of security guards with each facility site supervisor on a quarterly basis (sooner if required by the facility site supervisor). Post orders and operating procedures shall be updated as necessary to ensure an optimum level of service and documentation of post orders and procedures. Any revisions shall also be clearly conveyed to assigned personnel, and they shall each receive a revised written copy. The facility site supervisor shall also receive a revised written copy.

6. Proposal Requirements

Submit Proposals Electronically Attention To: Attention: Katherine Robbins
via the City's online bid portal PlanetBids.

Complete and submit by: June 26, 2015 3:00PM

Each proposal that is submitted for consideration shall include, at a minimum, the RFP transaction number, project name, company name, and the information as called for in the section below. To be considered your proposal(s) shall be responsive to all of the items set forth below:

- Submit fee schedule(s), and hourly rates within your proposal using the rate sheet(s) provided.
- Submit fee schedule(s), and hourly rates in a separate sealed envelope.
- Submit fee schedule(s), electronically via the provided fee schedule sheet.

GENERAL: Respond to all information requested in this RFP. Use additional sheets as necessary. Brochures and advertisements will not be accepted as a substitute for these requirements. A qualifying proposal must address all items. Incomplete proposals may be rejected.

PROPOSAL CONTENT: Proposals shall be organized and submitted in the format prescribed below in order to facilitate the comparison of proposals. Additionally, please number your replies to correspond with the questions. For example, if you are replying to 1.f., write 1.f. next to that reply, etc.

1. Company Profile:

- a. Founding date (month and year)
- b. Company size – staff and client base (i.e., local, regional, statewide, etc.)
- c. Types of Services provided
- d. Organizational chart – Submit a copy of your company's organizational chart(s) – corporate and local levels as applicable. Local organizational chart shall include names of managers.
- e. Licenses and permits – Submit a copy of all applicable licenses and permits (business and private patrol operator licenses, etc.) for your company's operation in the Sacramento area.
- f. Location of the office from which the work will be provided and the staff allocation at that office
- g. Identify the key individuals who will be managing the work. Include their names, titles, qualification, experience, and current responsibilities. Identify the account manager; include his or her e-mail address, telephone and cellular numbers.
- h. Identify all available equipment, programs and systems to perform the work, i.e., 24-hour Communications Center, Tour Confirmation System (TOCO) or GPS Tracking System to monitor security rounds, cellular phones with 2-way radios, License Plate Recognition (LPR) Software, etc.
- i. How many employees does your company currently have?
Number of full-time employees: _____
Number of part-time employees: _____
Number of on-call employees: _____
- j. List your company's professional affiliations and accreditations.

2. References: Please list three or more clients for whom you have provided similar work. For each of these references, include the organization name, address, the contact person's name, telephone number and e-mail address, and the time you completed the work.

3. Background Check: Describe in detail the extent of your company's background check on new employees. Who performs the criminal background check, what kind of background check (e.g., fingerprint), and how long does it normally take? For patrol services, does your company also check into the employee's DMV driving record? If yes, please explain the process.

4. Work Plan and Schedule:

a. Outline a proposed work plan, schedule, and methodology to accomplish the work – hypothetically for now. Be sure to address whether or not your company is willing to utilize incumbent staff.

b. Describe how the interaction between your company and the City will take place to ensure that the work is performed satisfactorily.

c. Describe your company's training program for new employees. How long is the initial program training (hours/days/weeks)? Is in-the-field training provided?

d. Describe your company's approach to resolving problems that may be encountered on the job.

5. Uniforms and Vehicles:

a. How many sets of uniform will each employee receive? Will hats, winter jackets, raingear, and safety boots be included? Will uniforms be cleaned for employees? Please include a picture of your company's security guard uniform with your proposal.

b. How many vehicles does your company currently have in its fleet to provide patrol services? Are the vehicles specially equipped? Is the company's name and "security service" identified on the vehicles? Please include a picture of a company vehicle with your proposal.

6. Employment Practices:

a. Provide a summary of your company's employment policy and/or information about being an equal opportunity employer.

b. Discuss your company's employee benefits and recognition programs. Be sure to address medical, dental, vision, vacation, holidays, pension, and recognition.

c. Will assigned employees, full-time and part-time receive Company benefits (health and welfare, vacation, holidays, pension, etc.)?

d. Can employees with Company health benefits acquire dependent health care for household family members under the Company's Health Plan?

e. Discuss your company's security guard training programs and frequency of training. Be sure to address how your company selects and trains security guards. Include with your submittal a copy of your company's policy and procedures regarding any follow-up training. Is the training free to employees?

f. Discuss your company's occupational safety and health training programs and frequency of training.

g. List any other training that your company provides that is not listed in the training categories of this RFP.

h. Discuss your company's drug testing program, and frequency of drug testing.

i. Submit information regarding your company's appearance and grooming standards, such as: the hair of both male and female employees must not extend below the top edge of the collar; tattoos should not be visible or covered; etc.

7. Identify the Project Team: Identify the personnel that will be assigned to the project, their credentials and their experience with similar projects. Include biographies of the leading team members.

*** Complete all attachments, signature page, LBE, pricing sheet and questionnaire (Attachments 1-4)

7. Evaluation Criteria

The City will validate and evaluate all proposals received. All requirements identified in this RFP must be satisfied in order to ensure that a proposal will qualify for consideration.

A point system will be used in evaluating the proposals. Departments will need to weigh in what factors are most important to the success of the project to achieve the desired outcome. pricing may not be the most important factor in all projects.

Evaluation categories and points will be as follows:

Proposal Evaluation Criteria	Points
Qualifications: Experience of Firm, Reliability, Dependability, 24-Hour Dispatch Center, Demonstration of Financial Stability, Responsiveness of Assigned Project Manager.	40
References: Quality of Services, Promptness of Service, Integrity Commitment and Expertise of the Contractor, Reliability and Responsiveness to Needs of the Customer.	30
Capacity/Capability: Staff Experience, Quality of Equipment, Uniforms, Firm's Ability to Staff 22 City Sites, Number of Staff/Guards/Project Manager Assigned to Project.	25
Employment Practices: Training & Ongoing Training, Policies, Insurance, Benefits, Employee Recognition, Accreditations.	10
Competitive Price: 5 point increments, proposal with lowest total cost will receive 25 points, next lowest 20, next lowest 15, etc.	25
Quality of Response: Adherence to RFP Specifications & Criteria.	10
RFP Response: Completeness of Answers to RFP Questionnaire Requirements.	10
	150
Total :	

Any Mandatory Requirements: (Pass/Fail) Proposals will be examined as to whether or not proposers responded in accordance with the following requirements:

1. Proper completion and submittal of required proposal documents.
2. Possesses a valid Private Patrol Operator license from the State of California, Bureau of Security and Investigation Services (BSIS).
3. Possesses a valid Private Patrol permit from the City of Sacramento Police Department.
4. A Dedicated 24-Hour Dispatch Communication Center (Must be a Physical Location).
5. Five years of experience Delivering Security Services. Proposers who do not respond in accordance with any of the above requirements will be immediately disqualified.

At the completion of the evaluation process, a total point value will be compiled for each proposal. The award recommendation(s), if any, will not necessarily be based on the lowest prices proposed or on the point values assigned.

LBE Proposal Evaluation Participation (See Attachment 2)

Rejection of Proposals:

The City of Sacramento reserves the right to reject any and all proposals received in response to this request, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the City. The City of Sacramento may at its discretion determine not to award a contract solely on the basis of this request for proposals and will not pay for the information solicited or obtained.

It is recognized that each Proposer may have developed unique and typical methods of service delivery. It is not the City's intention to disqualify a Proposer due to variations in service delivery that do not adversely affect quality and performance. Any proposal offering services equivalent to or of better quality and performance than that requested, which provides the necessary service, will receive full consideration for award.

Withdrawal of Proposals:

Unauthorized conditions, limitations, or provisions attached to a proposal may be cause for its rejection. No oral, telegraphic or telephonic proposals or modifications will be considered. The proposal may be withdrawn upon request by the Proposer without prejudice to the Proposer prior to, but not after the time fixed for opening of proposals, provided that the request for withdrawal is in writing, has been executed by the Proposer or the proposal's duly authorized representative, and has been filed with the City.

Contract Negotiations

Contract negotiations may be undertaken simultaneously during the evaluation of proposals with the finalist(s) as determined by the City. The City will not accept any changes to the standard non professional services agreement.

8. Acceptance of Proposal

The contents of the proposal of the successful Proposer will become contractual obligations to be contained in a formal written agreement. Failure of successful Proposer to accept these obligations in a formal agreement may result in cancellation of the award.

Addenda and Supplements to RFP

If it becomes necessary to revise any part of the RFP, an addendum to the RFP will be provided to all known prospective proposers via the City of Sacramento's online bid portal PlanetBids.

<http://www.planetbids.com/portal/portal.cfm?CompanyID=15300>

It is the responsibility of the proposer to verify addenda and supplements up to the RFP submission date and time.

Contractor Responsibilities

The Contractor must commit a professional staff and an experienced Project Manager who will be responsible for coordinating the services with the City. Service shall be the best of its respective kind. All professionals shall be skilled, knowledgeable, and successfully experienced in all aspects of providing the required services.

Licenses

The Contractor shall be required to obtain any necessary licenses and shall comply with all Federal, State and local laws, codes and ordinances without cost to the City.

Non-Waiver of Defaults

Any failure by the City to enforce or require the strict keeping and performance of any of the terms and conditions of the contract, shall not constitute a waiver of such terms and conditions, nor shall it affect or impair the right of the City to avail itself of such remedies as it may have for any breach of the terms and conditions.

Business Operations Tax Certificate

Chapter 3.08 of the Sacramento City Code requires that anyone conducting business in the City of Sacramento obtain a Business Operations Tax Certificate and pay the applicable tax if necessary. The successful Proposer, and any subcontractors, will be required to show compliance with this requirement prior to award of the contract.

Information about the Business Operations Tax Certificate may be obtained the City of Sacramento, Revenue Division, 915 I Street, New City Hall First Floor, Sacramento, CA 95814, or by telephone at (916) 808-8500.

Contractual Obligations

The standard City of Sacramento Non-Professional Services Agreement includes, but is not limited to, the requirements shown in the contract. Proposer should review the contract and indicate in the proposal the extent to which Proposer can and is willing to comply with each and every provision of the attached contract. This Request for Proposal together with Proposal's response shall be incorporated into the final contract.

Non-Professional Services Agreement

The proposer(s) recommended for this award will be required to sign the Non-Professional Services Agreement. The Agreement can be found at the following URL:

<http://portal.cityofsacramento.org/Finance/Procurement/standard-agreements> Proposers are responsible for reading and understanding the Non-Professional Services Agreement's requirements, terms and conditions prior to submitting their bids.

9. General Information:

Proposals may be withdrawn or modified before the due date of submission for proposals by delivering a written and signed request by the due date. A request for modification of the proposal after the due date will not be considered, including a representation that the proposer was not fully informed regarding any information pertinent to the proposal or the offer. The City shall not be responsible for or bound by any oral instructions, interpretations or information provided by the City or its employees other than the RFP contact.

The City reserves the right to reject any or all proposals submitted, correct any technical errors in the RFP process, waive any irregularities in any proposal, negotiate with any of the proposers, accept other than the lowest fee offer, or enter into a subsequent agreement with another proposer if the originally selected proposer fails to execute its agreement with the City.

Any agreement shall not be binding unless it is executed by authorized representatives of the City and the selected proposer. Proposing firms are solely responsible for any expenses incurred in preparing their proposals in response to this RFP.

Proposals should be prepared simply and economically, providing straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this RFP. The emphasis should be on completeness and clarity of content. To expedite proposal evaluations, it is essential that specifications and instructions contained in the proposal instructions are followed as outlined.

Proposals received are public records that will be disclosed upon request. All material submitted that has not been clearly designated in the proposal itself as proprietary information becomes the property of the City. Proposals submitted become the property of the City and may be reviewed and evaluated by any persons at the discretion of the City.

Responses to this RFP become the exclusive property of the City. At such time as City staff recommends a Proposer to the City Council, all proposals received in response to this RFP become a matter of public record and shall be regarded as public records and will be disclosed upon receipt of a request for public disclosure pursuant to the California Public Records Act; provided, however, that if any information or elements of the proposal is set apart and clearly marked as "Trade Secret" or "Proprietary" when it is provided to the City, the City will give notice to the Proposer of the request for disclosure to allow the Proposer to seek judicial protection from disclosure.

Failure by the Proposer to take timely steps to seek judicial protection from disclosure shall constitute a complete waiver by the Proposer of any rights regarding the information designated as "Trade Secret" or "Proprietary" and such information may be disclosed by the City pursuant to applicable procedures under the California Public Records Act. Under no circumstances will City have any obligations to seek judicial protection from disclosure for any proposals or other materials submitted in response to this RFP.

City has no liability for any disclosure, unless such disclosure is made in violation of a court order obtained by a Proposer or pertains to materials marked as "Trade Secret" or "Proprietary" for which the City failed to give the above notice.

Any/all respondents responding to this RFP do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting responses, for providing additional information when requested by the City or for participating in any selection demonstrations or interviews, including pre-contract negotiations and contract negotiations.

The City reserves the right to decide that one proposer is more responsive than the others and to select that proposal based on review of the proposal only.

The City reserves the right to reject individual firm members, firms, and subcontractors and request substitution without indicating any reason.

A proposal is late if received at any time after the required submittal date and time. A proposal received after the specified time will not be considered and will be returned to the proposer.

If you have any questions regarding form and content of your proposal per this RFP, please send your questions via the City's online bid portal :

<http://www.planetbids.com/portal/portal.cfm?CompanyID=15300>

RFP submittals missing acknowledgement of any addendum or information requested in this RFP shall be considered non-responsive and the firm will be eliminated from evaluation.

ATTACHMENT 1

SUBMITTAL SIGNATURE

All FIRMS must complete and sign this section. Failure to complete and sign this section may result in rejection of the submittal.

Name of Firm: _____

Business Address: _____
(Street) (City) (State) (Zip Code)

Telephone: _____ **Fax:** _____

Type of Business:

- Corporation
- Partnership
- Individual doing business under own name
- Individual doing business using a firm name
- Joint Venture (Attach Joint Venture Agreement)

Federal Tax I.D. Number: _____

City of Sacramento Business Operations Tax Number: _____

*Mandatory only if recommended for contract award.

Signature: _____ **Date Signed:** _____

Name & Title: _____

Note: All information submitted in or in connection with this proposal is submitted under penalty of perjury. The City shall have the right to terminate at any time any contract awarded pursuant to a submittal that contains false information.

Attachment 5: Specifications for Mobile License Plate Recognition (LPR)

Contractor's vehicles must be equipped with a mobile License Plate Recognition (LPR) system. This system shall be compatible with the Genetec AutoVu system currently utilized by the City of Sacramento, operating in 11 vehicles under control of the Parking Services Division. "Compatible" means Contractor's system shall:

- a. be managed and configured by the City's AutoVu Security Center,
- b. receive updates to various hotlists managed by Parking Services Division, and
- c. send updates on "hits" to City's AutoVu Security Center.

While Contractor's mobile LPR system must be compatible with City's system, Contractor's personnel will not perform parking enforcement activities. However, Contractor's personnel will notify designated City contacts of "hits" based on the hotlists that City has programmed into Contractor's system.

Specific requirements for the mobile LPR system follow.

A. In-car imaging requirements.

1. Camera

- a. The camera unit shall have monochrome progressive scan LPR cameras with a resolution of 1024X946(XGA) @ 30fps.
- b. The camera unit shall have options to be equipped with a 12mm, 16mm, or 25mm lens.
- c. The camera unit shall have an operating temperature range from -4°F to 140°F (-20°C to 60°C), with an extended temperature option ranging from -40°F to 140°F (-40°C to 60°C).
- d. The camera unit shall have a storage temperature range of -40°F to 185°F (-40°C to 85°C).
- e. The camera unit shall support vibration according to standard MIL-STD 810G 514.6 (Figure 514.6 C-1).
- f. The camera unit shall resist bumps according to standard IEC 60068-2-29 (Directions: $\pm X$, $\pm Y$, $\pm Z$).
- g. The camera unit shall resist shock according to standard MIL-STD 810G 516.6.
- h. The camera unit shall be sealed according to standard IP67 IEC 60529.
- i. The camera unit shall have a snow, rain, and sun visor.
- j. The camera unit shall have an integrated pulsed LED illuminator available in 850nm, 740nm and 590nm wavelengths.
- k. The camera shall have dynamic exposure allowing all-weather reading of dirty or obstructed plates. The camera shall read at skew angles up to 45 degrees.
- l. The camera status LED shall have the capability of being disabled for covert operations.

2. Image Processing.

- a. The central processing unit shall have support for international license plate reading
- b. The central processing unit shall support up to 2 XGA LPR at 30FPS camera unit inputs
- c. The central processing unit shall have an operating temperature range from -40°F to 150°F (-40°C to 65°C).
- d. The central processing unit shall have a storage temperature range of -40°F to 185°F (-40°C to 85°C).

B. In-car processing requirements

1. The system shall be able to capture vehicles up to differential speeds of 200MPH (320 km/h) to 220mph (355 km/h).
2. The in-vehicle system shall be running at all times when operating within the limits of the City of Sacramento.
3. The in-vehicle software shall be able to run in automatic mode without any user intervention.
4. The in-vehicle software shall support up to 4 channels of LPR and process license plate reads from all channels, or one channel at a time (user selectable).
5. The in-vehicle software shall wirelessly download all settings configured centrally from the City of Sacramento, Parking Services Division, BackOffice (BO).
6. The in-vehicle software shall download all software updates configured centrally from the BackOffice (BO) wirelessly.
7. The interface shall provide a live feed of the LPR cameras units (for both the LPR and context camera) to use for calibration, as well as a manual override on the LPR camera exposure settings (default mode is set to automatic).
8. The interface shall provide a form for manually capturing a license plate outside the field of view of the LPR cameras.
9. The interface shall display for every license plate read the license plate sub image, context image of the vehicle, license plate number, GPS location, and timestamp.
10. The interface shall have image magnification controls for the vehicle context image with scrollbars to navigate thru the image.
11. The interface shall display the current date and time in real-time.
12. The in-vehicle software shall support BeNomad maps.
13. The interface shall be able to toggle to a map view to view the license plate reads plotted on a Map. The map shall have dynamic zoom and pan controls.
14. The interface shall display the current address and block information (if available on map) in real-time.
15. The in-vehicle software shall support multiple hotlists (blacklists) matching with lists up to 14 million entries long.
16. The interface shall have an indicator to show the real-time status of the hotlist and permit lists (loading in progress, loading complete, error).
17. The in-vehicle software shall have configurable matcher settings applicable to hotlist matching and permit enforcement (OCR equivalents, etc.).

18. The interface shall display hotlist hits with a custom color and sound.
19. The system shall dynamically update the hotlists and contents of the hotlist from the back office during operation via wireless.
20. The in-vehicle software shall support incremental hotlist updates.
21. The interface shall allow editing a license plate read that was incorrectly read (in the event of a hit).
22. The interface shall allow the user to accept/reject a hit. An acceptance or rejection shall present a form to select from custom reasons. System may also prompt the operator to input notes relating to a hit accept.
23. The interface shall have a visual indicator which specifies from which channel the license plate read originated.
24. The interface shall have a visual indicator of pending alarms.
25. The interface shall have an interface to select the zone of enforcement, which could be any geographical zone.
26. The in-vehicle software shall provide the option to circle the license plate in the context image.
27. The interface shall have a diagnostic page to display the real time health of the system.
28. The interface shall have a way to manually toggle license reading on/off.
29. The interface shall have a page to review reads and "hits," through which the user may scroll or search.
30. The interface shall have a form to enter additional vehicles dynamically into a hotlist, which can have a user-selectable expiry date. Operator can also select attributes from pre-populated forms to describe the entry, as well as enter up to 200 characters of text.
31. The in-vehicle software shall transfer read/hit data in real-time to the BackOffice wirelessly.
32. The in-vehicle software shall offload the read/hit data at the end of the shift to the BackOffice wirelessly.
33. For wireless offload, the in-vehicle application must be able to support 256 bit Rijndael encryption of the offloaded data.
34. The in-vehicle software read/hit wireless transmission shall support buffering to a queue should the connection temporarily be lost.
35. The on-board LPR software shall analyze each frame without requiring external input/output triggering to read the license plate in the camera's Field of View (FOV).

36. The on-board LPR software shall be able to detect and read license plates with embossed characters, flat characters, and any kind of paint/background.
37. The on-board LPR software shall be able to detect and read license plates with a maximum angle of 45° in front and 70° in depth.
38. The on-board LPR software shall contain an OCR equivalent optimization system to improve discrimination between the similar characters for the license plates found in the City of Sacramento
39. The on-board LPR software shall be able to detect and read several types of license plates such as vehicle license plate with one line, two lines, different alphabets on same plate, etc.
40. The on-board LPR software shall be a font independent system. Consequently if license plates contain several font types or new fonts are used in the area, the system shall handle a license plate with these new fonts.
41. When in-vehicle mapping is enabled, user shall be able to navigate in the map view, zoom in and zoom out of the map view.
42. The in-vehicle application shall support the capability to manually capture a still image with the overview camera.
43. The in-vehicle application shall support the capability to automatically capture a vehicle context image with a manually entered license plate read.
44. The in-vehicle application shall support live feed of the context camera such that a user can maneuver the vehicle to optimize the context image before a manual capture.
45. When reviewing reads and hits, a user shall be able to search for a full or partial license plate in the database, with OCR equivalents and fuzzy matching, to determine if a particular license plate has been captured in the system.
46. The in-vehicle application shall be configurable for read privacy control (With read privacy control, a stored read does not include a license plate image cut out, a context image or a license plate interpretation. A stored hit will include a license plate image cut out, a context image and a license plate interpretation irrespective of the configuration of read privacy control.)
47. In order to safeguard the chain of custody, the in-vehicle application shall support data watermarking, which electronically marks every read and hit. If this information were to be modified in any way, the corresponding watermark would not match the data and this would be displayed in the Back-Office application for review.
48. The in-vehicle application shall be able to display statistics on the stored reads and hits including, but not limited to, count per camera and count per hit type.
49. The application shall be responsive in comparing a captured license plate against multiple and voluminous databases with less than a 2 second response to a query of a database containing up to 14,000,000 entries.

50. Upon receiving a hotlist hit, the in-vehicle application will display the following information:

- a. Image cut out of the license plate.
- b. Color context image of the vehicle.
- c. License plate interpretation.
- d. Camera identification.
- e. Date and timestamp.
- f. GPS coordinates or, as an option, street address and map view of the location of the hit.
- g. Hotlist attributes including name, priority and color.
- h. Multiple hit indicator i.e. has this read license plate been matched against more than one hotlist entry.
- i. Other fields on the hotlist such as plate state or category, VIN, etc.

51. Any hits which have not been acknowledged by the user shall be displayed as unresolved hits in the interface until they are acknowledged or resolved. The system must continue to process license plate data in the background and all captured data must be stored.

52. The system shall alert the user of subsequent hits while reviewing hits.

53. The system shall be configurable to limit the number of hits against each hotlist category.

54. Upon notification of a hit, if the user determines the license plate from the hotlist does not correspond to the actual license plate cut out image, the user shall be able to edit the license plate interpretation. The original hit is automatically rejected and the edited license plate is automatically checked against the hotlist database.

C. Interfacing requirements.

1. The System must be compatible with the current BackOffice application used by the City of Sacramento, the Genetec Security Center, version 5.2. An authorized City of Sacramento supervisor or manager shall be able to do the following functions:

- a. Configuration of embedded LPR systems.
- b. Live event monitoring from the vehicle.
- c. Reporting on any of the LPR vehicles.
- d. Dynamic graphical map viewing.

2. The new LPR equipment must communicate directly with Security Center without any "middleware" to download the encrypted hotlists already existing in the Security Center software.

3. The reads and hits must be sent in real time to the Security Center software and stored in the Security Center databases.

4. Contractor's LPR vehicles must appear in Security Center as individual and separate vehicles. Grouping all reads/hits under a single vehicle entity in Security Center will not be an option.

If either line is checked above, this Agreement is subject to the provisions of Sacramento City Code section 3.60.180 which requires, among other things, that CONTRACTOR pay not less than the prevailing rate of wages, as determined by the Director of the California Department of Industrial Relations pursuant to California Labor Code section 1773. If payment of the prevailing rate of wages is required, CONTRACTOR and every lower-tier subcontractor shall submit certified payrolls and labor compliance documentation electronically when and as required by CITY. CONTRACTOR is responsible for compliance with Sacramento City Code section 3.60.180, and shall include these requirements in every subcontract or subagreement. This Agreement is subject to compliance monitoring and enforcement by the California Department of Industrial Relations, as specified in California Labor Code section 1771.4.

EXHIBIT B

NONPROFESSIONAL SERVICES AGREEMENT

FEE SCHEDULE/MANNER OF PAYMENT

1. **CONTRACTOR's Compensation.** The total of all fees paid to the CONTRACTOR for the performance of all services set forth in Exhibit A, including normal revisions (hereafter the "Services"), and for all authorized Reimbursable Expenses, shall not exceed the total sum of \$ 16,289,116.00.

2. **Billable Rates.**
CONTRACTOR shall be paid for the performance of Services on an hourly rate, as set forth in Attachment 1 to Exhibit B, attached hereto and incorporated herein.

3. **CONTRACTOR's Reimbursable Expenses.** Reimbursable Expenses shall be limited to actual expenditures of CONTRACTOR for expenses that are necessary for the proper completion of the Services and shall only be payable if specifically authorized in advance by CITY.

4. **Payments to CONTRACTOR.**
 - A. Payments to CONTRACTOR shall be made within a reasonable time after receipt of CONTRACTOR's invoice, said payments to be made in proportion to services performed or as otherwise specified in Attachment 1 to Exhibit B. CONTRACTOR may request payment on a monthly basis. CONTRACTOR shall be responsible for the cost of supplying all documentation necessary to verify the monthly billings to the satisfaction of CITY.

 - B. All invoices submitted by CONTRACTOR shall contain the following information:
 - (1) Job Name
 - (2) Description of services billed under this invoice, and overall status of project
 - (3) Date of Invoice Issuance
 - (4) Sequential Invoice Number
 - (5) CITY's Purchase Order Number
 - (6) Total Contract Amount
 - (7) Amount of this Invoice (Itemize all Reimbursable Expenses)
 - (8) Total Billed to Date
 - (9) Total Remaining on Contract
 - (10) Updated project schedule. This shall identify those steps that shall be taken to bring the project back on schedule if it is behind schedule.

 - C. Items shall be separated into Services and Reimbursable Expenses. Billings that do not conform to the format outlined above shall be returned to CONTRACTOR for correction. CITY shall not be responsible for delays in payment to CONTRACTOR resulting from CONTRACTOR's failure to comply with the invoice format described above.

ATTACHMENT 4

PRICING SCHEDULE

Contract period: 1 year contract with a potential for 4 one-year renewal periods

<u>Item</u>	<u>Est. Annual Hours</u>	<u>Description/Title</u>	<u>Hourly Rate</u>	<u>Extended Rate</u>
1.	116,500	Security Guard I	\$20.11	\$2,342,815.00
2.	12,996	Security Guard II	\$20.42	\$265,378.32
3.	8,600	Sergeant	\$20.73	\$178,278.00
4.	4,940	Lieutenant	\$21.06	\$104,036.80
5.	6160	Additional Services (estimated)	\$20.11	\$123,877.60
6.	4200	Mobile Patrol with cost of vehicle included in rate (estimated)	\$26.06	\$109,452.00
			Total	\$ 3,123,837.70

Second Year Increase Rate 2.1% (Not to exceed 3%)
 Third Year Increase Rate 2.1% (Not to exceed 3%)
 Forth Year Increase Rate 2.1% (Not to exceed 3%)
 Fifth Year Increase Rate 2.1% (Not to exceed 3%)

Contractor Commitment to Provide License Plate Recognition (LPR) System in all Mobile Patrol Vehicles within 60 days of Contract Award. Yes X No

Agreed to by: Jon Timberlake  Date: 6/23/15

TOUR CONFIRMATION SYSTEM

Identify the type of Tour system to be installed under this contract.

Please refer to section 1h of our proposal. We are currently using Patrol Live to service the City of Sacramento locations. This GPS based tour system provides excellent reporting and Guard tour features.

Patrol Live
 Make & Model of Tour System

There are approximately fourteen (14) City facilities requiring Tour rounds and less than 100 site checks. The billing rate per hour shall include all necessary labor, supervision, training, uniforms, accessories, equipment, materials, incidentals, fees, taxes as well as employer payments, overhead, profit, etc. to perform the services specified herein.

D. Requests for payment shall be sent to:

*Finance Department, Procurement
915 I Street, 2nd Floor
Sacramento, Ca 95814*

Attn: Katherine Robbins

5. **Additional Services.** Additional Services are those services related to the scope of services of CONTRACTOR set forth in Exhibit A but not anticipated at the time of execution of this Agreement. Additional Services shall be provided only when a Supplemental Agreement authorizing such Additional Services is approved by CITY in accordance with CITY's Supplemental Agreement procedures. CITY reserves the right to perform any Additional Services with its own staff or to retain other contractors to perform said Additional Services.
6. **Accounting Records of CONTRACTOR.** During performance of this Agreement and for a period of three (3) years after completing all Services and Additional Services hereunder, CONTRACTOR shall maintain all accounting and financial records related to this Agreement, including, but not limited to, records of CONTRACTOR's costs for all Services and Additional Services performed under this Agreement and records of CONTRACTOR's Reimbursable Expenses, in accordance with generally accepted accounting practices, and shall keep and make such records available for inspection and audit by representatives of the CITY upon reasonable written notice.
7. **Taxes.** CONTRACTOR shall pay, when and as due, any and all taxes incurred as a result of CONTRACTOR's compensation hereunder, including estimated taxes, and shall provide CITY with proof of such payment upon request. CONTRACTOR hereby agrees to indemnify CITY for any claims, losses, costs, fees, liabilities, damages or injuries suffered by CITY arising out of CONTRACTOR's breach of this Section 7.

EXHIBIT C

NONPROFESSIONAL SERVICES AGREEMENT

FACILITIES AND EQUIPMENT TO BE PROVIDED BY CITY

CITY shall [*check one*]

Not furnish any facilities or equipment for this Agreement;

or

Furnish the following facilities or equipment for the Agreement [*list, if applicable*]:

Guard Stations, desk and chair, land line phone, computer as warranted by location site managers.

EXHIBIT D
NONPROFESSIONAL SERVICES AGREEMENT

GENERAL PROVISIONS

1. Independent Contractor.

- A. It is understood and agreed that CONTRACTOR (including CONTRACTOR's employees) is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever. Neither CONTRACTOR nor CONTRACTOR's assigned personnel shall be entitled to any benefits payable to employees of CITY. CITY is not required to make any deductions or withholdings from the compensation payable to CONTRACTOR under the provisions of this Agreement, and CONTRACTOR shall be issued a Form 1099 for its services hereunder. As an independent contractor, CONTRACTOR hereby agrees to indemnify and hold CITY harmless from any and all claims that may be made against CITY based upon any contention by any of CONTRACTOR's employees or by any third party, including but not limited to any state or federal agency, that an employer-employee relationship or a substitute therefor exists for any purpose whatsoever by reason of this Agreement or by reason of the nature and/or performance of any Services under this Agreement. (As used in this Exhibit D, the term "Services" shall include both Services and Additional Services as such terms are defined elsewhere in this Agreement.)
- B. It is further understood and agreed by the parties hereto that CONTRACTOR, in the performance of its obligations hereunder, is subject to the control and direction of CITY as to the designation of tasks to be performed and the results to be accomplished under this Agreement, but not as to the means, methods, or sequence used by CONTRACTOR for accomplishing such results. To the extent that CONTRACTOR obtains permission to, and does, use CITY facilities, space, equipment or support services in the performance of this Agreement, this use shall be at the CONTRACTOR's sole discretion based on the CONTRACTOR's determination that such use will promote CONTRACTOR's efficiency and effectiveness. Except as may be specifically provided elsewhere in this Agreement, the CITY does not require that CONTRACTOR use CITY facilities, equipment or support services or work in CITY locations in the performance of this Agreement.
- C. If, in the performance of this Agreement, any third persons are employed by CONTRACTOR, such persons shall be entirely and exclusively under the direction, supervision, and control of CONTRACTOR. Except as may be specifically provided elsewhere in this Agreement, all terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging, or any other terms of employment or requirements of law, shall be determined by CONTRACTOR. It is further understood and agreed that CONTRACTOR shall issue W-2 or 1099 Forms for income and employment tax purposes, for all of CONTRACTOR's assigned personnel and subcontractors.
- D. The provisions of this Section 1 shall survive any expiration or termination of this Agreement. Nothing in this Agreement shall be construed to create an exclusive relationship between CITY and CONTRACTOR. CONTRACTOR may represent, perform services for, or be employed by such additional persons or companies as CONTRACTOR

sees fit provided that CONTRACTOR does not violate the provisions of Section 5, below.

2. **Licenses; Permits, Etc.** CONTRACTOR represents and warrants that CONTRACTOR has all licenses, permits, City Business Operations Tax Certificate, qualifications, and approvals of whatsoever nature that are legally required for CONTRACTOR to practice its profession or provide any services under the Agreement. CONTRACTOR represents and warrants that CONTRACTOR shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, and approvals that are legally required for CONTRACTOR to practice its profession or provide such Services. Without limiting the generality of the foregoing, if CONTRACTOR is an out-of-state corporation, CONTRACTOR warrants and represents that it possesses a valid certificate of qualification to transact business in the State of California issued by the California Secretary of State pursuant to Section 2105 of the California Corporations Code.
3. **Time.** CONTRACTOR shall devote such time and effort to the performance of Services pursuant to this Agreement as is necessary for the satisfactory and timely performance of CONTRACTOR's obligations under this Agreement. Neither party shall be considered in default of this Agreement, to the extent that party's performance is prevented or delayed by any cause, present or future, that is beyond the reasonable control of that party.
4. **CONTRACTOR Not Agent.** Except as CITY may specify in writing, CONTRACTOR and CONTRACTOR's personnel shall have no authority, express or implied, to act on behalf of CITY in any capacity whatsoever as an agent. CONTRACTOR and CONTRACTOR's personnel shall have no authority, express or implied, to bind CITY to any obligations whatsoever.
5. **Conflicts of Interest.** CONTRACTOR covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, that would conflict in any manner with the interests of CITY or that would in any way hinder CONTRACTOR's performance of Services under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor, without the written consent of CITY. CONTRACTOR agrees to avoid conflicts of interest or the appearance of any conflicts of interest with the interests of CITY at all times during the performance of this Agreement. If CONTRACTOR is or employs a former officer or employee of the CITY, CONTRACTOR and any such employee(s) shall comply with the provisions of Sacramento City Code Section 2.16.090 pertaining to appearances before the City Council or any CITY department, board, commission or committee.
6. **Confidentiality of CITY Information.** During performance of this Agreement, CONTRACTOR may gain access to and use CITY information regarding inventions, machinery, products, prices, apparatus, costs, discounts, future plans, business affairs, governmental affairs, processes, trade secrets, technical matters, systems, facilities, customer lists, product design, copyright, data, and other vital information (hereafter collectively referred to as "City Information") that are valuable, special and unique assets of the CITY. CONTRACTOR agrees to protect all City Information and treat it as strictly confidential, and further agrees that CONTRACTOR shall not at any time, either directly or indirectly, divulge, disclose or communicate in any manner any City Information to any third party without the prior written consent of CITY. In addition, CONTRACTOR shall comply with all CITY policies governing the use of the CITY network and technology systems, as set forth in applicable provisions of the City of Sacramento

Administrative Policy Instructions # 30. A violation by CONTRACTOR of this Section 6 shall be a material violation of this Agreement and shall justify legal and/or equitable relief.

7. CONTRACTOR Information.

- A. CITY shall have full ownership and control, including ownership of any copyrights, of all information prepared, produced, or provided by CONTRACTOR pursuant to this Agreement. In this Agreement, the term "information" shall be construed to mean and include: any and all work product, submittals, reports, plans, specifications, and other deliverables consisting of documents, writings, handwritings, typewriting, printing, photostatting, photographing, computer models, and any other computerized data and every other means of recording any form of information, communications, or representation, including letters, works, pictures, drawings, sounds, or symbols, or any combination thereof. CONTRACTOR shall not be responsible for any unauthorized modification or use of such information for other than its intended purpose by CITY.
- B. CONTRACTOR shall fully defend, indemnify and hold harmless CITY, its officers and employees, and each and every one of them, from and against any and all claims, actions, lawsuits or other proceedings alleging that all or any part of the information prepared, produced, or provided by CONTRACTOR pursuant to this Agreement infringes upon any third party's trademark, trade name, copyright, patent or other intellectual property rights. CITY shall make reasonable efforts to notify CONTRACTOR not later than ten (10) days after CITY is served with any such claim, action, lawsuit or other proceeding, provided that CITY's failure to provide such notice within such time period shall not relieve CONTRACTOR of its obligations hereunder, which shall survive any termination or expiration of this Agreement.
- C. All proprietary and other information received from CONTRACTOR by CITY, whether received in connection with CONTRACTOR's proposal to CITY or in connection with any Services performed by CONTRACTOR, will be disclosed upon receipt of a request for disclosure, pursuant to the California Public Records Act; provided, however, that, if any information is set apart and clearly marked "trade secret" when it is provided to CITY, CITY shall give notice to CONTRACTOR of any request for the disclosure of such information. The CONTRACTOR shall then have five (5) days from the date it receives such notice to enter into an agreement with the CITY, satisfactory to the City Attorney, providing for the defense of, and complete indemnification and reimbursement for all costs (including plaintiff's attorney fees) incurred by CITY in any legal action to compel the disclosure of such information under the California Public Records Act. The CONTRACTOR shall have sole responsibility for defense of the actual "trade secret" designation of such information.
- D. The parties understand and agree that any failure by CONTRACTOR to respond to the notice provided by CITY and/or to enter into an agreement with CITY, in accordance with the provisions of subsection C, above, shall constitute a complete waiver by CONTRACTOR of any rights regarding the information designated "trade secret" by CONTRACTOR, and such information shall be disclosed by CITY pursuant to applicable procedures required by the Public Records Act.

8. **Standard of Performance.** CONTRACTOR shall perform all Services required pursuant to this Agreement in the manner and according to the standards currently observed by a competent practitioner of CONTRACTOR's profession in California. All products of whatsoever nature that CONTRACTOR delivers to CITY pursuant to this Agreement shall be prepared in a professional manner and conform to the standards of quality normally observed by a person currently practicing in CONTRACTOR's profession, and shall be provided in accordance with any schedule of performance specified in Exhibit A. CONTRACTOR shall assign only competent personnel to perform Services pursuant to this Agreement. CONTRACTOR shall notify CITY in writing of any changes in CONTRACTOR's staff assigned to perform the Services required under this Agreement, prior to any such performance. In the event that CITY, at any time during the term of this Agreement, desires the removal of any person assigned by CONTRACTOR to perform Services pursuant to this Agreement, because CITY, in its sole discretion, determines that such person is not performing in accordance with the standards required herein, CONTRACTOR shall remove such person immediately upon receiving notice from CITY of the desire of CITY for the removal of such person.

9. **Term; Suspension; Termination.**

- A. This Agreement shall become effective on the date that it is approved by both parties, set forth on the first page of the Agreement, and shall continue in effect until both parties have fully performed their respective obligations under this Agreement, unless sooner terminated as provided herein.
- B. CITY shall have the right at any time to temporarily suspend CONTRACTOR's performance hereunder, in whole or in part, by giving a written notice of suspension to CONTRACTOR. If CITY gives such notice of suspension, CONTRACTOR shall immediately suspend its activities under this Agreement, as specified in such notice.
- C. CITY shall have the right to terminate this Agreement at any time by giving a written notice of termination to CONTRACTOR. If CITY gives such notice of termination, CONTRACTOR shall immediately cease rendering Services pursuant to this Agreement. If CITY terminates this Agreement:
 - (1) CONTRACTOR shall, not later than five days after such notice of termination, deliver to CITY copies of all information prepared pursuant to this Agreement.
 - (2) CITY shall pay CONTRACTOR the reasonable value of Services rendered by CONTRACTOR prior to termination; provided, however, CITY shall not in any manner be liable for lost profits that might have been made by CONTRACTOR had the Agreement not been terminated or had CONTRACTOR completed the Services required by this Agreement. In this regard, CONTRACTOR shall furnish to CITY such financial information as in the judgment of the CITY is necessary for CITY to determine the reasonable value of the Services rendered by CONTRACTOR. The foregoing is cumulative and does not affect any right or remedy that CITY may have in law or equity.

10. Indemnity.

- A. Indemnity: CONTRACTOR shall defend, hold harmless and indemnify CITY, its officers and employees, and each and every one of them, from and against any and all actions, damages, costs, liabilities, claims, demands, losses, judgments, penalties, costs and expenses of every type and description, including, but not limited to, any fees and/or costs reasonably incurred by CITY's staff attorneys or outside attorneys and any fees and expenses incurred in enforcing this provision (hereafter collectively referred to as "Liabilities"), including but not limited to Liabilities arising from personal injury or death, damage to personal, real or intellectual property or the environment, contractual or other economic damages, or regulatory penalties, arising out of or in any way connected with performance of or failure to perform this Agreement by CONTRACTOR, any subcontractor or agent, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, whether or not (i) such Liabilities are caused in part by a party indemnified hereunder or (ii) such Liabilities are litigated, settled or reduced to judgment; provided that the foregoing indemnity does not apply to liability for any damage or expense for death or bodily injury to persons or damage to property to the extent arising from the sole negligence or willful misconduct of CITY, its agents, servants, or independent contractors who are directly responsible to CITY, except when such agents, servants, or independent contractors are under the direct supervision and control of CONTRACTOR.
- B. Insurance Policies; Intellectual Property Claims: The existence or acceptance by CITY of any of the insurance policies or coverages described in this Agreement shall not affect or limit any of CITY's rights under this Section 10, nor shall the limits of such insurance limit the liability of CONTRACTOR hereunder. This Section 10 shall not apply to any intellectual property claims, actions, lawsuits or other proceedings subject to the provisions of Section 7.B., above. The provisions of this Section 10 shall survive any expiration or termination of this Agreement.

11. Insurance Requirements. During the entire term of this Agreement, CONTRACTOR shall maintain the insurance coverage described in this Section 11.

Full compensation for all premiums that CONTRACTOR is required to pay for the insurance coverage described herein shall be included in the compensation specified for the Services provided by CONTRACTOR under this Agreement. No additional compensation will be provided for CONTRACTOR's insurance premiums. Any available insurance proceeds in excess of the specified minimum limits and coverages shall be available to the CITY.

It is understood and agreed by the CONTRACTOR that its liability to the CITY shall not in any way be limited to or affected by the amount of insurance coverage required or carried by the CONTRACTOR in connection with this Agreement.

A. Minimum Scope & Limits of Insurance Coverage

- (1) Commercial General Liability Insurance providing coverage at least as broad as ISO CGL Form 00 01 on an occurrence basis for bodily injury, including death, of one or more persons, property damage, and personal injury, arising out of

activities performed by or on behalf of CONTRACTOR, its sub-consultants, and subcontractors, products and completed operations of CONTRACTOR, its sub-consultants, and subcontractors, and premises owned, leased, or used by CONTRACTOR, its sub-consultants, and subcontractors, with limits of not less than one million dollars (\$1,000,000) per occurrence. The policy shall provide contractual liability and products and completed operations coverage for the term of the policy.

- (2) Automobile Liability Insurance providing coverage at least as broad as ISO Form CA 00 01 for bodily injury, including death, of one or more persons, property damage, and personal injury, with limits of not less than one million dollars (\$1,000,000) per accident. The policy shall provide coverage for owned, non-owned, and/or hired autos as appropriate to the operations of the CONTRACTOR.

No automobile liability insurance shall be required if CONTRACTOR completes the following certification:

“I certify that a motor vehicle will not be used in the performance of any work or services under this agreement.” _____ (CONTRACTOR initials)

- (3) Workers’ Compensation Insurance with statutory limits, and Employers’ Liability Insurance with limits of not less than one million dollars (\$1,000,000). The Workers’ Compensation policy shall include a waiver of subrogation in favor of the CITY. If no work or services will be performed on or at CITY facilities or CITY Property, the CITY Representative may waive this requirement by selecting the option below:

Workers’ Compensation waiver of subrogation in favor of the CITY is not required. _____ (CITY Representative initials)

No Workers’ Compensation insurance shall be required if CONTRACTOR completes the following certification:

“I certify that my business has no employees, and that I do not employ anyone. I am exempt from the legal requirements to provide Workers' Compensation insurance.” _____ (CONTRACTOR initials)

B. Additional Insured Coverage

- (1) Commercial General Liability Insurance: The CITY, its officials, employees, and volunteers shall be covered by policy terms or endorsement as additional insureds as respects general liability arising out of: activities performed by or on behalf of CONTRACTOR, its sub-consultants, and subcontractors; products and completed operations of CONTRACTOR, its sub-consultants, and subcontractors; and premises owned, leased, or used by CONTRACTOR, its sub-consultants, and subcontractors.

- (2) Automobile Liability Insurance: The CITY, its officials, employees, and volunteers shall be covered by policy terms or endorsement as additional insureds as respects auto liability.

C. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

- (1) CONTRACTOR's insurance coverage, including excess insurance, shall be primary insurance as respects CITY, its officials, employees, and volunteers. Any insurance or self-insurance maintained by CITY, its officials, employees, or volunteers shall be in excess of CONTRACTOR's insurance and shall not contribute with it.
- (2) Any failure to comply with reporting provisions of the policies shall not affect coverage provided to CITY, its officials, employees, or volunteers.
- (3) Coverage shall state that CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- (4) CITY will be provided with thirty (30) days written notice of cancellation or material change in the policy language or terms.

D. Acceptability of Insurance

Insurance shall be placed with insurers with a Bests' rating of not less than A:VI. Self-insured retentions, policy terms or other variations that do not comply with the requirements of this Section 11 must be declared to and approved by the CITY in writing prior to execution of this Agreement.

E. Verification of Coverage

- (1) CONTRACTOR shall furnish CITY with certificates and required endorsements evidencing the insurance required. The certificates and endorsements shall be forwarded to the CITY representative named in Exhibit A. Copies of policies shall be delivered to the CITY on demand. Certificates of insurance shall be signed by an authorized representative of the insurance carrier.
- (2) For all insurance policy renewals during the term of this Agreement, CONTRACTOR shall send insurance certificates reflecting the policy renewals directly to:

City of Sacramento

c/o Ebix RCS

Reference #: (This number will be provided by EBIX after Agreement approval.)

PO Box 257

Portland, MI 48875-0257

Insurance certificates also may be faxed to (770) 325-3340, or e-mailed to:
CertsOnly-Portland@ebix.com

- (3) The CITY may withdraw its offer of contract or cancel this Agreement if the certificates of insurance and endorsements required have not been provided prior to execution of this Agreement. The CITY may withhold payments to CONTRACTOR or cancel the Agreement if the insurance is canceled or CONTRACTOR otherwise ceases to be insured as required herein.

F. Subcontractors

CONTRACTOR shall require and verify that all sub-consultants and subcontractors maintain insurance coverage that meets the minimum scope and limits of insurance coverage specified in subsection A, above.

12. Equal Employment Opportunity. During the performance of this Agreement, CONTRACTOR, for itself, its assignees and successors in interest, agrees as follows:

- A. Compliance With Regulations: CONTRACTOR shall comply with the Executive Order 11246 entitled "Equal Opportunity in Federal Employment", as amended by Executive Order 11375 and 12086, and as supplemented in Department of Labor regulations (41 CFR Chapter 60), hereinafter collectively referred to as the "Regulations".
- B. Nondiscrimination: CONTRACTOR, with regards to the work performed by it after award and prior to completion of the work pursuant to this Agreement, shall not discriminate on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation in selection and retention of subcontractors, including procurement of materials and leases of equipment. CONTRACTOR shall not participate either directly or indirectly in discrimination prohibited by the Regulations.
- C. Solicitations for Subcontractors, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiations made by CONTRACTOR for work to be performed under any subcontract, including all procurement of materials or equipment, each potential subcontractor or supplier shall be notified by CONTRACTOR of CONTRACTOR's obligation under this Agreement and the Regulations relative to nondiscrimination on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation.
- D. Information and Reports: CONTRACTOR shall provide all information and reports required by the Regulations, or by any orders or instructions issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the CITY to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of CONTRACTOR is in the exclusive possession of another who fails or refuses to furnish this information, CONTRACTOR shall so certify to the CITY, and shall set forth what efforts it has made to obtain the information.

- E. Sanctions for Noncompliance: In the event of noncompliance by CONTRACTOR with the nondiscrimination provisions of this Agreement, the CITY shall impose such sanctions as it may determine to be appropriate including, but not limited to:
- (1) Withholding of payments to CONTRACTOR under this Agreement until CONTRACTOR complies;
 - (2) Cancellation, termination, or suspension of the Agreement, in whole or in part.
- F. Incorporation of Provisions: CONTRACTOR shall include the provisions of subsections A through E, above, in every subcontract, including procurement of materials and leases of equipment, unless exempted by the Regulations, or by any order or instructions issued pursuant thereto. CONTRACTOR shall take such action with respect to any subcontract or procurement as the CITY may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event CONTRACTOR becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, CONTRACTOR may request CITY to enter such litigation to protect the interests of CITY.

13. **Entire Agreement.** This document, including all Exhibits, contains the entire agreement between the parties and supersedes whatever oral or written understanding they may have had prior to the execution of this Agreement. No alteration to the terms of this Agreement shall be valid unless approved in writing by CONTRACTOR, and by CITY, in accordance with applicable provisions of the Sacramento City Code.
14. **Severability.** If any portion of this Agreement or the application thereof to any person or circumstance shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and shall be enforced to the greatest extent permitted by law.
15. **Waiver.** Neither CITY acceptance of, or payment for, any Service or Additional Service performed by CONTRACTOR, nor any waiver by either party of any default, breach or condition precedent, shall be construed as a waiver of any provision of this Agreement, nor as a waiver of any other default, breach or condition precedent or any other right hereunder.
16. **Enforcement of Agreement.** This Agreement shall be governed, construed and enforced in accordance with the laws of the State of California. Venue of any litigation arising out of or connected with this Agreement shall lie exclusively in the state trial court or Federal District Court located in Sacramento County in the State of California, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such courts, and consent to service of process issued by such courts.
17. **Assignment Prohibited.** The expertise and experience of CONTRACTOR are material considerations for this Agreement. CITY has a strong interest in the qualifications and capability of the persons and entities that will fulfill the obligations imposed on CONTRACTOR under this Agreement. In recognition of this interest, CONTRACTOR shall not assign any right or obligation pursuant to this Agreement without the written consent of the CITY. Any attempted or purported assignment without CITY's written consent shall be void and of no effect.

18. **Binding Effect.** This Agreement shall be binding on the heirs, executors, administrators, successors and assigns of the parties, subject to the provisions of Section 17, above.
19. **Use Tax Requirements.** During the performance of this Agreement, CONTRACTOR, for itself, its assignees and successors in interest, agrees as follows:
 - A. Use Tax Direct Payment Permit: For all leases and purchases of materials, equipment, supplies, or other tangible personal property used to perform the Contract or Agreement and shipped from outside California, the Contractor and any subcontractors leasing or purchasing such materials, equipment, supplies or other tangible personal property shall obtain a Use Tax Direct Payment Permit from the California State Board of Equalization ("SBE") in accordance with the applicable SBE criteria and requirements.
 - B. Sellers Permit: For any construction contract and any construction subcontract in the amount of \$5,000,000 or more, Contractor and the subcontractor(s) shall obtain sellers permits from the SBE and shall register the jobsite as the place of business for the purpose of allocating local sales and use tax to the City. Contractor and its subcontractors shall remit the self-accrued use tax to the SBE, and shall provide a copy of each remittance to the City.
 - C. The above provisions shall apply in all instances unless prohibited by the funding source for the Contract or Agreement.

EXHIBIT E
LIVING WAGE REQUIREMENTS
(Nonprofessional Service Agreement)

The Living Wage Ordinance

The City of Sacramento's Living Wage Ordinance (the "LWO") is codified as Chapter 3.58 of the Sacramento City Code. The LWO requires certain firms that enter into agreements or contracts (all subsequent references to a "contract" or "contracts" will refer to both contracts and agreements) to provide certain services to or for the CITY, to pay a specified minimum level of compensation to their employees for time spent performing any work on the CITY contract. The LWO also applies to certain subcontractors.

The LWO applies to contracts entered into, amended, or renewed or extended at the CITY's discretion, on or after March 1, 2004 (the "LWO Effective Date").

Contracts and Contractors Covered by the LWO

Determining whether the LWO applies to a specific CITY contract, contractor or subcontractor, depends on whether the contract, contractor and/or subcontractor meet the criteria specified in the LWO for contract type, contract amount, contractor size (# of employees), subcontract amount and subcontractor size (# of employees). These criteria are summarized below.

Contract Type

The LWO applies only to contracts for Nonprofessional Services. Under the LWO, this includes contracts for any services of a nonprofessional character, including but not limited to tree trimming services, repair services for motor vehicles and office equipment, vehicle towing, and security services.

The LWO does not apply to: (1) Incidental services, such as delivery, installation or maintenance, that are provided under contracts for the purchase or lease of equipment, supplies, or other personal property; (2) contracts that are subject to CITY, state, or federal prevailing-wage requirements; (3) contracts for professional services (including but not limited to services rendered by engineers, architects, auditors, banks, consultants, actuaries and attorneys); and (4) contracts with nonprofit corporations that are organized under section 501 of the Internal Revenue Code and have fewer than 100 employees, whether full or part time.

Contract Amount

The LWO applies to contracts entered into or amended after the LWO Effective Date that provide compensation from the CITY of \$100,000 or more. In addition, the LWO applies to a contract entered into or amended after the LWO Effective Date that, by itself, does not reach this amount, if the aggregate value of that contract and of any other Nonprofessional Services contracts covered by the LWO that the CITY has awarded to the same person or firm within the previous 12 months, is \$100,000 or more. IT IS THE CONTRACTOR'S RESPONSIBILITY TO DETERMINE WHETHER THIS AGGREGATE VALUE IS \$100,000 OR MORE, AND TO NOTIFY THE CITY IN WRITING WHENEVER THIS IS THE CASE.

Contractor Size

The LWO only applies to a contractor that has at least 25 employees, working either full or part time. The number of employees that a contractor has is determined by adding the contractor's employees and the employees of any other person or entity deemed to be a "Related Person" under the LWO.¹

Subcontract Amount

The LWO applies to a subcontractor providing services under a covered contract if the amount of the subcontract is at least 25 % of the contract amount, without regard to the number of employees the subcontractor has.

Subcontractor Size

The LWO also applies to a subcontractor providing services under a covered contract if the subcontractor has at least 25 employees, working either full or part time, whether or not the amount of the subcontract is at least 25 % of the contract amount.

Payment of Living Wage to Covered Employees

If a contractor or subcontractor meets the criteria specified in the LWO for contract type, contract amount, contractor size, subcontract amount and/or subcontractor size, the contractor or subcontractor is deemed to be a "Covered Employer" under the LWO. The LWO requires a Covered Employer to provide specified minimum compensation to its employees who perform work directly related to the CITY contract (these employees are called "Covered Employees" under the LWO), for all hours the Covered Employees perform under the CITY contract.²

¹ The LWO provides that a person or entity is a Related Person when any of the following circumstances exists:

- (1) The person or entity and the contractor are both corporations, and (i) share a majority of members of their governing boards, or (ii) have two or more officers in common, or (iii) are controlled by the same majority shareholder or shareholders (control means more than 50% of the corporation's voting power), or (iv) are in a parent-subsidiary relationship (such a relationship exists when one corporation directly or indirectly owns shares possessing more than 50% of another corporation's voting power); or
- (2) The person or entity otherwise controls and directs, or is controlled and directed by, the contractor, as determined by the City Manager.

² A Covered Employee includes full-time, part-time, contingent, contract and temporary employees, but does not include: (1) individuals who participate in job-training-and-education programs that have, as their express purpose, the provision of basic job skills and education to participants, with the goal of earning a high-school-equivalency diploma and permanent employment; (2) student interns; (3) individuals participating in specialized-training programs; and (4) an employee whose term and conditions of employment are governed by a bona fide collective-bargaining agreement containing an express waiver of the LWO.

The minimum compensation required is as follows:

- (1) If health benefits are provided to Covered Employees and the Covered Employer's contribution for the benefits is at least \$1.50 for each hour, then the rates are as follows:
 - (a) During 2007, the greater of \$10.00 an hour or \$9.00 adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1, 2004, through December 31, 2006.
 - (b) For each year after 2007, the rate shall be based on the rate from the immediately preceding year adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1 through December 31 of the immediately preceding year.

- (2) If health benefits are not provided to Covered Employees or if health benefits are provided but the Covered Employer's contribution for the benefits is less than \$1.50 for each hour, then the rates are as follows:
 - (a) During 2007, the greater of \$11.50 an hour or \$10.50 adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1, 2004, through December 31, 2006.
 - (b) For each year after 2007, the rate shall be based on the rate from the immediately preceding year adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1 through December 31 of the immediately preceding year.

Notification to Covered Employees

The LWO requires a Covered Employer to give each existing employee and (at the time of hire) each new employee a copy of the following written notification:

This company may enter into a contract to perform services for the City of Sacramento. If you work on such a contract, then you are entitled to be paid a living wage for each hour so worked. For more information, see Chapter 3.58 of the Sacramento City Code, which can be viewed at www.cityofsacramento.org.

The LWO requires the above notification to be provided in each language spoken by 10% or more of the Covered Employer's workforce.

The LWO also requires a Covered Employer to inform all employees of their possible right to the federal Earned Income Credit (EIC), and to make available to those employees any forms required to secure advance EIC payments from the Covered Employer.

Subcontractor Compliance

A contractor is responsible for requiring all of its subcontractors who are covered by these requirements to comply with the provisions of the LWO, by including these requirements in all subcontracts covered by the LWO.

Other Provisions of the LWO

Use of Funds Paid Under CITY Contracts

Under the LWO, Covered Employers may not directly use CITY funds to persuade Covered Employees to support or oppose unionization, and Covered Employers may not directly use CITY funds to schedule or hold meetings related to union representation during the Covered Employees' working hours. These restrictions do not apply to expenditures made during good-faith collective bargaining or to expenditures required under bona fide collective-bargaining agreements.

No Reduction in Non-Wage Benefits

Under the LWO, Covered Employers may not fund any wage increases required by the LWO, nor shall Covered Employers otherwise respond to the enactment of the LWO, by reducing the health, insurance, pension, vacation, or other non-wage benefits of any of their employees.

No Retaliation

The LWO prohibits a Covered Employer from taking any adverse action against a Covered Employee because the Covered Employee does any of the following: (1) exercises or asserts his or her rights under the LWO; (2) informs or assists other Covered Employees concerning their rights and the Covered Employer's obligations under the LWO; (3) complains about the Covered Employer's failure to comply with the LWO; or (4) seeks to enforce the LWO.

No Reduction in Collective-Bargaining Wage Rates

The LWO does not require or authorize any Covered Employer to reduce wages set by a collective-bargaining agreement or required under any prevailing-wage law.

Violations and Monitoring

The LWO provides that any violation of the LWO by a CITY contractor constitutes a material breach of the contract, and authorizes the CITY to terminate the contract and pursue all available legal and equitable remedies. In order to monitor compliance, the LWO authorizes the CITY to require Covered Employers to verify their compliance with the LWO by submitting certified payroll records to the CITY, and to take such other steps as may be necessary for the CITY to determine whether the requirements of the LWO have been satisfied.

The LWO also includes provisions authorizing an employee or interested person to file a judicial action against a contractor or subcontractor for violation of the LWO.

Declaration of Compliance

To assure compliance with the LWO, any person or entity entering into a contract to provide Nonprofessional Services to or for the CITY, on or after March 1, 2004, is required to provide the CITY with a signed Declaration of Compliance in the form required by the CITY, prior to the CITY's execution of the contract. The Declaration of Compliance shall be signed by a duly authorized representative of the person or entity entering into the contract, and, when accepted by the CITY, shall constitute part of the contract.

Additional Information

- For a complete description of the LWO's provisions, refer to the LWO codified at Sacramento City Code Chapter 3.58. The Sacramento City Code is available on the internet at www.cityofsacramento.org.
- For more information on the LWO requirements and the CITY's LWO program, contact Procurement Services at 916-808-6240.

EXHIBIT F

REQUIREMENTS OF THE NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

INTRODUCTION

The Sacramento Non-Discrimination In Employee Benefits Code (the "Ordinance"), codified as Sacramento City Code Chapter 3.54, prohibits City contractors from discriminating in the provision of employee benefits between employees with spouses and employees with domestic partners, and between the spouses and domestic partners of employees.

APPLICATION

The provisions of the Ordinance apply to any contract or agreement (as defined below), between a Contractor and the City of Sacramento, in an amount exceeding \$100,000.00. The Ordinance applies to that portion of a contractor's operations that occur: (i) within the City of Sacramento; (ii) on real property outside the City of Sacramento if the property is owned by the City or if the City has a right to occupy the property; or (iii) at any location where a significant amount of work related to a City contract is being performed.

The Ordinance does not apply: to subcontractors or subcontracts of any Contractor or contractors; to transactions entered into pursuant to cooperative purchasing agreements approved by the Sacramento City Council; to legal contracts of other governmental jurisdictions or public agencies without separate competitive bidding by the City; where the requirements of the ordinance will violate or are inconsistent with the terms or conditions of a grant, subvention or agreement with a public agency or the instructions of an authorized representative of any such agency with respect to any such grant, subvention or agreement; to permits for excavation or street construction; or to agreements for the use of City right-of-way where a contracting utility has the power of eminent domain.

DEFINITIONS

As set forth in the Ordinance, the following definitions apply:

"Contract" means an agreement for public works or improvements to be performed, or for goods or services to be purchased or grants to be provided, at the expense of the City or to be paid out of moneys deposited in the treasury or out of the trust money under the control or collected by the City. "Contract" also means a written agreement for the exclusive use ("exclusive use" means the right to use or occupy real property to the exclusion of others, other than the right reserved by the fee owner) or occupancy of real property for a term exceeding 29 days in any calendar year, whether by singular or cumulative instrument, (i) for the operation or use by others of real property owned or controlled by the City for the operation of a business, social, or other establishment or organization, including leases, concessions, franchises and easements, or (ii) for the City's use or occupancy of real property owned by others, including leases, concessions, franchises and easements.

"Contract" shall not include: a revocable at-will use or encroachment permit for the use of or encroachment on City property regardless of the ultimate duration of such permit; excavation, street construction or street use permits; agreements for the use of City right-of-way where a contracting

utility has the power of eminent domain; or agreements governing the use of City property that constitute a public forum for activities that are primarily for the purpose of espousing or advocating causes or ideas and that are generally protected by the First Amendment to the United States Constitution or that are primarily recreational in nature.

“Contractor” means any person or persons, firm, partnership, corporation, company, or combination thereof, that enters into a Contract with the City. “Contractor” does not include a public entity.

“Domestic Partner” means any person who has a currently registered domestic partnership with a governmental entity pursuant to state or local law authorizing the registration.

“Employee Benefits” means bereavement leave; disability, life, and other types of insurance; family medical leave; health benefits; membership or membership discounts; moving expenses; pension and retirement benefits; vacation; travel benefits; and any other benefit given to employees. “Employee benefits” shall not include benefits to the extent that the application of the requirements of this chapter to such benefits may be preempted by federal or state.

CONTRACTOR’S OBLIGATION TO PROVIDE THE CITY WITH DOCUMENTATION AND INFORMATION

Contractor shall provide the City with documentation and information verifying its compliance with the requirements of the Ordinance within ten (10) days of receipt of a request from the City. Contractors shall keep accurate payroll records, showing, for each City Contract, the employee’s name, address, Social Security number, work classification, straight time pay rate, overtime pay rate, overtime hours worked, status and exemptions, and benefits for each day and pay period that the employee works on the City Contract. Each request for payroll records shall be accompanied by an affidavit to be completed and returned by the Contractor, as stated, attesting that the information contained in the payroll records is true and correct, and that the Contractor has complied with the requirements of the Ordinance. A violation of the Ordinance or noncompliance with the requirements of the Ordinance shall constitute a breach of contract.

EMPLOYER COMPLIANCE CERTIFICATE AND NOTICE REQUIREMENTS

(a) All contractors seeking a Contract subject to the Ordinance shall submit a completed Declaration of Compliance Form, signed by an authorized representative, with each proposal, bid or application. The Declaration of Compliance shall be made a part of the executed contract, and will be made available for public inspection and copying during regular business hours.

(b) The Contractor shall give each existing employee working directing on a City contract, and (at the time of hire), each new employee, a copy of the notification provided as Attachment “A.”

(c) Contractor shall post, in a place visible to all employees, a copy of the notice provided as Attachment “B.”

Attachment A



YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

On (date), your employer (the "Employer") entered into a contract with the City of Sacramento (the "City") for (contract details), and as a condition of that contract, agreed to abide by the requirements of the City's Non-Discrimination In Employee Benefits Code (Sacramento City Code Section 3.54).

The Ordinance does not require the Employer to provide employee benefits. The Ordinance does require that if certain employee benefits are provided by the Employer, that those benefits be provided without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouse or domestic partner of employees.

The Ordinance covers any employee working on the specific contract referenced above, but only for the period of time while those employees are actually working on this specific contract.

The included employee benefits are:

- Bereavement leave
- Disability, life and other types of insurance
- Family medical leave
- Health benefits
- Membership or membership discounts
- Moving expenses
- Pension and retirement benefits
- Vacation
- Travel benefits
- Any other benefits given to employees

(Employee Benefits does not include benefits that may be preempted by federal or state law.)

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, or in the application of these employee benefits, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of the Ordinance, and after having exhausted all remedies with your employer,

You May . . .

- Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation. The address is:

City of Sacramento
Procurement Services Division
915 I Street, Second Floor
Sacramento, CA 95814

- Bring an action in the appropriate division of the Superior Court of the State of California against the Employer and obtain the following remedies:
 - Reinstatement, injunctive relief, compensatory damages and punitive damages
 - Reasonable attorney's fees and costs

Attachment B



YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

If your employer provides employee benefits, they must be provided to those employees working on a City of Sacramento contract without discriminating between employees with spouses and employees with domestic partners.

The included employee benefits are:

- Bereavement leave
- Disability, life and other types of insurance
- Family medical leave
- Health benefits
- Membership or membership discounts
- Moving expenses
- Pension and retirement benefits
- Vacation
- Travel benefits
- Any other benefits given to Employees

If you feel you have been discriminated against by your employer . . .

You May . . .

- Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation. The address is:

City of Sacramento
Procurement Services Division
915 I Street, Second Floor
Sacramento, CA 95814
- Bring an action in the appropriate division of the Superior Court of the State of California against the employer and obtain reinstatement, injunctive relief, compensatory damages, punitive damages and reasonable attorney's fees and costs.

Discrimination and Retaliation Prohibited.

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of this Ordinance . . .

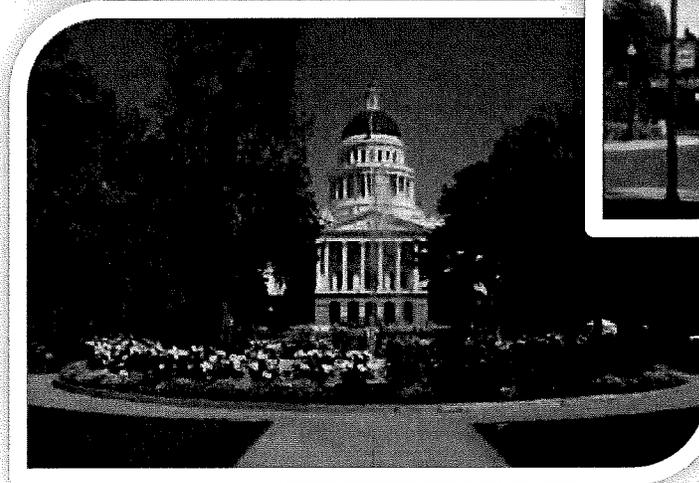
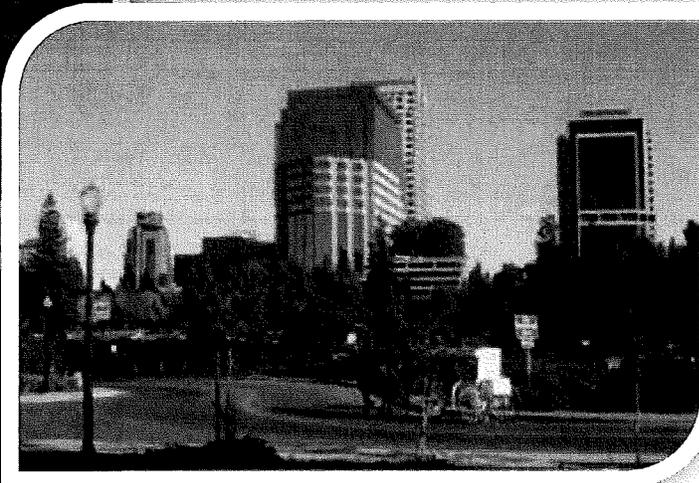
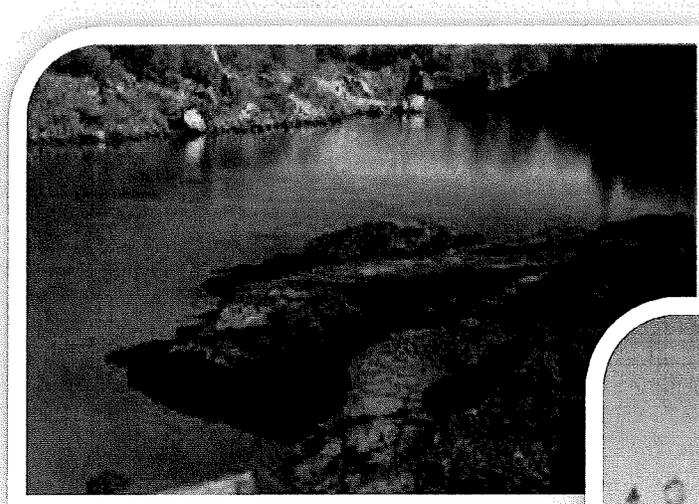
You May Also . . .

Submit a written complaint to the City of Sacramento, Contract Services Unit, at the same address, containing the details of the alleged violation.

Security Service Proposal for City of Sacramento

RFP No. P15061511011

Katherine Robbins, Sacramento, California



Jon Timberlake, CPP, Business Development Manager
Securitas Security Services USA, Inc.
2045 Hurley Way, Suite 175
Sacramento, California 95825
Office: 916-569-4523



Katherine Robbins
Projectt Manager
City of Sacramento
915 I Street
Sacramento, CA 95814

June 24, 2015

Re: RFP No. P15061511011

Dear Katherine:

We are pleased to submit our proposal to provide unarmed security services to the City of Sacramento. We acknowledge receipt of Addendum #1 and have included a signed copy in our proposal.

As you know we have had a long-standing relationship servicing the City of Sacramento. As your current provider, we feel we have a clear understanding of your security service needs. To that end, we have formulated a Security Management Plan that will address them all. We have included the full health and welfare wage benefit of \$1.81 for the security officers along with ACA compliant healthcare benefits, twenty four hours per year of paid sick time and forty hours of vacation. We feel this investment is the security officers will help ensure a high level of service to the City.

Our ultimate goal is to provide the City of Sacramento with a cost effective, quality-driven security program. Our security management plan consists of addressing the following five key Securitas performance categories:

- People
- Procedures
- Training
- Tools
- Feedback

These Securitas strengths will not only help us to provide the City of Sacramento with the best service possible, but also the knowledge, experience and commitment to maintain it at an optimum level.

Our flat organization business model leads to empowered branch managers. Kerry Hold will continue to serve as the City's dedicated branch manager. As a single point of contact, she is available 24 hours per day, 7 days per week. She also has the full support of Securitas' area level, regional level and corporate level resources with a direct line of communication to the local area vice president.

As the industry leader, Securitas has serviced a wide variety of companies since the mid 1800's. We have the experience, expertise, and resources to offer high quality security solutions.

Thank you for the opportunity to provide this proposal for security services. We look forward to continuing to work with the City of Sacramento. Please let us know if you have any questions or require any additional information.

Securitas Security Services USA, Inc.

2045 Hurley Way

Sacramento, CA 95825

Phone: (916) 569-4523

Cell: (916) 889-3761

Fax: (916) 569-4552

Jon.Timberlake@SecuritasInc.com

www.SecuritasInc.com

Sincerely,

Jon L. Timberlake, CPP
Business Development Manager
Northern California



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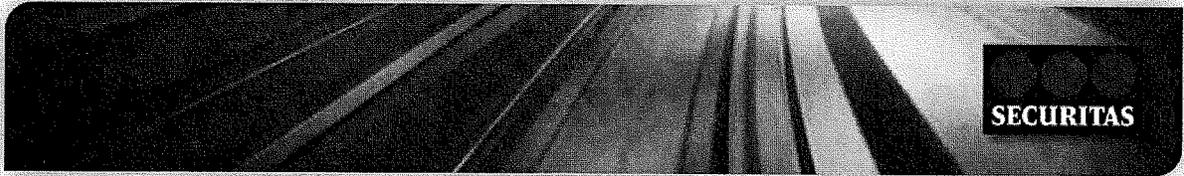
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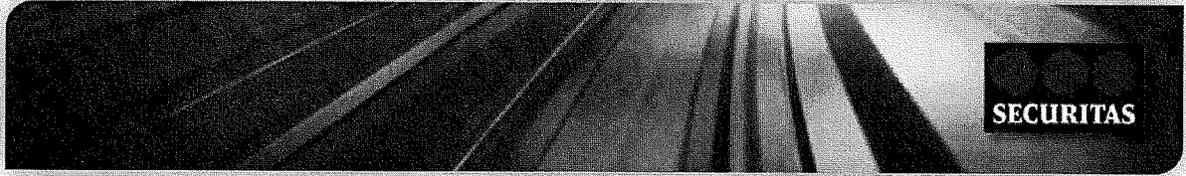
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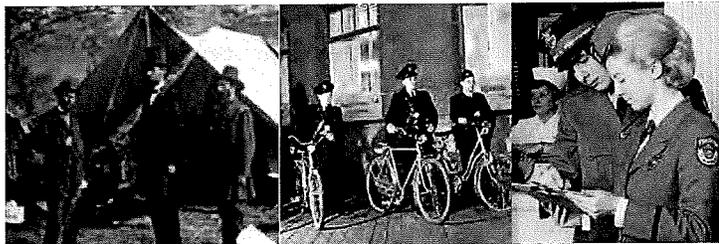
1. Company Profile

a. Founding date

The major companies that make up Securitas Security Services USA, Inc. were founded as follows: Pinkerton's – 1850 and Burns International Security Services – 1909.

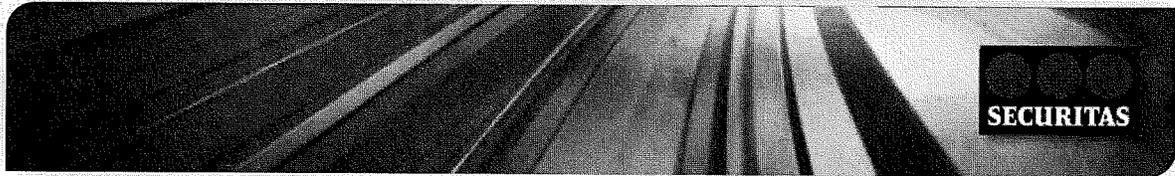
Securitas AB, based in Stockholm, Sweden, was founded in 1934.

ABOUT SECURITAS AB



Securitas AB had a visionary approach to security. The company had high ideals and set the standards for quality, service and professionalism that revolutionized the field. In 1934, when Securitas AB's founder, Erik Philip-Sörensen, established the forerunner of Securitas AB, a private security firm in Helsingborg, Sweden, he created a model for Western Europe of how a guarding company should be run. He pioneered training and developed a cooperative effort with the fire department to ensure that his guards possessed firefighting skills. In the late 1940s, after the two world wars, the demand for more advanced security services increased. Securitas Alarm was formed to offer technology as a complement to the guarding services. In 1972, all of Philip-Sörensen's companies were gathered under the collective name of Securitas, the Latin word for security.

Securitas AB's high ethical nature was another distinguishing characteristic of the company. The firm's core values were summarized in three words—Integrity, Vigilance and Helpfulness. These were the guiding principles for Securitas AB employees. A logo with three red dots, representing each of the values, was created. It became the recognized symbol for Securitas AB in Sweden, and later throughout Europe, as the company expanded over the next two decades, acquiring existing security businesses to develop and refine.



ABOUT SECURITAS SECURITY SERVICES USA, INC.

In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton, the company became the largest security firm in the world. At the time, Securitas AB was already the leading protective services company in Europe, but few here in America were aware of the firm's stature in the industry or the respect associated with its name.



*Allan Pinkerton
Founder
Pinkerton's National
Detective Agency*

Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "original private eye," founded Pinkerton's National Detective Agency. Pinkerton was employed to protect railroad property and first gained fame for exposing the activities of a band of counterfeiters. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Soon after the outbreak of the Civil War, Pinkerton helped organize a federal secret service, of which he became chief. His pursuits of notorious outlaws such as Jesse James, the Reno brothers, and the Wild Bunch (a group of bandits led by Butch Cassidy and the Sundance Kid) brought extraordinary visibility to his agency.

In 2000, Securitas AB acquired another legendary, American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. Burns was a man of integrity who had served as a national crime watchdog. During his career, he was known as "the greatest detective the U.S. had ever produced." In 1921, he was appointed director of the newly formed Bureau of Investigation that later became the FBI. Burns' drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S.

That same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas AB as the market leader in the United States.

In July 2003, all of the U.S. guarding operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.



*William J. Burns
Founder
William J. Burns
Detective Agency*



1. Company Profile

b. Company size– staff and client base (i.e., local, regional, statewide, etc.)

Locally we have 693 security officers assigned throughout the Sacramento Valley including at various job sites such as the City of Sacramento and Kaiser Permanente. Regionally we do several other multi- location clients such as the County of Los Angeles Sheriff’s Department and the Metropolitan Water District of Southern California.

According to Securitas USA’s most recent EEO-1 Report, Securitas USA has 86,869 employees. Approximately 47,096 are members of minority groups and approximately 22,847 are female.

Security Officers (9)	84,075
Support Staff(2,3,4,5)	1,141
Management Staff (1.2)	1,601
Executive/Sr. Officials & Managers(1.1)	52
Total	86,869

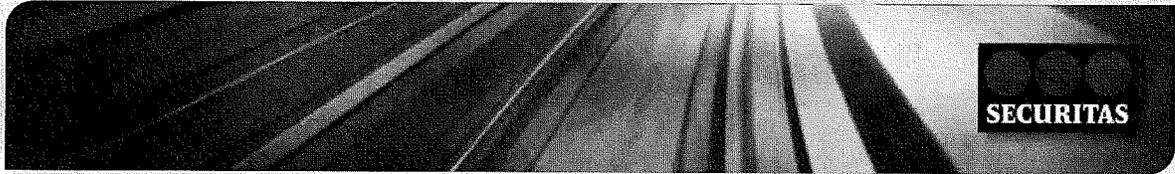
Coordinates with data on the EEO-1

	Males	Females
Hispanic:	11%	3%
White	36%	10%
Black:	20%	12%
Pacific Islander:	1%	.3%
Asian	3%	.6%
Native American	.4%	.2%
2 + Races	2%	.8%

Coordinates with data on the EEO-1

Securitas Security Services USA, Inc. (Securitas USA) is the largest provider of security officer services in the United States. Securitas USA has more than 450 branch managers throughout the U.S. Securitas employs approximately 88,000 security officers in North America. Securitas USA’s revenues in 2014 were over \$3.58 billion.

The parent company of Securitas USA is Securitas AB, the world’s largest provider of security services. Securitas has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America. Securitas AB is a publicly owned company that is headquartered in Stockholm, Sweden. Securitas AB has approximately 310,000 employees worldwide, with established operations in 54 countries and the ability to provide services in approximately 90 countries worldwide. Securitas has business operations in North America, Europe, Latin America, the Middle East, Asia and Africa. Securitas AB’s 2014 revenues were over \$10.06 billion.



1. Company Profile

c. Types of services provided



Remote video solutions

Remote video solutions is cloud based, rented, video surveillance solutions that bring state-of-the-art security in innovative and cost-effective service packages.



Specialized guarding

A specially trained security officer performs services tailored to the needs of medium-sized and large businesses, since the services require customer knowledge and a close relationship.



International security solutions

To meet the global growth expectations of our clients, Securitas offers security solutions that fit the specific needs of international organizations.



Mobile services

A security officer performs guarding services for multiple customers during one shift.

Aviation Security

Call-out/Response Services

Canine Services

Corporate Investigations

Executive Protection

Home Alarms

International Security Solutions

Loss Prevention

Mobile Services

Monitoring Center/Console Operations

Patrolling (On Foot, Bicycle, Golf Cart/Segway or Vehicle)

Receptionist/Concierge Services

Remote Video Solutions

Safety Services

Screening

Securitas Customer Portal

Security Consulting

Security Solutions

Specialized Guarding

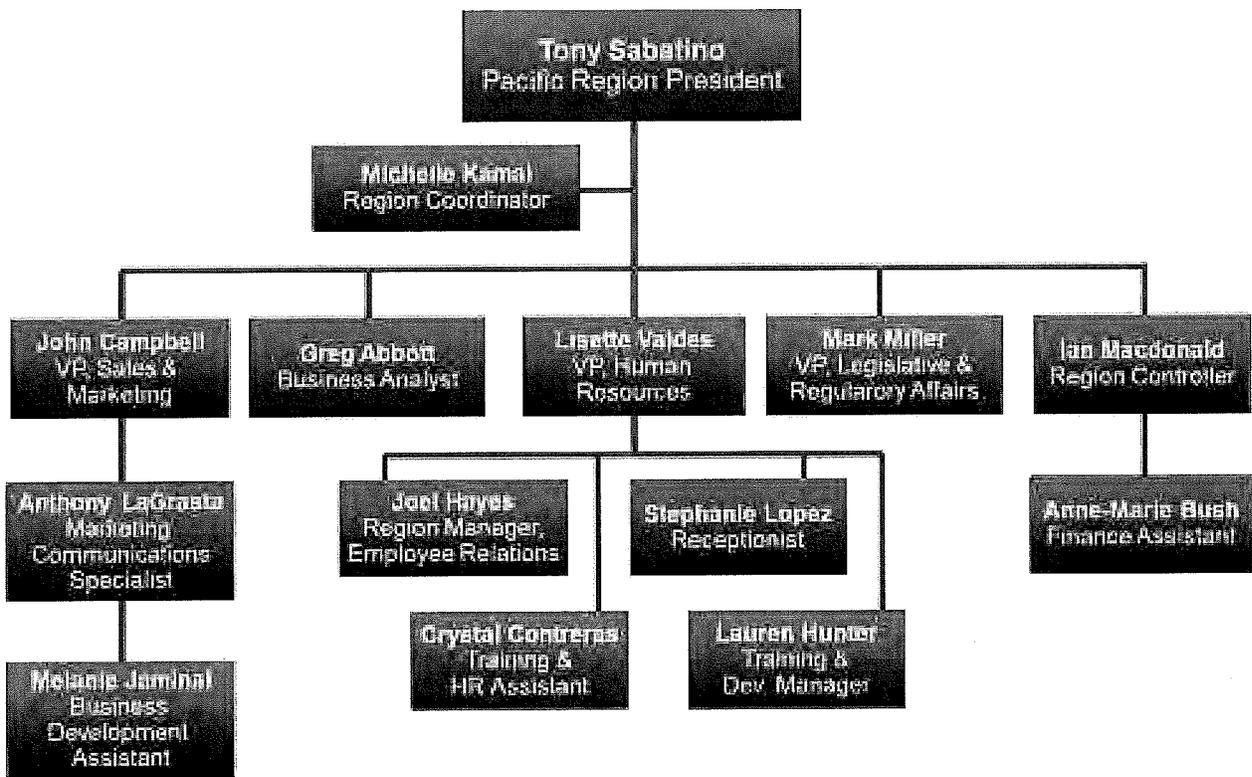
Track and Trace

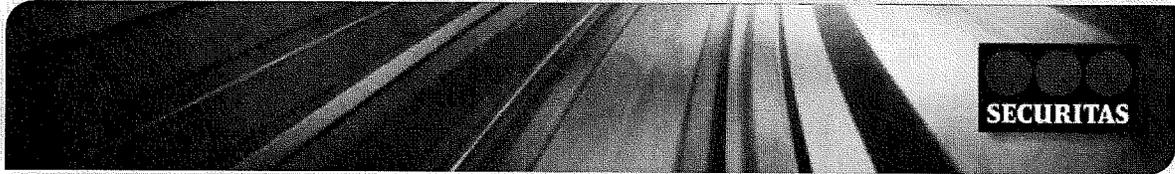


1. Company Profile

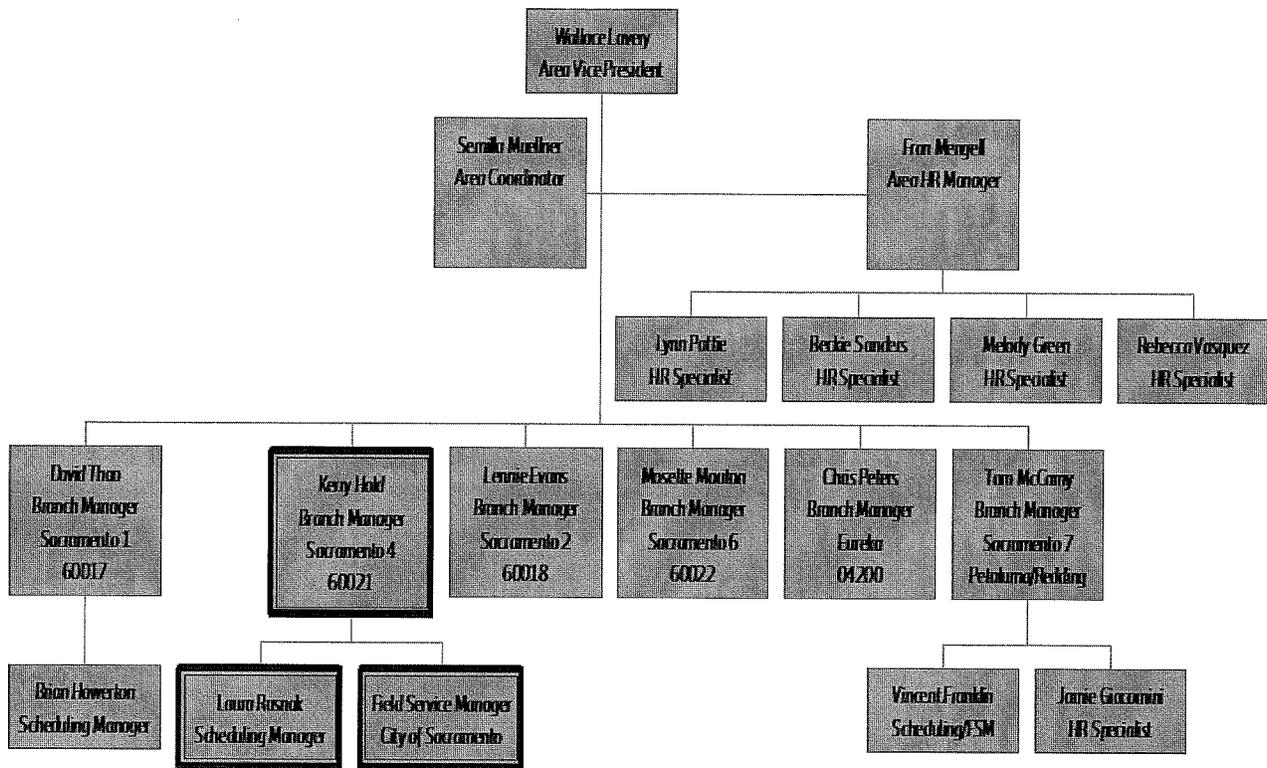
d. Organizational chart – Submit a copy of your company’s organizational chart(s) – corporate and local levels as applicable. Local organizational chart shall include names of managers.

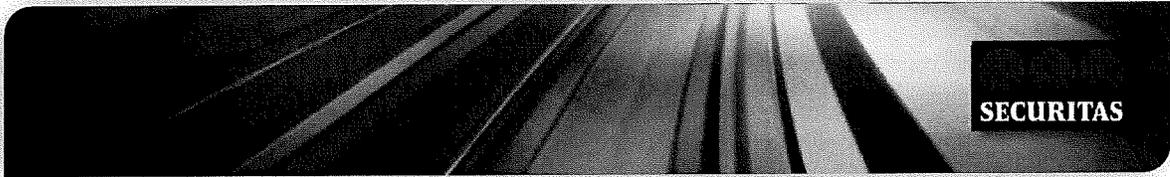
Below please find the organizational chart for the Pacific Region. Our regional staff provides extensive support to our local area and branch offices.





The security program for the City of Sacramento will be set up for success through our organizational structure. Kerry Hold will serve as the account manager and be responsible for the day to day management of the account. She will be fully accessible to the City of Sacramento client representatives 24 hours a day, 7 days a week. Kerry has been with the company since 1996. As a Securitas Branch Manager, Kerry reports directly to our Area Vice President, Wallace Lavery. This flat organizational structure ensures that our management staff is close to the customer and responsive to their needs.





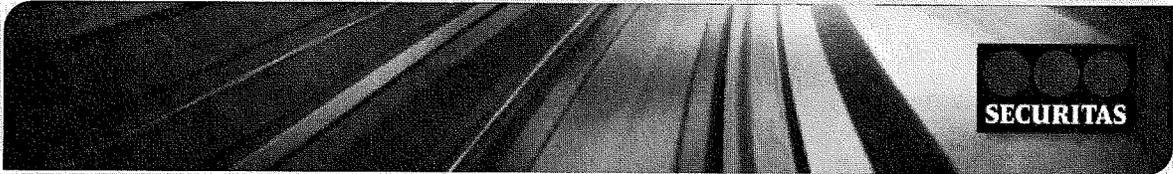
1. Company Profile

- e. Licenses and permits – Submit a copy of all applicable licenses and permits (business and private patrol operator licenses, etc.) for your company’s operation in the Sacramento area.

MUST BE POSTED IN CONSPICUOUS PLACE

 <p>SACRAMENTO</p>	<p>BUSINESS OPERATIONS TAX CERTIFICATE</p>	133717	133717						
<p>Business Name SECURITAS SECURITY SERVICE U</p> <p>Business Address 2045 HURLEY WAY 175</p> <p>Owner RICHARD FERENS</p> <p>Type of Business SECURITY GUARD SERVICES</p> <p>Tax Classification 401</p>	<table border="1" style="margin: auto;"> <tr> <td style="padding: 2px;">FROM</td> <td style="padding: 2px;">TO</td> </tr> <tr> <td style="padding: 2px;">Mo. Day Yr.</td> <td style="padding: 2px;">Mo. Day Yr.</td> </tr> <tr> <td style="padding: 2px;">07/01/2014</td> <td style="padding: 2px;">06/30/2015</td> </tr> </table> <p>Expires</p>	FROM	TO	Mo. Day Yr.	Mo. Day Yr.	07/01/2014	06/30/2015		
FROM	TO								
Mo. Day Yr.	Mo. Day Yr.								
07/01/2014	06/30/2015								
<p>SECURITAS SECURITY SERVICE USA TAX DEPT 4330 PARK TERRACE DR WESTLAKE VILLAGE, CA 91361-4630</p>	<p>CITY OF SACRAMENTO</p> <p>AUG 05 2014</p> <p>VOID</p> <p>IF NOT PAID</p> <p>VALIDATED</p>		<p>TOTAL PAID: \$3,928.63</p>						
<p>This certificate is not to be construed as a business license or imply that the City of Sacramento has investigated, or approves or recommends, the holder of this certificate. Any representation to the contrary is fraudulent. (This certificate must be renewed within 30 days of expiration).</p>			<p>THIS STUB MAY BE FOLDED/DETACHED BEFORE POSTING</p>						

 <p>DCA DEPARTMENT OF CONSUMER AFFAIRS</p>	 <p>PRIVATE PATROL OPERATOR BRANCH</p>	<p>Bureau of Security and Investigative Services P.O. BOX 989002 West Sacramento, CA 95798-9002 (916) 322-4000</p>
<p>CERTIFICATE FPB 55427</p> <p>RECEIPT NO. 00152070</p> <p>LICENSE NO. FPQ 14827</p>	<p>VALID UNTIL JUNE 30, 2015</p>	
<p>SECURITAS SECURITY SERVICES USA, INC. 2045 HURLEY WAY #175 SACRAMENTO CA 95825</p>	<div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0;"> <p><i>In accordance with the provisions of Division 3, Chapter 11.5 of the Business and Professions Code, the branch office named hereon is issued a Private Patrol Branch Office Certificate Renewal.</i></p> </div>	
<p>06/25/13 06/25/13</p>	<p>----- NON-TRANSFERABLE --- POST IN PUBLIC VIEW -----</p>	



MUST BE POSTED IN CONSPICUOUS PLACE



CITY OF SACRAMENTO
PRIVATE PATROL / SECURITY
PERMIT

Permit No. : 07-019

Expiration Date: July 1, 2015

BUSINESS NAME: SECURITAS SECURITY SERVICE USA
BUSINESS ADDRESS: 2045 HURLEY WAY SACRAMENTO 95825
OWNER / MANAGER: PETE NILES
TYPE OF BUSINESS: PRIVATE PATROL / SECURITY

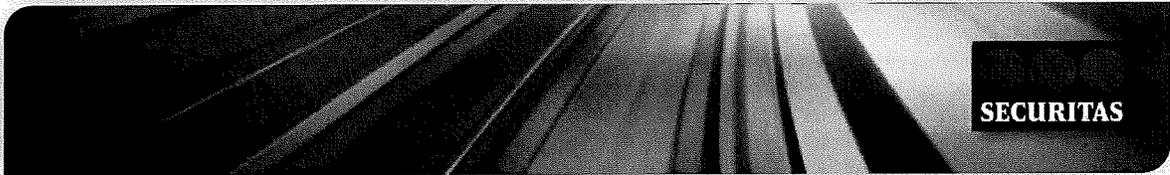
CONDITIONS

1. The Police Department approves the use of the "white dress shirt", "dark or light grey pants" and "dark grey blazers", as shown in the photographs submitted with the application. Any changes of color, scheme, style or insignia of uniforms must be submitted to the Police Department prior to use.
2. Training certificates for the owner/manager and employees were submitted for firearms, mace, and/ or baton. Certificates for new employees must be submitted to the Police Department once hired.
3. No dogs are currently being used or authorized for use by this business. If dogs are to be used, proper training certification and health records must be submitted to the Police Department for approval prior to use.
4. The Police Department approves the vehicles currently being used by this business as shown in the photographs submitted with the application. If other vehicles are to be used, photographs must be submitted for approval prior to use.
5. Employers must report quarterly, no later than the fifteenth of January, April, July and October of that year, any changes in employment or permit status. Employers must also submit proof that the Business Operations Tax and Private Patrol Operator have been renewed the first quarter after the forms expire.
6. This permit will remain in effect until such time as the name of the business changes, the business is sold to another owner, partners are added or deleted, there is a change in principle location, the date of expiration on the permit, or if this permit is revoked for cause by the Chief of Police.

Shawn Scroggs

DEPUTY CHIEF OF POLICE

SPD 033 (Rev 01/07)



**County of Sacramento
General Business License**



**SECURITAS SECURITY SERVICES USA INC
SECURITAS SECURITY SERVICES USA INC
4330 PARK TERRACE DR
WESTLAKE VILLAGE, CA 91361**

License Number: **GNB32004-17301** Expiration Date: **October 01, 2016**
Issue Date: **September 09, 2004**
Owner Name: **SECURITAS SECURITY SERVICES USA INC**
Business Name: **SECURITAS SECURITY SERVICES USA INC**
Location: **2045 HURLEY WY #175
SACRAMENTO, CA 95825**
Business Activities: **CONTRACT SECURITY SERVICES**

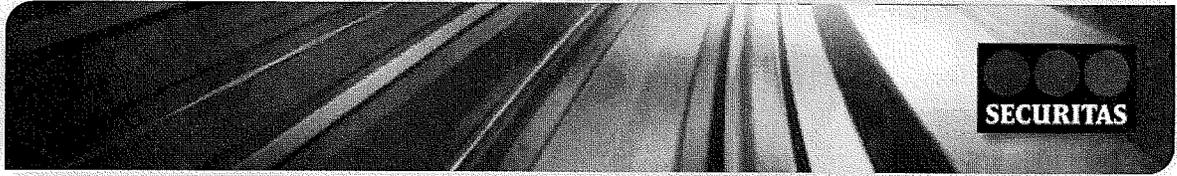
This License is approved with the following conditions. Failure to comply with the following conditions may result in revocation of this license and civil or criminal penalties.

ALL COUNTY REGULATIONS APPLY. THERE SHALL BE NO INFLATABLE/PORABLE/A-FRAME SIGNS OR FLAGS. ALL OUTDOOR DISPLAY OR BANNERS REQUIRE A SEPARATE USE PERMIT. ALL DEVELOPMENT STANDARDS INCLUDING PARKING, FENCING AND LANDSCAPING SHALL APPLY.

**License not transferable. Not Valid at any other location.
Post in public view in a conspicuous place.**

Julie Valverde
Director of Finance

Department of Finance, Tax Collection and Licensing
700 H Street, Room 1710, Sacramento, California 95814
phone (916) 874-0644 | fax (916) 874-8909 | www.finance.saccounty.net



1. Company Profile

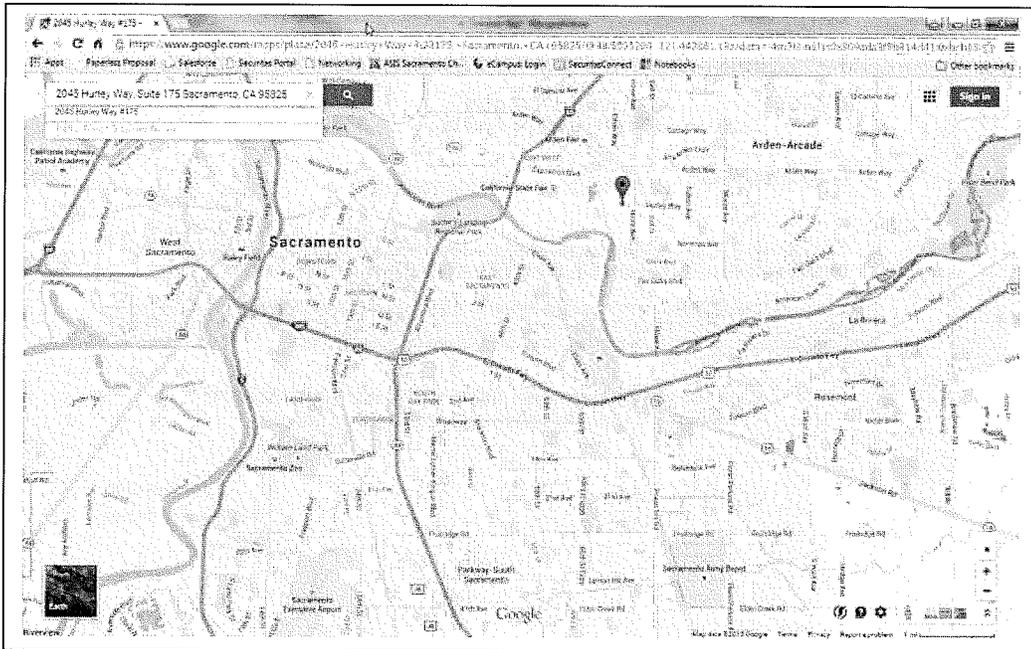
f. Location of the office from which the work will be provided and the staff allocation at that office

Local Branch Office, Sacramento
2045 Hurley Way, Suite 175
Sacramento, CA 95825
Phone: (916) 564-2009
Fax: (916) 569-4552

Local Business Enterprise (LBE)

Since March of 1999

Our office is centrally located in the Arden Area. This is an ideal location for the convenience of our employees and response to City of Sacramento locations.



We have 24 local support staff members allocated to provide recruiting, hiring, training and administrative support to our security personnel and branch managers.



1. Company Profile

- g. Identify the key individuals who will be managing the work. Include their names, titles, qualification, experience, and current responsibilities. Identify the account manager; include his or her e-mail address, telephone and cellular numbers.

Kerry Hold, Branch Manager (Account Manager)

Kerry.Hold@SecuritasInc.com

Phone: (916) 569-4521

Cell: (916) 870-7787

Employed with Securitas Since 1996



Kerry is a hands-on manager with strong organizational, technical and interpersonal skills. She is trustworthy, ethical, and committed at providing the highest level of customer service. As a Branch Manager she has full responsibility to provide the best security solutions to her clients. She creates policies based on security operational analysis tool, as well as, develops KPI (Key Performance Indicators) with each client and review often to improve it. Her ability to be detailed oriented ensure that he will manage a multitude of tasks effectively.

Please refer to Kerry Hold's resume in Section 7 of our proposal response for more information about her qualifications.

Wallace Lavery, Area Vice President, Sacramento

Wallace.Lavery@SecuritasInc.com

Phone: (916) 569-4509

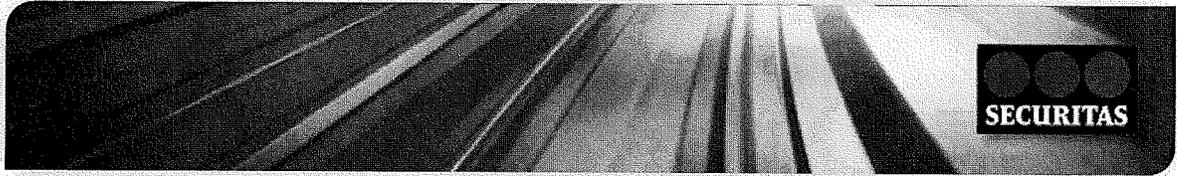
Cell: (916) 870-8035

Employed with Securitas Since 1996



Mr. Lavery has over fourteen of increasing management experience with Securitas USA. He has held positions such as Client Service Supervisor, Operations Manager and Branch Manager before becoming the Area Vice President for Sacramento. Throughout his career, Mr. Lavery has demonstrated strong customer service skills and the ability to get the job done efficiently.

Please refer to Mr. Lavery's resume in Section 7 of our proposal response for more information about his qualifications.



1. Company Profile

- h. Identify all available equipment, programs and systems to perform the work, i.e., 24-hour Communications Center, Tour Confirmation System (TOCO) or GPS Tracking System to monitor security rounds, cellular phones with 2-way radios, etc.

SecuritasConnect

Securitas USA has developed SecuritasConnect with single sign-on for our clients, which gives instant access to your facilities' critical information in real time. You have the capability to access this data 24 hours a day, 365 days a year as it occurs from anywhere in the world!

Through SecuritasConnect, you will have access to:

Our People - Current Guard Schedules

Our Procedures - Post Orders, Incident Tracking and Trending, along with Tour information

Our Tools - all technology utilized at your site, including IP monitored cameras

Our Training - view the site specific learning plan and track the officers' progress

Our Feedback - Access to the key performance indicators and scorecard information

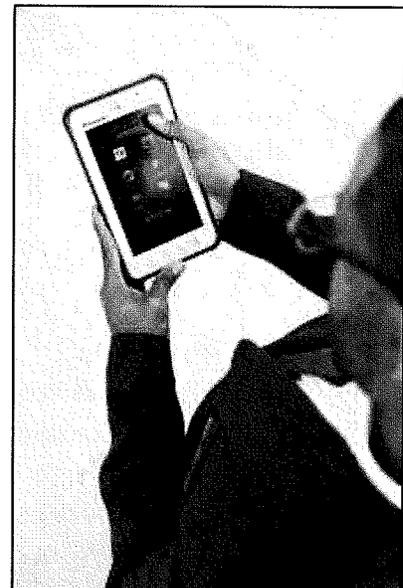
SecuritasConnect is one of a kind; it gives you total access with total transparency to what's taking place on your site! It's a testament of our commitment to bring innovative, cutting-edge solutions to our clients that delivers the added-value they've come to expect from Securitas USA.

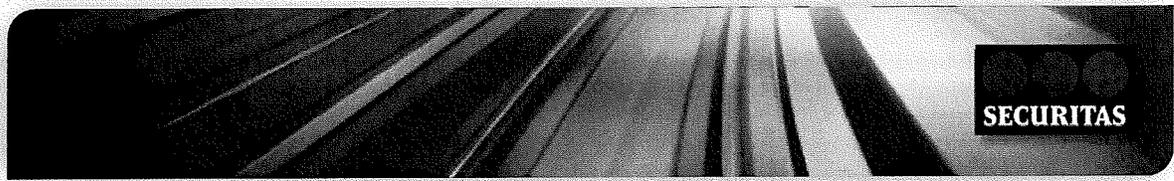
Patrol Live Reporting & Tracking System

Patrol Live Reporting & Tracking System is a secure and scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization, and combines incident management, tour verification, task scheduling and incident alert notification into one easy-to-use application to help enhance your security program.

Incident reports, daily activity reports and work order requests can be immediately directed to appropriate departments. Pass-down information, changes to post orders and daily duties can be tracked easily to document security.

Patrol Live Tracking System saves time and confirms compliance of your security operations, policies, procedures and best practices, as well as improves communication and information sharing.





Smart Tours

Our officers use a PDA to complete their tours. This allows them to gather information about your facility and record relevant information on things which you deem important (such as room temperature, unlocked doors, burned out lights and slip and fall hazards). Officers have instant access to their Post Orders in the event they discover an unexpected issue. More than simply providing a "verification" of tour completion, this allows our officers to provide you with specific data that you request at multiple points across your facility (e.g., light burned out, door left open, required doors secured, etc). The PDA connects to an available wireless network to send messages to all interested parties whenever an event is recorded. This means that instant multifunction is provided to supervisors, managers, maintenance or others needing to be informed about a particular event.

Later, when the officer completes the report, an email containing details of the event follows-up the original message.

Incidents

If the security officer discovers a problem while on patrol, the officer is prompted to fill out an incident form which has been customized for that particular issue. By customizing the questions for different types of incidents, we attempt to collect all of the important information. We know that a bomb threat requires different information and response than a slip and fall incident, so we program the PDA to gather the correct information. By simplifying the paperwork, we allow our officers to focus on the response.

As incidents are recorded, they populate the management dashboard. This allows you and your Securitas USA branch manager to see what the officer has reported and when it was reported. A robust incident management and reporting interface allows you and your Securitas USA branch manager to quickly assess the activity level at your facility.

Post Orders

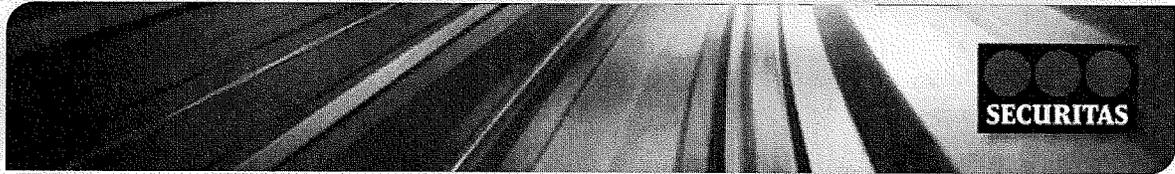
Paper post orders are often difficult to update and manage. A dynamic security environment requires procedure updates and changes that are clear and immediate. By deploying Securitas Onsite Guard Management System updates to post orders are fast and easy. Most importantly, since the officer is prompted with the post orders when incidents are entered, tours are completed and the right procedures are being followed.

Daily Activity Reports

Daily or Shift Activity Reports often go unnoticed. By using Securitas Onsite Guard Management System, we are able to automatically gather the important information from the DAR/SAR and use it for proactive site management. Issues requiring attention generate notices to the appropriate parties (e.g., burned out lights might generate an email to maintenance). These issues, if left unnoticed, will generate reminders for action. This means that the important information is sorted automatically, so that time is spent more appropriately on security management and not report reading.

GPS Tracking

All security officer activity is tracked via GPS locations and available for view through our onsite guard management platform. All security officers assigned to the City of Sacramento will be equipped with this technology.



24 Hour Communications Center

Securitas USA has a state-of-the-art, 24 Hour Communications Center. Operating 24 hours a day, 7 days a week, the communications center performs after-hours telephone support and alarm response functions for the local office, manages the Company's Post Confirmation System (PoCo), and provides a single point of contact for the security officers in the field. The communications center is staffed by well-trained operators who are employees of Securitas USA. The communications center is equipped with cutting-edge telephone and computer technology; this helps calls be placed into proper priority queues and handled in accordance with operating procedures.

Post Confirmation System (PoCo)

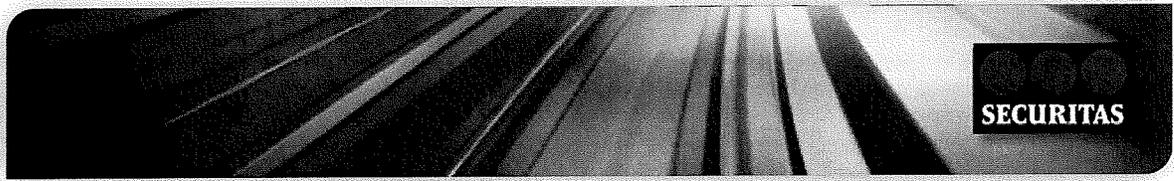
A proprietary electronic system that we can implement at City of Sacramento is our Post Confirmation (PoCo) system. Our Communications Center oversees our Post Confirmation system that monitors officers without on-site supervision. PoCo is an automated check-in system that verifies posts are staffed by scheduled officers, assures officer safety and reacts to open post situations in an effective and timely manner.

Post Confirmation is accomplished in several ways:

- The officer attending the post can dial into the PoCo system during a pre-determined time slot and leave a response to a computerized message.
- The system can call the post during a pre-determined time slot to verify the officer is on duty. The officer answers the phone and enters a code in response to a computerized message.
- The system can call the post randomly to verify the officer is attending the post.
- If the system does not receive a call or if the officer does not respond to the computer calling the post, the system sends an alert to the Communications Center. A Customer Care Representative (CCR) will then attempt to confirm that an officer is on duty by calling the site. If confirmation cannot be obtained, the CCR will escalate by contacting a supervisor, manager, etc., so that branch personnel can investigate further.

Each of the above actions is decided locally by each office for each post and is part of the setup and maintenance of the system. Activity reports are provided to the local managers on a daily basis. Reports summarize activity for each post; confirmations, missed calls and identification codes:

CALL OUT	(CO)	PoCo will call the post at a designated time.
CALL IN	(CI)	PoCo expects a call from the post at a designated time.
CALL BACK	(CB)	PoCo calls the post after the post calls in. This is verification the call came from the post.
CALL RANDOM	(CR)	PoCo will call the post randomly at times not pre-determined.



Proof of Visit System (POV)

Another of our technology advances is our Proof of Visit (POV) system. Our supervisors document their inspections and provide simple, easy to read, detailed reports complete with date, time and activities.

Supervisors first read their chip ID with the touch probe. Upon arrival at a site, they simply touch the probe to the chip that is permanently affixed at the post they are visiting and the record begins. When the probe is downloaded at the end of the day, a record of the building location, date and time of the visit and all incidents and occurrences are generated in report form.

Incidents and occurrences to be "touched" are either predefined or custom activity chips, which are carried by the supervisor to record tour activity. The supervisor's presence at a location is verified by the permanently mounted chip in the area as well as the officer on duty's own chip. A variety of reports can be generated by the system to include the Supervisory Tour Report, which details the entire supervisory tour with times and activities performed for each location visited.

The Last Visitation Report provides the last date that location was visited, calculates the number of days outstanding since the last visit and computes the average number of days between visits. These reports provide valuable management tools for Securitas USA as well as our clients.

Securitas USA Automated Field Enterprise System (SAFES)

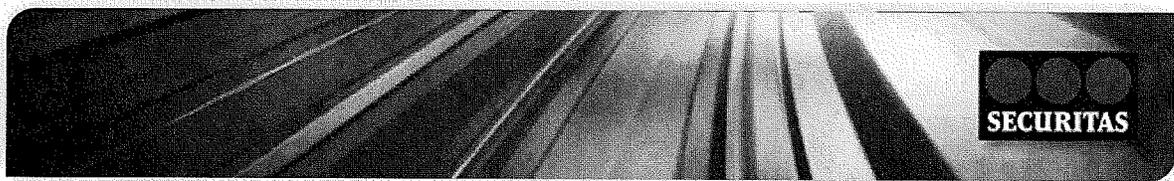
Securitas USA's exclusive computerized management and scheduling tool SAFES, has taken security services and reporting to a higher level. SAFES gathers data from all branch locations, uploads weekly, and generates all payroll, billing, accounts receivable, accounts payable and financial records.

Benefits to our clients and employees are:

1. Accurate employee paychecks.
2. Correct, easy-to-read client invoices.
3. Flexible billing options to meet client-specific requirements.

Value-added service features include:

1. Client/contract billing and service information are stored and maintained. This includes the selection of invoice formats, billing cycles and billing methods such as consolidated and contract flat invoicing.
2. Scheduling, both Master and Working, is stored and maintained, including Post Names. In conjunction with employee and client information, the scheduling data automatically drives both payroll and billing transactions.
3. Supplemental Charges and Payments include automated recurring and one time supplemental charges (e.g., Auto Lease). This allows both reimbursement of employee incurred expenses such as mileage and, where applicable, billing of non-hourly charges to clients.
4. Corrections to Payroll and Billing for prior period activity are maintained.



License Plate Recognition Software (LPR)

Securitas has an established relationship with Genetec. We will purchase and deploy all necessary license plate recognition equipment in our patrol vehicles.

AutoVu System Overview

Genetec AutoVu provides officers the most accurate and reliable LPR system in the industry, ensuring that thousands of plates can be read effortlessly during each shift. Available as both fixed and mobile camera systems, AutoVu has been engineered, tested, and proven to meet the demands of law enforcement applications.

Hardware

The AutoVu Sharp family of IP-based LPR devices leads the industry in license plate read rates, ensuring an effective solution for police operations. The Sharp and SharpX are designed to provide the most accurate plate reads every shift, more plate reads in bad weather, or at poor angles, and even at high speeds. From vehicle mounted systems to fixed perimeter installations, AutoVu enables organizations to automate license plate identification, and share critical data amongst officers.

Software

AutoVu Patroller is the intuitive in-vehicle control interface of the AutoVu system, providing easily accessible features for officers onboard, and allowing them to monitor incoming reads from LPR cameras. With touch-enabled functions, training on the system is easy for operators of all levels of technical experience.

Security Center is Genetec's unified security platform that provides real-time monitoring of AutoVu events, alarm management, as well as advanced data-mining and reporting capabilities. As license plate reads and hits are gathered from patrolling units in the field and from fixed AutoVu Sharp units, information is relayed to Security Center operators. In the case of fixed applications, not only can operators monitor the incoming reads from LPR cameras, but can also view live video that is captured from the Sharp camera.

Highest Accuracy Rate in the Industry

Backed by over 15 years' experience in LPR technology development, and the highest plate capture and recognition rates in the industry, police agencies trust AutoVu to identify all license plates within the camera's field of view. By combining state-of-the-art IP-based LPR cameras and advanced software features, AutoVu ensures highly-accurate verification analysis to provide officers with the best possible match of every license plate and to maximize wanted-vehicle identification within databases of vehicles of interest.



1. Company Profile

i. How many employees does your company currently have?

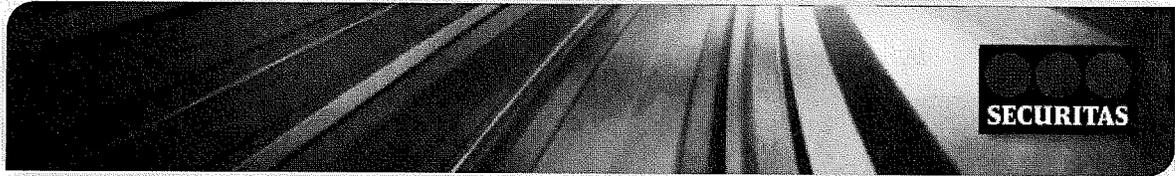
Nationally, our company has over 86,000 employees. We have 693 security officers in the Sacramento Valley.

Here is a breakdown of our pool of security officers locally:

Number of full-time employees: 550

Number of part-time employees: 114

Number of on-call employees: 29 Flex Officers (Paid 40 hours per week to be on-call)



1. Company Profile

j. List your company's professional affiliations and accreditations.

Securitas USA has numerous professional affiliations at local, state and national levels. Our primary affiliations are:

- California Association of Licensed Security, Agents, Guards and Associates
- ASIS (American Society for Industrial Security) International
- International Association of Security & Investigative Regulators National Association of Security Companies
- National Council of Investigative and Security Services

Securitas USA has received a variety of awards over the years. A few selected recent examples are as follows:

After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Security Services USA, the DHS awarded Securitas USA and certain of its affiliates "Designation" protection, effective January 1, 2011. Congress enacted the SAFETY Act as part of the Homeland Security Act of 2002 to encourage the development of anti-terrorism products and services by limiting liability from claims brought as a result of a DHS-designated terrorist attack where approved anti-terror technology or services are deployed. Briefly, here is what this protection means to you:

- The SAFETY Act allows for, subject to certain conditions being met, the protection awarded to Securitas USA, Designation (a liability cap), to apply to its customers and those in the relevant supply chain, including, if certain conditions are met, Securitas USA's government and private sector customers and its subcontractors.

Securitas USA was recognized for its outstanding training and development solutions and received the coveted "Top 125" Award from Training Magazine. The award was presented in 2009 as part of the Training 2009 Conference & Expo. The judging is based on several criteria including corporate universities, evaluation procedures and internal best practices.

Securitas USA was honored with a Special Recognition Award which was presented at the 2008 ASIS International event in Atlanta. This award recognizes our commitment to the advancement of the security profession among our management, clients and communities.

The Corporate Platinum Award (2008) from ASIS International was received for the most employees to obtain certifications as Certified Protection Professionals (CPP), Physical Security Professionals (PSP) or Professional Certified Investigators (PCI).

In 2008, Securitas was awarded the 2008 Disabled American Veterans, Department of Texas Award.

In 2008 Securitas USA was awarded the Inland Empire Veterans Employer of the Year Award presented by the Employment Development Department (EDD) and the California Employer Advisory Council (CEAC) for consistently demonstrating positive policies toward U.S. veterans in hiring and promotion, as well as through employee retention efforts, ongoing training, and benefits.

Client's Preferred Quality Supplier (PQS) award (2007) for Outstanding Commitment to Quality and Service Excellence.



2007 Spotlight Award from the Community Association's Institute, Greater Los Angeles Chapter.

Gulfstream, A General Dynamics Corporation, 2007 Supplier of the Year Award.

North Carolina Employer of the year from Disabled American Veterans for 2005, 2007. Zero OSHA Rate Award awarded to Securitas USA by Dow Chemical for year 2006.

Employer of the Year 2007 from the Disabled American Veterans Department of Texas.

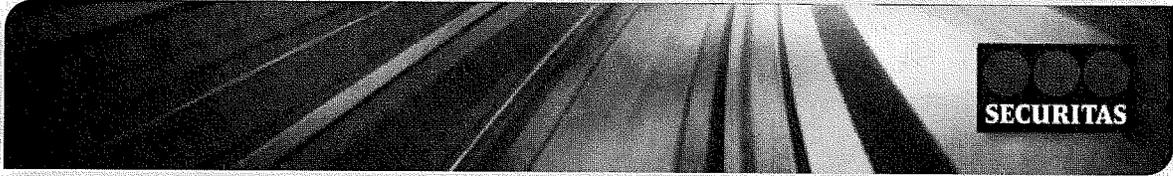
On March 15, 2005, Securitas USA was named a recipient of client's prestigious 2004 Supplier Continuous Quality Improvement (SCQI) award, client's highest honor for its suppliers, for outstanding commitment to quality and performance by suppliers that provide products and services deemed essential to client's success. The company was given the award for its efforts in supplying client with security services. Securitas USA and 16 additional SCQI award winners globally were honored.

In 2004 Securitas received client's Preferred Quality Supplier (PQS) for outstanding commitment to quality and performance excellence.

ISO registration was achieved in Mexico. Securitas USA was formerly certified in the UK and Germany. Canada is currently undergoing Canadian government board certification; planning for ISO certification in Canada is underway.

Verizon Communications named Securitas USA "Supplier of the Year" for 2004.

The Raleigh, NC office received a Leadership Award 2003 from the National Cargo Security Council.



2. References

References: Please list three or more clients for whom you have provided similar work. For each of these references, include the organization name, address, the contact person's name, telephone number and e-mail address, and the time you completed the work.

Organization Name: County Library Authority
Address: 828 I Street
Sacramento, CA 95814

Client Project Manager: Karen Leland
Tel: 916-264-2727
E-mail: KLeland@saclibrary.org
Project Dates: 2012 to Present



Organization Name: City of West Sacramento
Address: 1110 West Capital Avenue
West Sacramento, CA 95691

Client Project Manager: Jack Murphy
Tel: 916-617-4695
E-mail: JackM@CityofWestSacramento.org
Project Dates: 2012 to Present



Client Name: California Environmental Protection Agency
Address: 1001 I Street, Ste. 100
Sacramento, CA 95814

Client Project Manager: Heidi Silveira
Tel: 916-551-1449
E-mail: HSilveira@pkyadvisors.com
Project Dates: 2003 to Present





3. Background Check

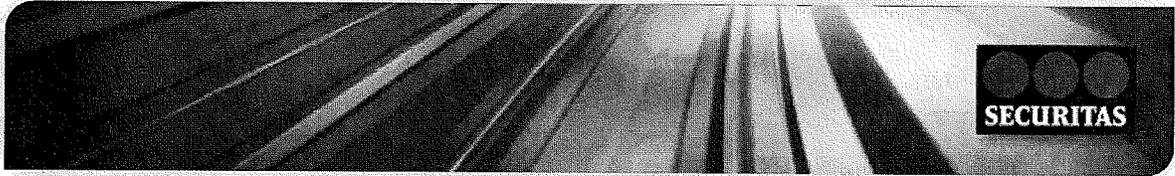
Background Check: Describe in detail the extent of your company's background check on new employees. Who performs the criminal background check, what kind of background check (e.g., fingerprint), and how long does it normally take? For patrol services, does your company also check into the employee's DMV driving record? If yes, please explain the process.

Securitas USA utilizes i9 Advantage, to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements. The process typically takes approximately three days depending on how many counties the applicant has resided in and how many, if any aliases they may have had.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- Criminal records check of both misdemeanors and felonies for a seven year residence and work history (or as required by state statutes).
- Credit check (when required for legitimate business reasons by clients).
- Social Security number trace.
- Department of Motor Vehicles driver's license search for all driving positions.
- Past 7 years employment verification.
- Personal Reference checks.
- Certificates and licenses.
- Higher education degree verification.

Security officers assigned to work mobile patrol assignments must have a clean driving record. Their driving record is checked on a regular basis.



4. Work Plan & Schedule

- a. **Outline a proposed work plan, schedule, and methodology to accomplish the work – hypothetically for now. Be sure to address whether or not your company is willing to utilize incumbent staff from the current contractors.**

Securitas USA welcomes the opportunity of retaining existing security personnel who have met or exceeded our new clients' expectations. We recognize that the knowledge, skills and abilities of incumbent security personnel are valuable assets, both in the transition process and in ongoing service delivery. Simply put, Securitas USA will retain all security personnel as requested by City of Sacramento as long as they meet our selection and screening requirements outlined in elsewhere in this proposal. Securitas USA typically retains incumbent security personnel at most new client sites.

Transition Plan

We have a unique opportunity to transition the City of Sacramento account very successfully since we are already servicing all locations.

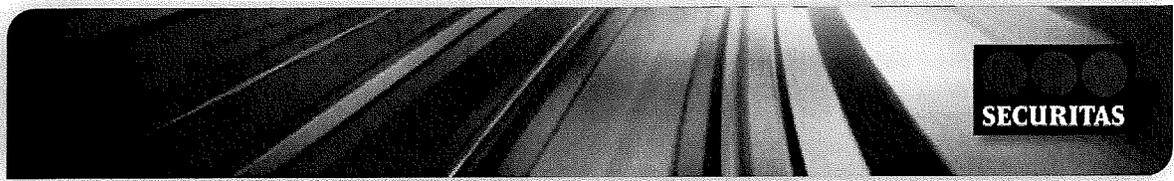
Transitions, regardless of scope, pose a variety of challenges. The best-laid plans, both strategic and tactical, can go awry without the proper amount of redundancy built into the plan. Through the course of Securitas USA's history, numerous transitions have been successfully conducted throughout the world. Today, nine out of ten new Securitas USA clients have an existing security vendor with whom we work to ensure a transparent change in service providers.

In order for Securitas USA to continuously improve our transition process, "best practices" and "lessons learned" are communicated to all levels of management to ensure timely and standardized implementation throughout our organization.

Challenges and issues we've faced have provided us with invaluable insight, leading us to our current transition plan format. Issues we have encountered have originated from all levels within the Securitas USA framework, and from client management as well.

Through the numerous transitions completed over many years, we have learned:

- To ask critical questions and understand our clients' expectations, both at the corporate and local levels.*
- To communicate transition information in a timely manner. We develop employee packets of information about Securitas USA, and we develop and transmit a transition newsletter to keep everyone informed of transition activities.*
- To maintain absolute flexibility regarding transition timelines and implementation schedules. Clients' needs and their environments can be very dynamic and frequent adjustments may need to be made.*
- To fully document and disseminate transition after action reports internally in order to evaluate issues and make necessary improvements in our methodology.*
- That performance measurement begins with transition. Our clients expect to be kept fully informed regarding achievement of critical transition milestones. At a minimum, weekly progress reviews need to be conducted with our clients.*



- That we need to solicit post-transition feedback from our clients, both at the corporate and local levels, and to seek suggestions for improvement.

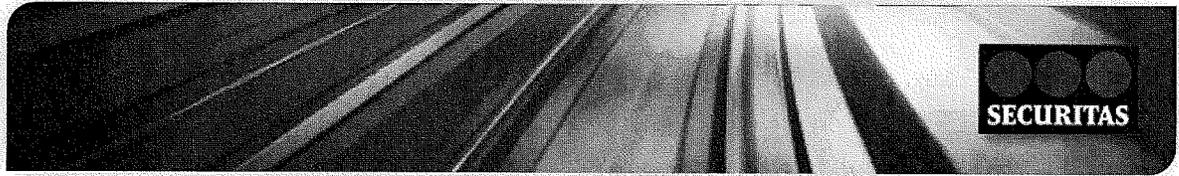
Our transition plans have taken these "lessons learned" and incorporated them into a detailed schedule that becomes a living document. This framework represents a Securitas USA commitment to City of Sacramento and provides a measurable tool by which all parties can follow Securitas USA's progress.

To illustrate our transition experience and capability, one of Securitas USA's predecessor companies successfully transitioned the security industry's largest contract, assumed security responsibility for Kaiser Permanente facilities and transitioned them from a proprietary security force to contract service. The original transition plan was projected to take six months to transition all Kaiser Permanente sites. At the request of Kaiser Permanente, the conversion was completed in 28 days without any major issues and without disruption to on-going Kaiser Permanente operations.

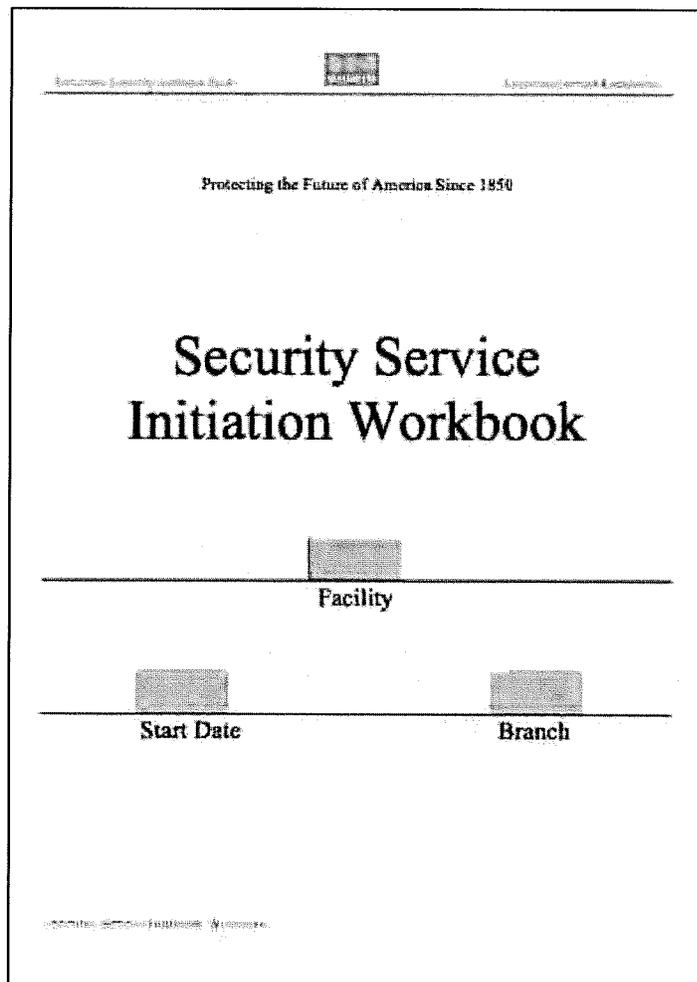
Securitas USA is well aware of the negative impact a poorly designed and implemented transition can have on the continuity of operations of any client. Our team and our proven processes will provide you with a seamless transition at each facility. Our goal is to achieve complete transition and start-up with minimal disruption to ongoing operations within City of Sacramento.

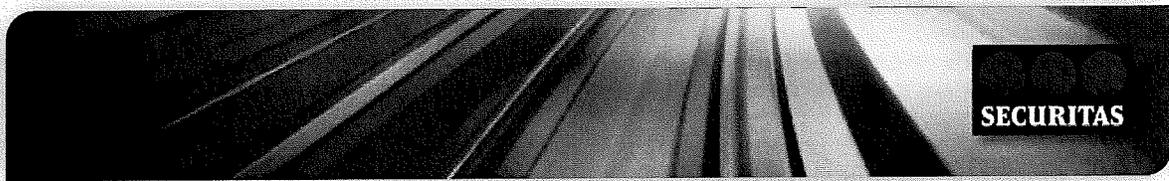
Our transition objectives are to:

- Enter into contract negotiations with City of Sacramento in good faith to efficiently and quickly establish an executed contract.
- Establish contact with corporate and local City of Sacramento security representatives to receive early guidance during transition and contract operation.
- Refine our transition plan and develop milestones for the transfer of activities and responsibilities at City of Sacramento.
- Implement a process of frequent communication with our new team members.
- Accurately assess the quality and effectiveness in all areas of security operations if requested.
- Conduct an operational needs assessment to determine the adequacy of security operations at each site and post identified under our contract if requested.
- Implement our recruitment, screening and selection programs.
- Conduct an assessment of job tasks, training needs and requirements and finalize our training program for City of Sacramento review/approval.
- Establish property control records and affect an orderly transfer of any client-furnished equipment and material.
- Establish administrative, logistic and financial controls.
- Revise/finalize our management and staffing plan with City of Sacramento management input.
- Analyze and revise general and post orders and other directives as needed.
- Develop and/or revise detailed job descriptions.
- Recruit, test, hire and train retained incumbent and/or new employees.

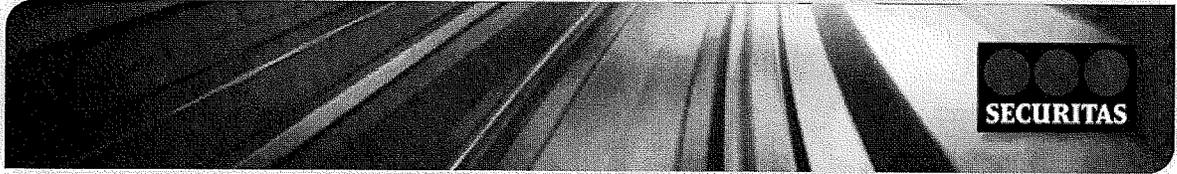


The Securitas Security Service Initiation Manual is one of many examples of our focus for successful start-up. We will utilize this document as a tool to ensure we have covered all the necessary processes for a successful startup at City of Sacramento facilities. Areas focused on include, but not limited to are: Transition Plan, Implementation Plan, Periodic Hazard Assessment Checklist, Post Orders, Post Order Requirements Survey, Client Service Plan, Service Goals, Securitas USA Commitment and Key Performance Indicators.

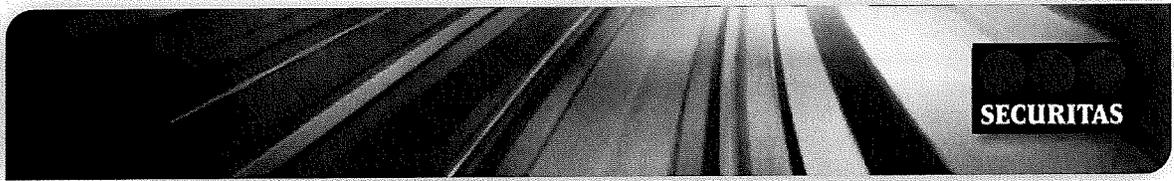




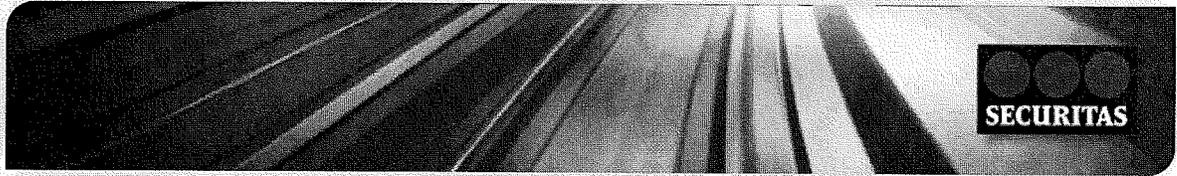
Transition Plan		Facility: <u>City of Sacramento</u>		
		Service Start Date: <u>September 1, 2015</u>		
Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
Meet with the client to present the Securitas USA Service Initiation Kit.	1	Kerry Hold	8/1/15	
Conduct Risk Management Safety Inspection.	1-5	Kerry Hold	8/5/15	
Establish and assign transition team.	1	Wallace Lavery	8/1/15	
Complete Post Order Requirements Survey.	1	Kerry Hold	8/1/15	
Work with client to prepare Post Orders.	2-20	Kerry Hold	8/20/15	
Prepare Hiring Profile.	2	Kerry Hold Fran Mengell	8/2/15	
Order supplies and equipment.	2	Kerry Hold Semilla Muellner	8/2/15	
Order uniforms.	2	Lynn Pattie	8/2/15	
Review and prepare wage and benefit package.	2	Fran Mengell	8/2/15	
Prepare site specific training materials.	2-14	Kerry Hold	8/14/15	
Prepare master schedule.	2	Kerry Hold Laura Rusnak	8/2/15	
Recruit and select security officers based on client requirements. Contact recruiting sources; advertise internally/externally.	6-22	Fran Mengell HR Team	8/22/15	
Meet with client to review Post Orders.	7-10	Kerry Hold	8/10/15	
Issue and fit uniforms.	15-22	Lynn Pattie	8/22/15	
Meet with client to confirm Post Orders, brief on Transition Plan progress and discuss invoice procedures.	21	Kerry Hold	8/21/15	



Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
Conduct Security Officer Introduction Program to all new and incumbent security officers.	22-28	Fran Mengell HR Team	8/28/15	
Confirm all personnel files for full pre-screening documentation.	22	Fran Mengell HR Team	8/22/15	
Conduct on-site specific training of security officers.	22-28	Kerry Hold Supervisors	8/28/15	
Establish specific service start procedures:	22-28			
- Arrival of supervision		Kerry Hold Supervisors	8/28/15	
- Arrival of security officers		Kerry Hold	8/28/15	
- Placement of equipment and supplies		Kerry Hold Supervisors	8/28/15	
- Actual take-over of facility responsibilities.		Kerry Hold Supervisors	9/1/15	
- Working schedule that matches master schedule.		Kerry Hold Laura Rusnak	9/1/15	



Implementation Plan (Service Start Date + 60 Days)		Facility: _____ <u>City of Sacramento</u> Service Start Date: <u>September 1, 2015</u>		
Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
A branch team member must be present for the start of each new shift (remember weekends).	1-7	Kerry Hold	9/7/15	
Visit the account daily so that all service is properly initiated.	1-7	Kerry Hold	9/7/15	
Schedule to be on-site the first time the client is back on-site after start-up. (If the service starts during the weekend, the branch manager should be on-site Monday morning when the client arrives.)	1-3	Kerry Hold	9/3/15	
Review site specific training that has been performed.	1-5	Kerry Hold	9/5/15	
Review personnel assigned to site so they meet all standards.	1-60	Kerry Hold	10/30/15	
Confirm that all contract requirements are being met.	continuous	Kerry Hold Wallace Lavery	On-Going	
Weekly meetings with the client during the implementation period.	7, 14, 21, 28, 35, 42, 49, 56	Kerry Hold	10/30/15	
Area vice president contacts the client (phone or face-to-face).	5-9	Wallace Lavery	9/9/15	
Review first invoice with client (face-to-face).	10-14	Kerry Hold	9/14/15	
Cross-train personnel and "back-up" personnel.	7-60	Kerry Hold Laura Rusnak	10/30/15	
Introduce the Excellence in Service and other Securitas USA programs.	15-25	Kerry Hold	9/25/15	



4. Work Plan & Schedule

- b. Describe how the interaction between your company and the City will take place to ensure that the work is performed satisfactorily.

Key Performance Indicators (KPIs)

Securitas USA believes it is essential to use scorecards to judge the individual property service level and track trends in key performance categories across all property locations served. A scorecard based on key performance indicators (KPI) is our mechanism to continuously assess and improve service performance across all locations for our largest clients.

Securitas USA pioneered the use of service performance scorecards over ten years ago with a large property management company providing multi-building, bundled services for a Fortune 400 financial services company. Within the high-tech vertical market segment, we have also researched and developed models that allow the prediction of cost per square foot of providing security services. This model assesses the mix of types of space usage and their impact on service level, cost and value.

Scorecards provide the foundation for account management planning and measurement for all large, multi-location strategic accounts that we service today. Extensive benchmarking of service management methods and measures has resulted in the development of vertical market segment KPIs and focused training and account management tools. The use of these KPIs and tools reinforce the delivery of service levels that our clients value and expect.

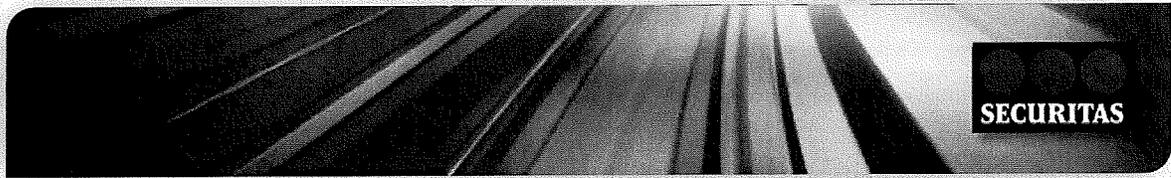
As a services provider, the type of additional data that could be tracked at the local level for specific performance categories and KPIs is addressed in the account scorecard example shown in this section. These additional KPIs can be mutually established with City of Sacramento during the service transition planning and become part of an annual account performance plan for City of Sacramento.

Model for Identification of Key Performance Indicators (KPIs)

The key performance indicators become the measuring stick that is used to assess service performance across all City of Sacramento service locations. The success of the selected KPIs rests first on their regular use in managing the day-to-day activities at each City of Sacramento site, and second, on the consistent use of common operating definitions. These KPIs can be used to gauge local performance in relation to contract standards and site expectations for delivered service.

In addition to the proposed KPIs (service levels, right sizing activities, satisfaction surveys, security incidents, criminal complaints, cost per square foot, cost as a percentage of sales and cost savings) that are OUTCOME indicators of results, there are additional OUTPUT indicators of security team deliverables that can add value to the management of the security program for City of Sacramento.

These additional KPIs can be grouped into three performance categories that describe service OUTCOMES that a security services provider is typically accountable for, namely, Staffing, Training, and Account Management.



The suggested key performance indicators and operating definitions shown below can then be used to measure and monitor the delivery of security services. The operating definition for each KPI can be mutually refined with City of Sacramento input prior to implementation.

Quality of Officers – Assigned personnel meet screening, hiring eligibility, and training requirements.

Retention of Officers – Securitas USA, in agreement with City of Sacramento, will set an annual goal that turnover will not exceed for each location.

Uniforms/Appearance – Evidence of professional appearance, which includes clean, neatly pressed, properly worn uniforms, appropriate grooming standards, and possession of appropriate post equipment.

Trust and Confidence in Security Officers – Officers possess the professionalism and skills appropriate to perform their duties. Officers who cannot consistently meet standards of performance are removed and replaced in a manner that minimizes disruption to service.

Response to Special Services Needs (as applicable) – Adequate response by the security services contractor to requests for special service.

Pre-Assignment Training – New officers report for duty with the ability to perform security-related duties and a general knowledge of such duties.

On-the-Job (OJT) Training – Officers receive adequate on-the-job training to meet or exceed requirements.

Adequacy of Officer Reports – Timeliness of submission. Accuracy of information

with clear, concise description of events for each reported incident.

Response to Incidents – Handle incidents according to site requirements and guidelines. Notify City of Sacramento management in a timely fashion.

Industry/Professional Education – Continuing professional education programs are made available by the security contractor for the security staff (including officer advanced certification and supervisor training).

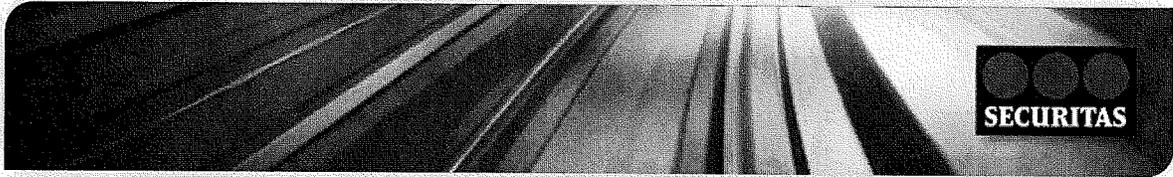
Adherence to City of Sacramento Management Plan – Security services account management adequately reflects the vision of City of Sacramento.

Problem Solving Responsiveness – Action plans are developed that address issues and remedy problems in a timely manner.

Process Improvement – Evidence that local security services team is proactive in identifying opportunities for change in methods and/or procedures to improve service or realize savings.

Accuracy of Invoicing – Securitas USA internal review of billing rates and schedules results in accurate invoices for each location awarded under this contract.

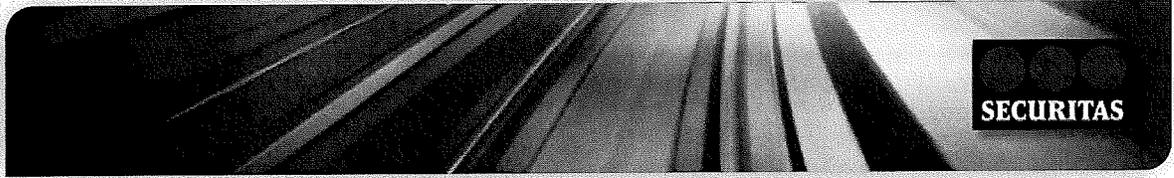
Management Responsiveness – On site security supervisor and branch manager provide adequate communication with the City of Sacramento management representative.



An example of a scorecard that can be jointly developed by Securitas USA and City of Sacramento management to gather and measure local client perception of service performance across all locations served is shown below:

QUARTERLY SERVICE PERFORMANCE SCORECARD							
Location:	Review Period						
	From:			To:			
I. Staffing	Always Exceeds	Frequently Exceeds	Sometimes Exceeds	Meets Expectations	Sometimes Meets	Seldom Meets	Never Meets
A. Quality of Officers		5	5	4		2	1
B. Retention Of Officers		5	5	4		2	1
C. Uniforms/ Appearance		5	5	4		2	1
D. Trust and Confidence in Officers		5	5	4		2	1
E. Response to Special Services Needs		5	5	4		2	1
Comments/Action Plan							
II. Training	Always Exceeds	Frequently Exceeds	Sometimes Exceeds	Meets Expectations	Sometimes Meets	Seldom Meets	Never Meets
A. Pre-Assignment Training		5	5	4		2	1
B. On-The-Job Training		5	5	4		2	1
C. Adequacy of Office Reports		5	5	4		2	1
D. Response to Incidents		5	5	4		2	1
E. Industry/Professional Education		5	5	4		2	1
Comments/Action Plan							
III. Account Management	Always Exceeds	Frequently Exceeds	Sometimes Exceeds	Meets Expectations	Sometimes Meets	Seldom Meets	Never Meets
A. Adherence to (CLIENT'S NAME) Management Plan		5	5	4		2	1
B. Problem Solving Responsiveness		5	5	4		2	1
C. Process Improvement		5	5	4		2	1
D. Accuracy of Invoicing		5	5	4		2	1
E. Management Responsiveness		5	5	4		2	1
Comments/Action Plan							
[CLIENT'S NAME] Management Representative		Securitas USA Security Services Manager			Date		

Key performance indicators offer opportunities to assess cost effectiveness and introduce process improvement initiatives for each category of performance measured. As shown above, this scorecard becomes the mechanism that drives the mutual development of action plans. Local property action plans are used to implement service improvement initiatives as well as resolve service-related issues. Linking the use of KPIs to the continual process improvement is depicted in the graph below:



Performance Gap

The difference between $\left\{ \begin{array}{l} \text{What ought to be} \\ \text{What is} \end{array} \right.$

Two Key Questions

1. What are you observing?
2. For what performance are you defining the gap?

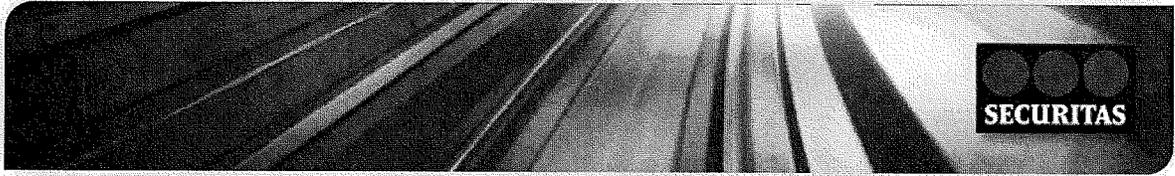
Here, the emphasis is placed on recognizing that human performance is best judged by observing the behaviors of the performer and the quality of the results obtained (Performance = Behaviors + Results). This allows for the development of categories of performance with specific KPIs that can be used to continually measure service delivery and improve results.

Recommended account management tools and frequency of use:

- Regular monthly local site review meetings using the Securitas USA Service Enhancement Plan.
- Quarterly administration of the service performance scorecard.
- Annual service performance audit at each property location by the Securitas USA branch manager and the City of Sacramento management representative.

The primary goals of this audit are to:

- Monitor compliance with contract requirements.
- Assess delivered service quality.
- Conduct a general review of the local site management of service.



Performance Management

Securitas USA has adopted a client-centered approach to defining, documenting and implementing standardized service delivery processes, procedures and supporting information. Goals and Key Performance Indicators (KPI) have been established to deliver a consistent level of quality results.

Securitas USA uses Key Performance Indicators (KPI) to track client service expectations and client requirements. They make the service delivery process effective for all of our clients:

- Client Service Plan Goals target specialization as a security services provider.
- One common set of measures gauges effectiveness and efficiency in business performance.

Service delivery management methods are continually assessed by comparing the daily delivery of service against expectations and by conducting face-to-face client service review meetings. We regularly report Key Performance Indicator results for meeting client service expectations and contract requirements. In this setting, the Securitas USA service delivery manager and the City of Sacramento representative mutually discuss the following:

1. "What is going well?"
2. "What do we need to do differently here?"
3. "What are our next steps?"

Examples of topics addressed in these service review meetings can include:

- Service team performance reviews (financial results, KPI, goals and objectives, issues and concerns, lessons learned, security awareness, training, and client interaction).
- Service level assessment (performance against expectations and contract criteria, progress against annual Client Service Plan goals, trending and tracking of individual client KPI across all City of Sacramento locations served).
- Security officer assessment (appearance, client relations, quality of reports, tour compliance, training certifications).
- Service audit and risk assessment survey results.
- Service Enhancement Plans (SEP) and related improvements.
- Sharing of best practices drawn from Securitas USA's client service experience.
- Sharing of best-known methods drawn from all City of Sacramento service locations (a best practice at one client site becomes common practice across all sites served).



4. Work Plan & Schedule

c. Describe your company’s training program for new employees. How long is the initial program training (hours/days/weeks)? Is in-the field training provided?

Securitas USA provides each security officer with a clear training path. Our approach is based on three key perspectives:

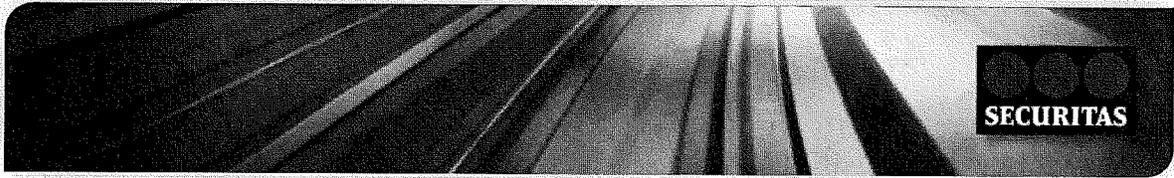
- Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations and Securitas USA policies, are the same regardless of where the officer is assigned.
- Individual clients have unique situations that require additional specialized training. Therefore, we provide both general and client-specific training.
- We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.



The City of Sacramento initial training requirements will be fulfilled within a mutually agreeable timeframe for all officers prior to permanent placement at City of Sacramento sites. Retained incumbent officers, as applicable, will also receive Securitas USA-specific elements of this training in manageable groups after transition so as not to interrupt security operations.

We maintain training certification listing all completed training modules in each officer’s file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered on the Securitas USA Online Academy, testing and record-keeping is instant and automatic.

Level 1
Level One focuses on basic security officer skills and exceeds many state-mandated minimum standards for beginning security officers. Candidates must successfully complete this screening process as a condition of being hired. The following general subjects are covered:
Security Officer Introduction - covers many general subjects, including Introduction, Role of Security Officer, Legal Powers and Limitations, Emergency Situations, Communications and Public Relations, Access Control, Diversity, Policies Against Sexual Harassment, Ethics and Conduct.
Hazard Communications.
Blood-borne Pathogens.
State Licensing.
Harassment Awareness.
Security Officer Handbook.



Level 2	
<p>Level Two focuses on career development and includes site-specific training as well as Securitas USA's premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on City of Sacramento requirements will be developed upon our selection as your security partner. On-the-job training, conducted mostly on-site at City of Sacramento, is designed to instruct the officer of the particulars of the job. Specific training such as First Aid/CPR, AED, Fire Guard and Securitas USA's Safe Driving Program (for those required to operate a vehicle as part of the job) will also be conducted at this time.</p>	
Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding
Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	
Level 3	
<p>Level Three offers rigorous, specialized training for officers who seek continued development beyond Level Two. Working with their managers to select appropriate courses, officers may choose advanced study in topics such as homeland security, workplace violence, risk assessment, emergency management and more.</p>	
Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessment	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level
Homeland Security Issues	Advanced Guarding Technology
Emergency Response	

Additional 40 Hours of California State Mandated Training – Completed Prior to Assignment

California State Mandated Training	
Powers to Arrest	Weapons of Mass Destruction
Public Relations	Observation & Documentation
Communication & Its Significance	Legal & Liability
Post Orders and Assignments (Elective)	Arrest, Search & Seizure (Elective)
Handling Difficult People (Elective)	Access Control (Elective)



4. Work Plan & Schedule

d. Describe your company's approach to resolving problems that may be encountered on the job.

To assure consistency in the level of delivered service, Securitas USA builds City of Sacramento service requirements into its local Client Service Plan and uses performance management and measurement tools to refine and tune the service offering over time.

Within Securitas USA, quality service delivery is driven at the local office team level, close to our clients. We believe that judgment of service quality depends on the perception of each client. As a service company, we know that quality must be built into the service offering. To us, this means that everything we do must help to deliver the service outcomes that our clients value.

Delivering world-class service relies on three key components:

- Service Commitment – our organizational approach for assuring client satisfaction. (“Are we meeting expectations and creating value?”)
- Service Level Management – our account management approach for using tools and measures to assess and report the level of service we deliver to each client. (“Are we delivering consistent service across the client locations we serve?”)
- Performance Management – our operational approach to addressing service level and cost. (“Are we gathering the data at the local level that allows us to determine the service behaviors and methods that yield the best results for the security services team?”)

We believe all service is local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service.

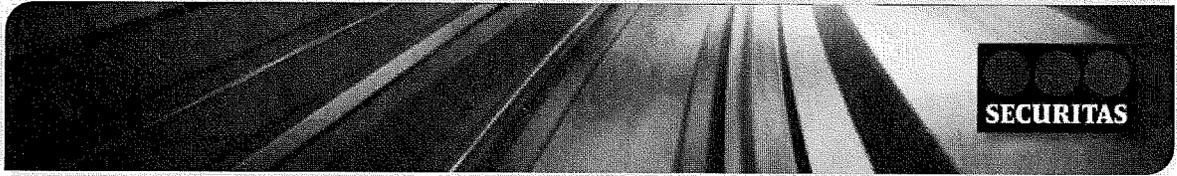
Service Commitment

Competing on “service level” is the key mechanism for advancing many service organizations. Within the security industry, Securitas USA stands alone for putting mechanisms in place that drive behavior and results:

- The core values of our organization, Integrity, Vigilance and Helpfulness, are intrinsic motivators that empower our employees to do the right thing for our clients.
- Our five service value drivers (responsiveness of management, individualized attention to client needs, consistent and reliable service, security officer appearance and demeanor, and trust and confidence in security officers) are regularly discussed in Client Service Review meetings. The behaviors and expected results for each of these five service value drivers are mutually determined with each client for each specific location.
- Our service performance is linked to the effectiveness of the key business processes that deliver value to our clients (e.g., recruiting, hiring, training, employee development, service delivery, client development, office management, scheduling, payroll and billing). We have defined and documented these processes that promote Excellence in Service and refer to them as the HEROES processes. They are our mechanism for Having Everyone Receive and Offer Excellent Service.

Our core values and service drivers and processes position us to meet client needs through the participation of our people, local market focus, and service level management.

Service Level Management

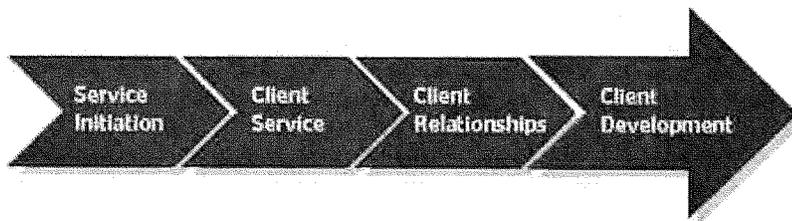


Securitas USA's goal is to manage and deliver locally focused physical security services that we jointly implement with City of Sacramento. Specifically, we will develop a Client Service Plan that meets and exceeds your expectations for security officer duties, safe practices, staffing, training, account management and communication. This service plan includes the development of service measures that assure the daily activities and tasks performed will meet City of Sacramento expectations for behaviors and results.

Commitment to service excellence through performance management and measurement

Securitas USA employs one common set of service delivery tools as part of its Service Excellence program. This program is the primary quality assurance program for the company. It promotes world-class service delivery by linking one standard service delivery method and tools to the service cycle for our clients, namely:

- Service Initiation (Transition Plan and Implementation Plan).
- Service Delivery (Client Service Plan).
- Client Relationships (Service Delivery History and Service Enhancement Plan).
- Client Development (Annual Service Review Meeting)





5. Uniforms & Vehicles

- a. **How many sets of uniform will each employee receive? Will hats, winter jackets, raingear, and safety boots be included? Will uniforms be cleaned for employees? Please include a picture of your company's security guard uniform with your proposal.**

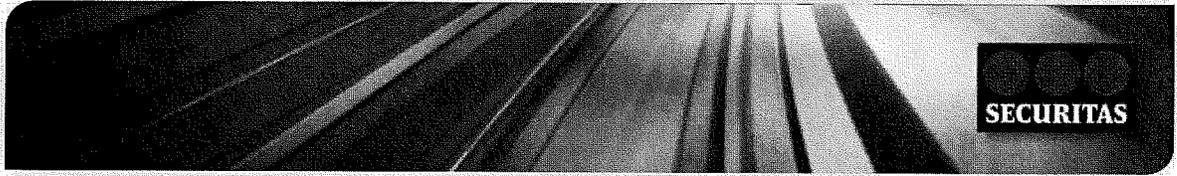
Our uniforms are issued to employees at the local branch offices designated to provide services to our clients. Each branch office maintains an appropriate supply of uniforms and other equipment to adequately satisfy the needs of security officers and clients.



The types of uniforms and equipment issued are determined by client contract. Here are some of the uniforms available:

- Military style (sometimes referred to as "hard look") – 3 light heather gray or white security officer shirts, 2 dark gray trousers, 1 outerwear (windbreaker, bomber, or parka), accessories (1 badge – security officer metal badge, or badge according to rank; 1 plain leather belt, 2 ties.
- Business style (sometimes referred to as "soft look") – 2 light or dark gray trousers, 3 white dress shirts, 2 dark heather gray blazers, 2 ties, 1 plain leather belt, 1 breast emblem.
- Custom style (client specific as stated in agreement): this could include slacks, polo shirts, etc. Equipment – flashlights, raingear, reflective vests, etc.

Employees do not pay for the cost of uniforms but are responsible for the care and cleaning of the uniforms they are assigned. Any portion of the uniform that needs to be replaced is readily available at the local branch office.



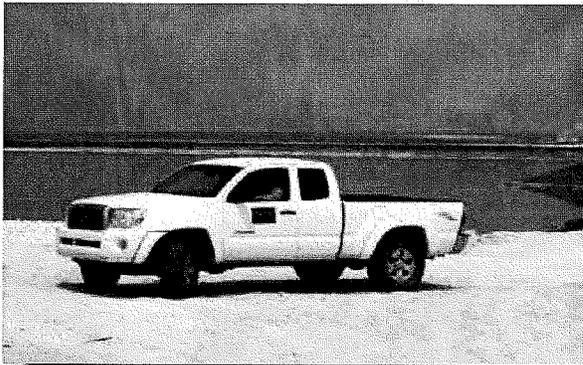
5. Uniforms & Vehicles

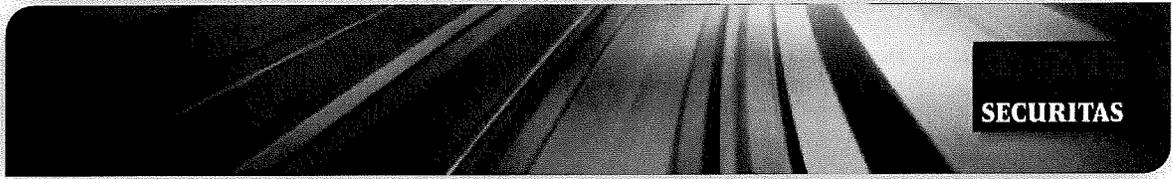
- b. **How many vehicles does your company currently have in its fleet to provide patrol services? Are the vehicles specially equipped? Is the company's name and "security service" identified on the vehicles? Please include a picture of a company vehicle with your proposal.**

Securitas currently has 10 patrol vehicles providing mobile patrol services in the local Sacramento Valley. Securitas will purchase the required quantity of new specially equipped vehicles as necessary upon winning the City of Sacramento Contract that requires dedicated vehicles.

All vehicles will be equipped with License Plate Recognition as required by the RFP and with GPS tracking. All vehicles are clearly marked with our company name, PPO number and the words "Private Security" in accordance with California law.

Furthermore, Securitas will be responsible for the cost of bonded insurance, fuel and maintenance on the vehicles. Please see example images of Securitas vehicles below.

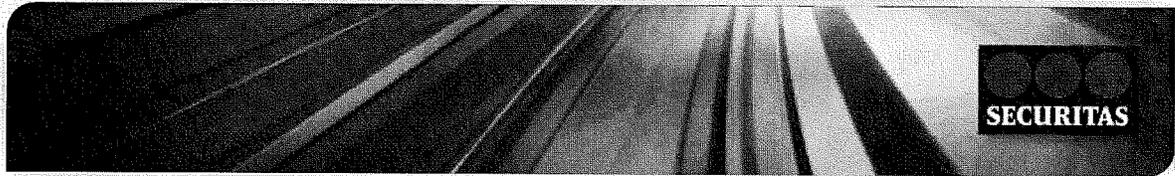




6. Employment Practices

- a. Provide a summary of your company's employment policy and/or information about being an equal opportunity employer.

Securitas is an equal opportunity employer and all employees are to be treated fairly and equally. Discrimination in hiring, compensation, training, promotion, termination or retirement based on ethnic and national origin, religion, sex, sexual orientation, marital or parental status, disability or other distinguishing characteristics protected by applicable law is never acceptable. All employment decisions are to be made solely on the basis of a person's ability, experience, behavior, work performance and demonstrated potential in relation to the needs of the job.



6. Employment Practices

- b. **Discuss your company's employee benefits and recognition programs. Be sure to address medical, dental, vision, vacation, holidays, pension, and recognition.**

Securitas USA offers its security officers benefits/incentive programs that are unmatched in the security services industry. The benefits/incentives offered by Securitas USA to all eligible employees include the following:

Benefits

Medical Plans

Securitas USA offers a variety of ACA compliant medical plans through payroll deduction and/or client contribution. Our self-insured Point of Service plans, EPO and HMOs are administered by Aetna, and in many cases exceed the security industry standard. We also provide access to many regional HMOs. Detailed comparative information regarding coverage and premium costs for all plans is available.

Health Information And Assistance

Active participants in our self-insured health plans have 24-hour online and telephone access to a variety of information resources to help them manage their health care, including:

- Aetna Navigator.
- DocFind.
- 24-Hour Informed Health Line.
- Aetna IntelliHealth.
- Aetna Disease Management programs.

Dental Plans

Securitas USA offers a choice of two different dental plans through Aetna. Both the PPO and the DMO dental plan provide excellent coverage and are available to all Securitas USA employees through payroll deduction and/or client contribution.

Vision Care

All of our officers and their families are eligible for a full service vision program offering flat co-pays for eye exams, frames, lenses and contact lenses, as well as a variety of other vision related services. Plan participants have access to over 22,000 providers nationwide. This program is available to employees through payroll deduction and/or client contribution.

401(k) Savings Plan

All officers may enroll in our 401(k) retirement savings plan. The plan is designed to permit savings on a tax- deferred basis. Security officers may defer 1% to 25% of eligible earnings up to IRS limits, through convenient payroll deduction. Securitas USA provides a ten percent (10%) matching contribution on the first three percent (3%) of plan compensation to all officers enrolled in the 401(k) plan (except those governed by special plan provisions).

Life & Accident Insurance

The cost of this insurance is fully paid by Securitas USA and is provided to all full time (working over 30 hours a week) security officers, effective the first of the month following 90 days of employment. The life insurance benefit is \$5,000 and, in the event of accidental death, this amount is \$10,000. Additional amounts may be provided through contract.

Voluntary Supplemental Life Insurance

All full-time security officers are eligible to purchase up to an additional \$25,000 in life insurance coverage for themselves and their



families through payroll deduction. Spouses may purchase up to 50% of the face amount of the coverage elected by the security officer.

Employee Assistance Program

The EAP program has been instrumental in providing guidance, direction and support services to those employees who seek help. EAP programs assist in early identification of problems and in preventing minor problems from escalating to major issues.

The program is offered at no cost to all Securitas USA employees, full and part-time, after 90 days of employment. The service is administered by MHN, and can be accessed 24 hours a day, 7 days a week either by going online or by calling a toll-free telephone number. Members are entitled to up to 3 counseling sessions per incident, per benefit period, and have unlimited online access to EAP information and tools for a wide range of issues, including:

- Marital, relationship and family problems.
- Alcohol and drug dependency.
- Stress and anxiety.
- Depression.
- Grief and loss.
- Child and elder care assistance.
- Financial issues.
- Legal services.



Holiday Pay

Our officers receive premium wages for all work performed on specified holidays.

Paid Vacations

Our basic policy for full-time officers allows for one week (40 hours) after one year, two weeks (80 hours) after five years, and three weeks (120 hours) after ten years of service. This policy may be amended to comply with the vacation policy of the client.

Uniforms

As a standard company policy, all uniforms and equipment are furnished without charge or deposit to officers.

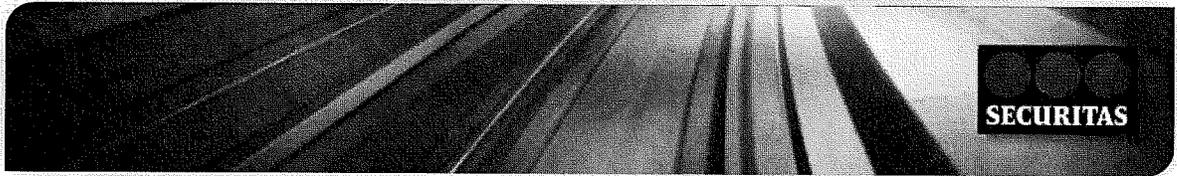
Direct Deposit

This convenient, timesaving benefit is available to all Securitas USA employees.

Sons and Daughters Scholarship Program

Securitas USA has established a scholarship program to help finance higher education for the children of its security officers. Children of Securitas USA security officers can receive a \$1,500 award that may be used for undergraduate study. Awards are given without regard to race, color, creed, religion, sex, disability or national origin. Up to ten awards are given annually.

Incentives



Awards of Merit

Recognizing the individual officer for above average performance is critical in maintaining the morale and dedication of any security force. This recognition includes:

- Certificate of Merit.
- Security Officer of the Month-\$25 bonus check, a distinctive plaque, and an Officer of the Month pin.
- Security Officer of the Year-\$100 award, a distinctive plaque, an Officer of the Year certificate. This officer is selected from the twelve Officers of the Month.
- Region Officers of the Year-We select two officers from all the offices in a geographical region. One officer is recognized for overall performance and the second is recognized for heroism. This award varies from year to year, but is always of significant value.
- Region Supervisor and Employee of the Month-\$50 bonus and an Award of Merit Certificate presented by a region president for the commendable performance of a supervisor and an employee. A commendation letter and distinctive plaque are also presented to the recipient of these awards.
- Region Supervisor of the Year-\$250 bonus, Award of Merit Certificate, and a distinctive plaque is presented. Supervisor of the Year is chosen from the twelve Supervisors of the Month.
- National Officers of the Year-Two security officers are selected from among the 10 Region Officers of the Year to be honored as Securitas USA's Security Officers of the Year in one of two categories: performance and heroism. The award varies from year to year, but includes a special ceremony and prize.
- Service HEROES recognition program to be nominated to be in "Excellence in Service."

Corporate Recognition

Special awards are given in two categories by executive management to security officers and supervisors:

- Medal for Meritorious Service - Presented for courage and service above and beyond assigned duties in an emergency or disaster.
- Medal of Valor - Presented for risking one's life in the preservation of another's.

Service Awards

- One year-certificate.
- Five, ten, fifteen and twenty years-Special Securitas USA gold pins.

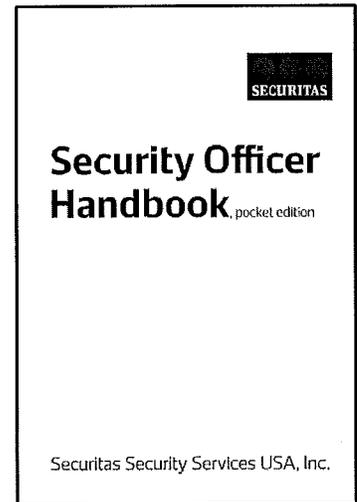


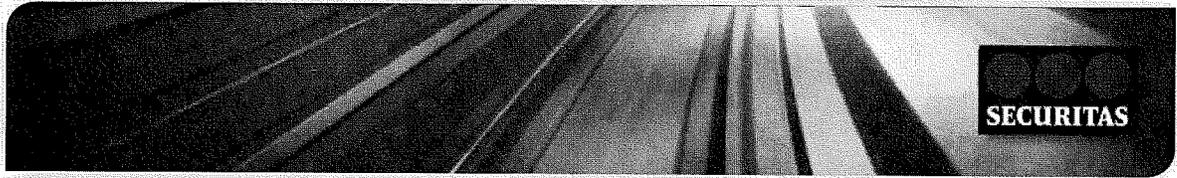
Additional Incentives

- Securitas USA maintains a toll-free Service Heroes Line, which provides our officers an opportunity to recommend ways to improve our service, our programs/processes and to share best practices, as well as recommend cost savings ideas.



- Securitas USA has a program in place to motivate our employees by providing them with an avenue of communication from the local office to the top of our executive management team. We employ the use of our awareness program called AlertlineSM to allow all of our employees a means to anonymously express their concerns without any fear of reproach. All of our officers receive a wallet card with the toll free AlertlineSM number and are urged to use this program if their concerns cannot be properly handled at the local or region level. The hotline is open 24-hours a day, 7-days a week.
- We survey our officers periodically to determine how we can continue to improve our work environment. This survey gives us information to develop new programs to improve officer morale and ultimately their effectiveness on the job. After we determine general areas of concern, we solicit responses from the field personnel on methods for improvement. These suggestions are reviewed and implemented whenever possible. In addition, we will not make suggestions based upon motivational effectiveness until we have surveyed our officers for its potential effectiveness.
- Our employees' achievements are also highlighted in the various publications we produce and distribute, such as local newsletters and our corporate management newsletter. In addition, we produce many other publications to provide Securitas USA a means of informing our employees and clients about company and security industry-related trends, news, events, services and new technologies.
- Security Officer Handbook. Each officer receives a pocket edition of the Security Officer Handbook. This handbook is a great guide and quick reference meant to be with the officer at all times while on duty. It's our goal this handbook provides ongoing resource material for most any day-to-day questions or concerns.

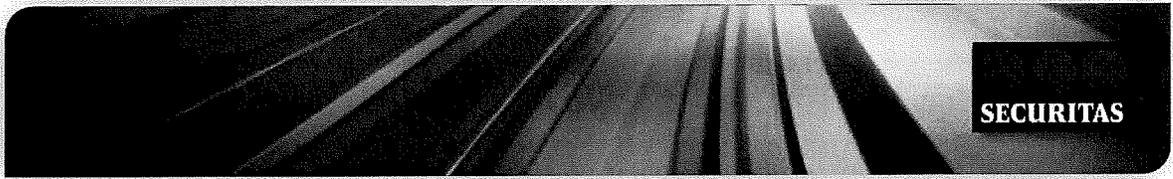




6. Employment Practices

- c. Will assigned employees, full-time and part-time receive Company benefits (health and welfare, vacation, holidays, pension, etc.)?**

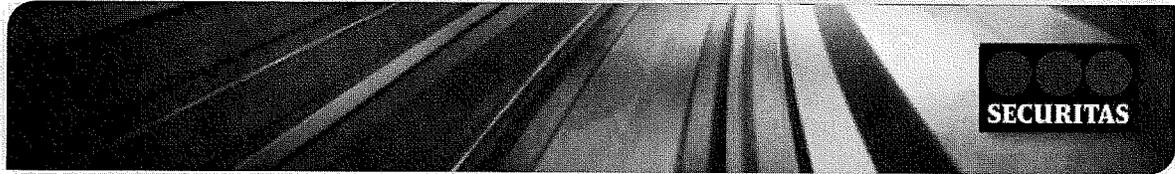
All employees receive company benefits including Vacation, Holidays, 401K, Sons and Daughters Scholarship Awards, and Life Insurance. Full time employees (30+ Hours Per Week) are eligible to receive health benefits in accordance with the Affordable Care Act (ACA).



6. Employment Practices

- d. Can employees with Company health benefits acquire dependent health care for household family members under the Company's Health Plan?**

Dependent healthcare for household family members is available to all full time employees (30+ Hours Per Week) .



6. Employment Practices

- e. **Discuss your company's security guard training programs and frequency of training. Be sure to address how your company selects and trains security guards. Include with your submittal a copy of your company's policy and procedures regarding any follow-up training. Is the training free to employees?**

Employees are paid for their time while attending training sessions and are provided all training at NO COST.

Our commitment to provide our clients with properly trained security officers was the driving force behind the creation of the Securitas Center for Professional Development – USA (SCPD). SCPD is a professional training management organization that brings together dedicated trainers, cutting-edge courses, strategic business partnerships, and security industry experts to deliver world-class programs, products and services.

The value of SCPD to the City of Sacramento will be evidenced by a professional training capability that presents innovative and state-of-the-art training programs to our security personnel assigned to protect employees, visitors and critical assets.

Securitas USA has made a substantial investment in SCPD and the related local and region training and development functions. An important service provided by Securitas USA is a dedicated training officer or selected supervisors to provide training at each City of Sacramento location. Trainers are supported by training staff and SCPD to ensure the proper dissemination of new training programs, materials and methods, and to keep trainers current regarding available resources. Each of Securitas USA's Five Regions is staffed with region, area or local trainers, whose role is to:

- manage efforts in training, organizational improvement and performance enhancement.
- conduct training in a variety of settings and develop curricula combining multiple existing and acquired resources.
- analyze performance of individuals, programs and organizational units; develop performance and competency models.
- develop partnerships with clients by learning the clients' business and collaborating to identify learning opportunities that will enhance the delivery of security services.

Key competencies possessed by members of the training and development group are:

- understanding of client business processes and success factors.
- the ability to conduct job task analyses in complex environments and develop corresponding curricula and performance and/or knowledge-based training modules based on varying needs.
- planning, organizing and leadership skills particularly as they relate to the development of annual training plans for a branch office or a specific client.
- presentation and group facilitation skills.

E-LEARNING AND THE SECURITAS USA ONLINE ACADEMY



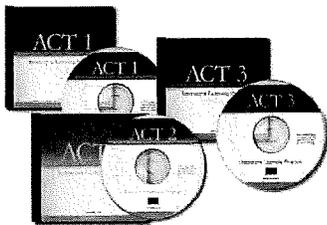
Securitas USA is meeting today's training needs with advanced technology and sophisticated courseware design. The Securitas USA Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System to create the finest e-learning program in the security industry.

E-courses offer over 40 security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback and coaching and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This all adds up to improved performance and consistent training across the organization.

Our Learning Management System facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

Our partnership with SuccessFactors offers unmatched value and experience in online learning. Plateau provides LMS technology for many of the largest government and corporate entities, including the U.S. Air Force, NASA, GE and Yahoo.

Securitas USA's e-learning program delivers training when and where it's needed, with 24/7 learning access, both custom and off-the-shelf courseware, and standardized training across the organization. It is the perfect solution for just-in-time training for compliance issues, industry standards, homeland security, and more. All of this results in lower training costs, more training opportunities, and a dedicated workforce of security professionals.



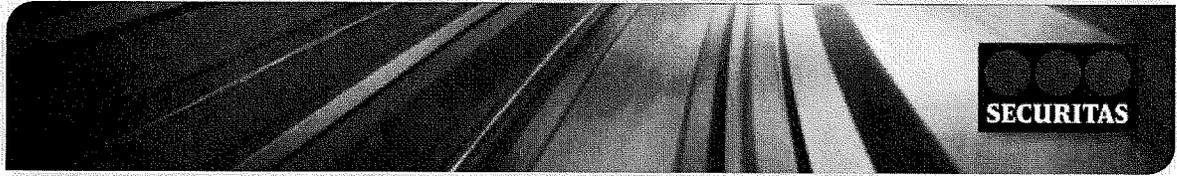
The Securitas USA Online Academy benefits clients with consistent training and performance across locations and dedicated officers with career paths in security. This effective, fast and efficient training is available when and where you need it.

The Securitas USA commitment to excellence in training and development provides you with the knowledge and assurance that you have the best-trained and most highly motivated security team working for you.

ADVANCED CERTIFICATION TRAINING (ACT)

Securitas USA has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), designed to provide advanced training for each security officer. We make this course available to all security officers at City of Sacramento. We specifically encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement both at City of Sacramento and within Securitas USA.

Each ACT study course provides details of the security profession. Using the latest technology and solid learning theory, ACT e-learning courses can be delivered anytime, anywhere a computer is available. It allows officers to progress at their own pace to master the materials while receiving immediate feedback on their understanding and application of the lessons. The state-of-the-art ACT e-learning programs are fully interactive, based on the "tell, show, do" approach to learning that lets officers apply the principles they are learning in computer-simulated situations. Lessons are reinforced with online quizzes that give instant feedback. The final exam is administered by the officer's supervisor or manager, giving an opportunity to close the training loop with direct interaction with team leaders.



Upon receiving a satisfactory passing grade on the ACT 1 exam, the security officer is awarded a certificate. Upon passing ACT 2, a certificate and engraved “ACT Certified” nameplate are awarded. Successful completion of ACT 3 earns the officer a certificate and uniform pin and the designation of Professional Security Officer.

Our ACT Program includes the following materials:

ACT Program		
ACT 1	ACT 2	ACT 3
The professional security officer	Report writing	Workplace violence
About Securitas USA	Fire safety	Traffic and parking
Professional image and teamwork	Access control	Crowd control
Customer service	Telephone and radio communications	Bomb threats
Post orders	Patrol techniques	Substance abuse
Limits to authority	Perimeter control	Harassment and discrimination
Protection and observation	Vehicle access control	Fire safety
		Emergency response

ONGOING PROFESSIONAL DEVELOPMENT

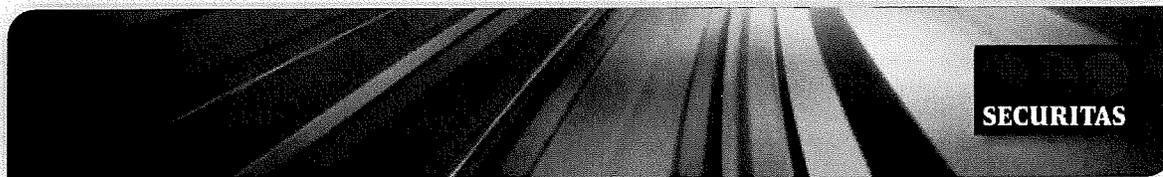
Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication. Ongoing development plans designed to meet City of Sacramento specific requirements may include drills, exercises, audits and refresher training as agreed upon. In addition, Securitas USA provides continuing training and development opportunities through dynamic proactive communication programs such as our monthly Security Spotlight and our flagship Excellence In ServiceSM program.

Security Spotlight

Distributed on a monthly basis, Security Spotlight examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, Security Spotlight proactively examines security issues relative to current events and risks such as terrorism awareness and response, seasonal safety and security and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather, identity theft, and travel security. Security Spotlight topics can also be produced in response to client needs.

Excellence In ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate and empower every security officer. Our quarterly Excellence In ServiceSM magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Real Securitas USA officers and events are featured to highlight the training and/or customer service topic being emphasized. To help reinforce knowledge and proper procedures, qualified officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for \$2,500 at a special ceremony.



ANNUAL REFRESHER TRAINING

As a security industry leader in training, we recognize that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to ensure our security officers maintain consistently high levels of proficiency.

To this end, Securitas USA is committed to working closely with City of Sacramento to determine specific critical skills and knowledge that should be periodically reinforced and retested through annual training. Through the professional judgment of both of our companies, we will determine those critical skills and tasks our personnel must be able to perform, ensuring those where the consequences of failure are significant are included.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, customer relations, corporate policies and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

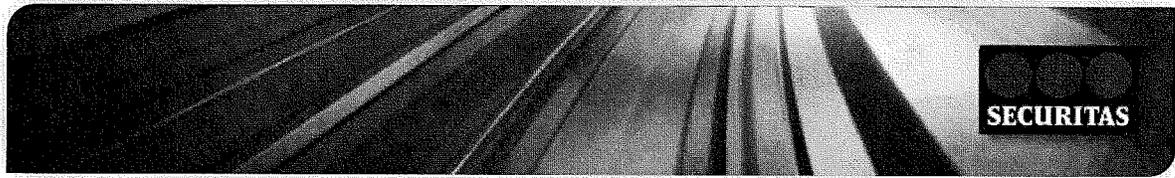
The value to City of Sacramento is that each and every officer will possess the necessary tools to provide world-class service at all of your facilities immediately upon assignment and as part of an on-going program.

ADDITIONAL VALUE-ADDED TRAINING SOLUTIONS

Our training capabilities extend well beyond basic and on-the-job training. We believe you may find significant value in training opportunities available from us through the Securitas Center for Professional Development - USA. In addition to our ACT and e-learning programs, Securitas USA has a wealth of training resources from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas USA and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at City of Sacramento sites.

SECURITY TRAINING SUCCESSION PLANS

Securitas USA can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training. We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers proceeding along the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.



The benefits of such a program include the following:

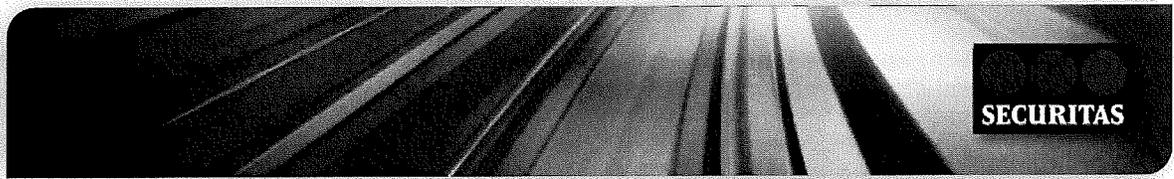
- Qualified individuals are identified as they proceed along the training succession paths and their skills are identified.
- The process of receiving and participating in training provides the officer with a sense of value to Securitas USA and City of Sacramento. This sense of value provides a non-monetary reinforcement and contributes to good morale.
- Good morale through the investment of training in each individual leads to increased retention

TRAINERS

Securitas USA will provide a dedicated training Security Officer or selected supervisors to provide training at your site. Trainers are supported by training staff and SCPD to help ensure the proper dissemination of new training programs, materials and methods, and to keep trainers current regarding available resources. Each of Securitas USA's five regions is staffed with region, area or local trainers.

Role of Security Trainers

Area	Description
Accountability	<ul style="list-style-type: none"> • Manage efforts in training, organizational improvement & performance enhancement
Instructor	<ul style="list-style-type: none"> • Conduct training in a variety of settings & develop curricula combining multiple existing & acquired resources
Assessments	<ul style="list-style-type: none"> • Analyze performance of individuals, programs & organizational units; develop performance & competency models
Client customization	<ul style="list-style-type: none"> • Develop partnerships with clients by learning the clients' business & collaborating to identify learning opportunities that will enhance the delivery of security services
Key Competencies of Security Trainers	
<ul style="list-style-type: none"> • Understanding of client business processes & success factors • The ability to conduct job task analyses in complex environments & develop corresponding curricula & performance &/or knowledge-based training modules based on varying needs • Planning, organizing & leadership skills, particularly as they relate to the development of annual training plans for a branch office or a specific client • Presentation & group facilitation skills 	



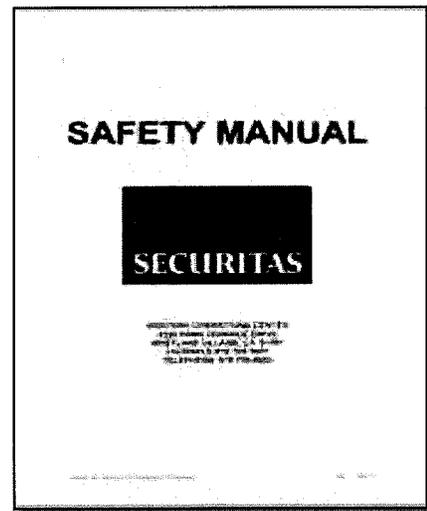
6. Employment Practices

f. Discuss your company's occupational safety and health training programs and frequency of training.

The Securitas Safety Manual

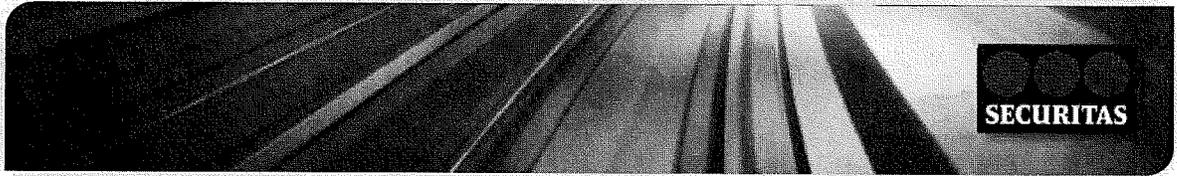
This is one of many examples of our focus on safety. It is the policy of Securitas USA to work to provide a safe and healthful work place for our employees. This policy is of primary concern to the company and one we take very seriously. Our Injury and Illness Prevention Plan (IIPP) is designed to encourage and facilitate the control of safety and health hazards and to pursue the elimination of on-the-job injuries and illnesses.

For this program to be successful, the proper attitude and cooperation of all managers, supervisors, and employees is most important. It is only through the cooperation and awareness of our objectives, by all of our employees, that we can maintain a safety record that will continue to make Securitas USA a leader in the contract security industry. It is the responsibility of management to impress upon all those who report to them that safe practices are an integral part of our work. Therefore, supervisory personnel must establish, maintain and monitor safe work practices and provide on-going safety education to prevent and eliminate exposures to risk.



Equally important, all employees have the responsibility to perform their jobs safely, and report to their supervision all risk exposures / safety hazards to reduce the exposure for an accident/injury. People are our most important asset. All Securitas USA employees are responsible for working safely and maintaining a safe and healthful work environment.

All employees are encouraged to attend monthly safety training sessions in our local office and are paid for their attendance.

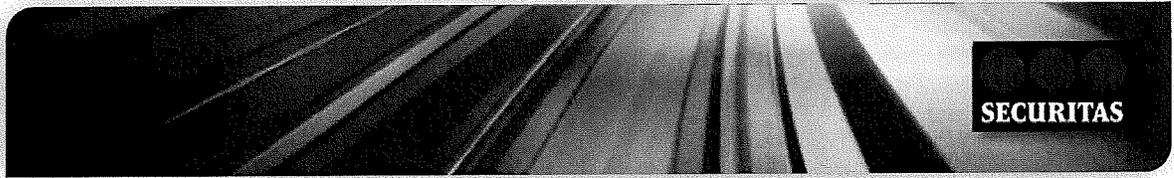


6. Employment Practices

g. List any other training that your company provides that is not listed in the training categories of this RFP.

Our training capabilities extend well beyond basic and on-the-job training. We believe you may find significant value in training opportunities available from us through the Securitas Center for Professional Development - USA. In addition to our ACT and e-learning programs, Securitas USA has a wealth of training resources from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills.

Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas USA and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at City of Sacramento sites.



6. Employment Practices

h. Discuss your company's drug testing program, and frequency of drug testing.

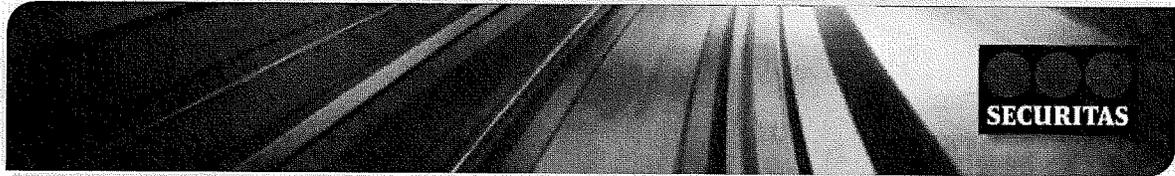
Securitas USA mandates a drug free workplace. This policy is widely published and communicated throughout our organization. One of the first things an applicant sees when entering a Securitas USA office is a sign that reads, "At Securitas USA, we screen for drugs." We partner with i9 Advantage, a leading provider of public record information and drug screening services to administer our drug screening program, using Stat Swab , an oral fluid based point of contact screen for drugs of abuse.

Stat Swab is a six panel screen and is designed to detect the presence of the most commonly used drugs:

- Marijuana (THC)
- Cocaine
- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

Each new Securitas employee is screened for drugs before they begin work on an assignment. If necessary, frequent and random testing can be done at the request of City of Sacramento.

Stat Swab provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas USA utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.



6. Employment Practices

- i. **Submit information regarding your company's appearance and grooming standards, such as: the hair of both male and female employees must not extend below the top edge of the collar; tattoos should not be visible or covered; etc.**

Acceptable personal appearance and personal hygiene is requirement of employment. Unconventional personal grooming and hygiene standards are not permitted. All officers must comply with the following personal appearance standards.

- Officers are required to wear Company uniforms that have been issued to them.
- Only conventional belt buckles may be worn.
- Ornate buckles, unauthorized pins, patches or devices, political or other organizational symbols, of any kind, are not permitted, while on duty.
- Basic black shoes, belts and socks are required.
- Appropriate undergarments are required under officer's uniform. In those instances, where ties are not a part of the uniform issue and open-neck shirts are permitted, only white tee shirts may be worn.
- Hairstyles must be neat and styled in a manner that is appropriate in the work environment.
- Unconventional or extreme colors of hair and/or hairstyles are not acceptable. For example, Mohawks are not considered appropriate hairstyles for the workplace.
- Hair ornamentation that is considered unconventional in style or color is inappropriate while in uniform. For example, excessive or unconventional clips, beads or feathers in your hair would not be appropriate in the workplace.
- Fingernails must be clean, neat and not extreme in length or color.
- Extreme looking facial hair, such as mutton chops, handlebar mustaches, goatees and Van Dykes are not permitted.
- Beards, sideburns and/or mustaches may be worn if authorized by branch management and must be neatly trimmed.
- For female employees, one earring per ear may be worn. Acceptable earrings are to be small hoop and "stud-like" in size and conservative in style and color. Over-sized earrings are not permitted.
- For male employees, earrings may not be worn while working.
- Excessive jewelry may not be worn unless authorized by branch management.
- Visible body piercing accessories or visible tattoos are not permitted, unless authorized by branch management.
- Securitas USA shoulder patches or client-furnished patches are the only acceptable insignia while on duty or in the work area.
- When wearing an issued jacket, the breast badge must be on the outer garment and visible.
- Only jackets, coats or raincoats issued and approved by Securitas USA may be worn over the uniform during work hours.
- Where required, Company-issued caps must be worn at all times except when the officer is inside a vehicle or facility, or when special safety head gear is required.
- Doo-rags are not permitted.
- Officers may not wear their uniform while off-duty except when traveling to and from work.
- When in uniform, officers must not enter bars, lounges, taverns, casinos or other places where alcoholic beverages are served, unless they are assigned to such an establishment while on duty.
- Officers are not authorized to substitute personal items of clothing for Securitas USA uniform issue.

If found in violation of this policy, you will be subject to disciplinary action up to and including termination, depending on the circumstances.

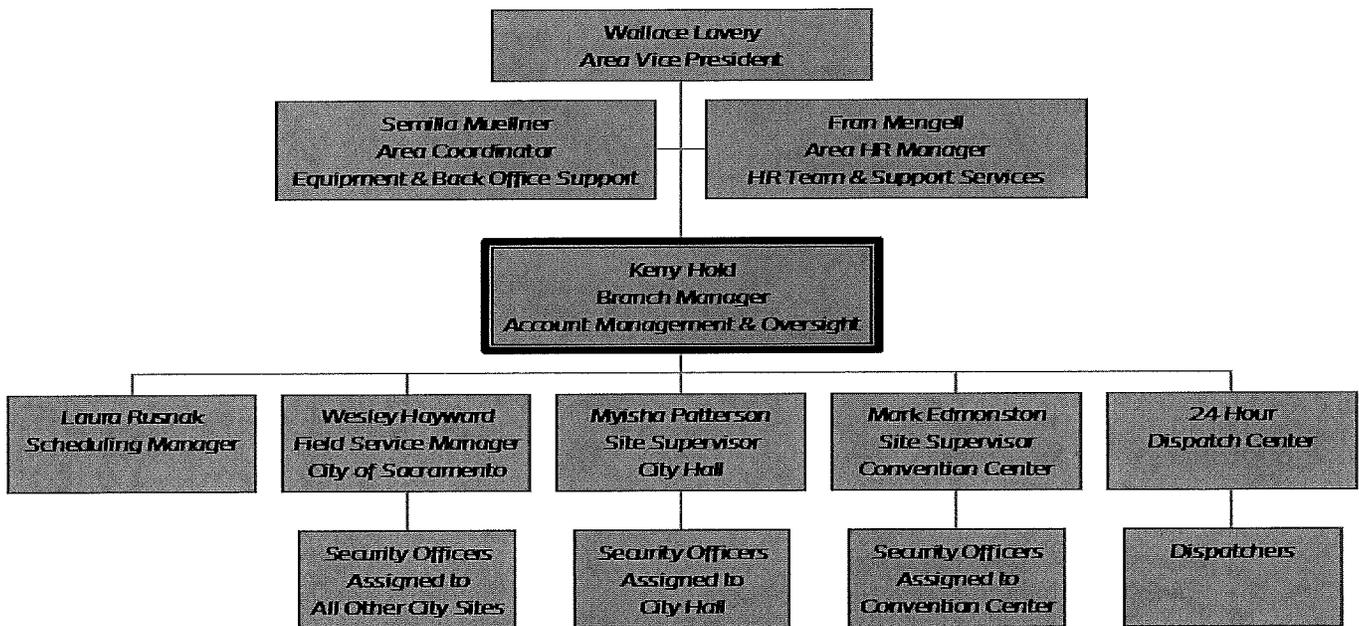


7. Identify the Project Team

- a. **Identify the Project Team: Identify the personnel that will be assigned to the project, their credentials and their experience with similar projects. Include biographies of the leading team members.**

The security program for the City of Sacramento will be set up for success through our organizational structure. Kerry Hold will serve as the account manager and be responsible for the day to day management of the account. She will be fully accessible to the City of Sacramento client representatives 24 hours a day, 7 days a week. Kerry has been with the company since 1996. As a Securitas Branch Manager, Kerry reports directly to our Area Vice President, Wallace Lavery. This flat organizational structure ensures that our management staff is close to the customer and responsive to their needs.

Below please find an organizational chart illustrating how the City of Sacramento account will be organized.



On subsequent pages please find a detailed biography for the key account team members.

Kerry Hold

Branch Manager, Securitas USA



Current Role

Kerry has over nineteen years of experience with Securitas. She is a hands-on manager with strong organizational, technical and interpersonal skills. She is trustworthy, ethical, and committed at providing the highest level of customer service. As a Branch Manager she has full responsibility to provide the best security solutions to her clients. She creates policies based on security operational analysis tool, as well as, develops KPI (Key Performance Indicators) with each client and review often to improve it. Her ability to be detailed oriented ensure that he will manage a multitude of tasks effectively.

Security Experience -

- Branch Manager, Sacramento, CA 2002 - Present
- Client Service Supervisor, Sacramento, CA 1998-2002
- Communications Center Supervisor, Sacramento, CA 1997-1998
- Client Service Supervisor, Oakland, CA 1996-1997
- Human Resource Assistant, Oakland, CA 1996

Professional Affiliations and Certifications

- Member, BOMA International
- Member, ASIS International.

Education:

- Associate of Arts-Mission College, CA
- Professional training programs/certifications:
 - Securitas Branch Management Development Program 2005
 - Securitas Brass Ring Branch Management Leadership Program
 - Securitas Security Management - Level I, II, III, IV
 - Professional Selling Skills (PSS) of Learning International
 - Civil Treatment for Managers
 - Disaster Recovery Institute
 - Medical Emergency Response Training
 - Managing Assaultive Behavior
 - Workplace Injury Prevention
 - Core Communication Skills

Wallace Lavery

Area Vice President: Sacramento, CA



Current Role

Wallace has over fifteen years of increasing management experience with Securitas USA and has successfully overseen multiple security transitions. His area, Sacramento, is the Securitas nationwide leader in employee retention and also holds a second straight year with significant increase in client retention (over 93%). Wallace was awarded Training Magazine's Distinguished Top 125 Award in 2010.

Security Experience

Securitas USA:

Area Vice President, Sacramento Area

Branch Manager, Sacramento, CA

Operations Manager

Client Service Supervisor

Professional Affiliations, Training and Certifications

Member, Gold Key Honor Association

Member, ASIS International

Allied Member, BOMA Sacramento

Branch Manager of Year Award, Sacramento Area

Recipient of Meritorious Service Award, Securitas USA

Securitas Leadership Development Course

Hazardous Materials First Responder

Education

California State University

B.A.

Sacramento State University

Minor History

ATTACHMENT 1

SUBMITTAL SIGNATURE

All FIRM S must complete and sign this section. Failure to complete and sign this section may result in rejection of the submittal.

Name of Firm: Securitas Security Services USA, Inc.

Business Address: 2045 Hurley Way, Suite 175, Sacramento, CA 95825
(Street) (City) (State) (Zip Code)

Telephone: 916-569-4523 Fax: 916-569-4552

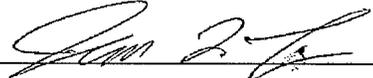
Type of Business:

- Corporation
- Partnership
- Individual doing business under own name
- Individual doing business using a firm name
- Joint Venture (Attach Joint Venture Agreement)

Federal Tax I.D. Number: 71-0912217

City of Sacramento Business Operations Tax Number: 133717

*Mandatory only if recommended for contract award.

Signature:  Date Signed: 6/15/15

Name & Title: Jon Timberlake, Business Development Manager

Note: All information submitted in or in connection with this proposal is submitted under penalty of perjury. The City shall have the right to terminate at any time any contract awarded pursuant to a submittal that contains false information.

Attachment 2

LOCAL BUSINESS ENTERPRISE (LBE) PARTICIPATION PROGRAM

NOTE: Proposers must provide responses to the following items. Failure to provide a response to each of the items in this section may be grounds for rejection of the proposal.

1. LBE FIVE PERCENT (5%) PARTICIPATION

On April 3, 2012, the Sacramento City Council adopted a Local Business Enterprise (LBE) Preference Program to provide enhanced opportunities for the participation of local business enterprises (LBEs) in the City's contracting and procurement activities. On November 19, 2013, City Council increased the LBE preference and authorized City departments to require minimum LBE participation levels in individual contracts. Under City Code section 3.60.270, when the bid specifications for a City contract establish a minimum participation level for LBEs, no bidder on the contract shall be considered responsive unless its bid meets the minimum LBE participation level required by the bid specifications.

The City has established a minimum 5% participation level for LBEs on this contract. Pursuant to City Code Section 3.60.270, no bidder on this contract shall be considered responsive unless its bid meets or exceeds this minimum participation level.

Local Business Enterprise means a business enterprise, including but not limited to, a sole proprietorship, partnership, limited liability company, corporation, or other business entity that has a legitimate business presence in the city or unincorporated county of Sacramento. Evidence of legitimate business presence in the city or unincorporated county of Sacramento shall include:

1. Having a current City of Sacramento Business Operation Tax or County of Sacramento Business License for at least twelve (12) consecutive months prior to submission of bid; and
2. Having either of the following types of offices or workspace operating legally within the city or unincorporated county of Sacramento for at least twelve (12) consecutive months prior to submission of bid:
 - a. The LBE's principle business office or workspace; or
 - b. The LBE's regional, branch or satellite office with at least one full time employee located in the city or unincorporated county of Sacramento.

A. LOCAL BUSINESS ENTERPRISE (LBE)

Is the firm submitting the bid qualified as a local business enterprise? Check the appropriate box below:

YES - the firm submitting the bid is qualified as a local business enterprise.

NO - the firm submitting the bid is not qualified as a local business enterprise.

If the response to the above is YES, provide the City of Sacramento Business Operations Tax Certificate Number and/or County of Sacramento Business License Number:

County Business License: GNB32004-17301

If the response to the above is YES, provide a current copy of the City of Sacramento Business Operations Tax Certificate and/or County of Sacramento Business License. (Copy is Enclosed)

If the response to the above is YES, provide business office or workspace address*:

2045 Hurley Way, Suite 175, Sacramento, CA 95825

* Address must be a physical address for the basis of location, this excludes P.O. Box addresses.

Local Business Enterprise (LBE)
Participation Verification Form
Professional and Nonprofessional Service Agreements of \$100,000 or More

THIS FORM MUST BE SUBMITTED WITH THE PROPOSAL OR BID
IF A SEPARATE SEALED COST ESTIMATE IS REQUIRED, THIS FORM MUST BE INCLUDED WITH THE SEALED COST ESTIMATE

To be eligible for this agreement, the proposer or bidder shall list below all the business entities used to attain the 5% LBE participation requirement. Estimated dollar values shall be provided for all work / services listed. The failure to attain the 5% LBE participation or the inclusion of false information or the omission of required information will render the proposal or bid non-responsive.

Proposer/Bidder Name: Securitas Security Services USA, Inc. Proposal Bid Amount: \$3,123,837.70 Is the Proposer/Bidder a LBE? Yes No

LBE Business Entity Name and Address (subject to verification)	Description of Work or Services to be provided	Estimated Dollar Value of Work or Services
Securitas Security Services USA, Inc. 2045 Hurley Way, Suite 175 Sacramento, CA 95825	Security Guard & Patrol Services	\$15,000,000.00

The Proposer/Bidder hereby certifies that each business entity listed on this LBE Participation Verification Form has been notified that it has been listed and has consented in writing to its name being submitted for this proposal or bid. The Proposer/Bidder also certifies that it will notify each business entity listed on this Form in writing if the agreement is awarded to the Proposer/Bidder and will make all documentation relevant to the listed business entities and LBE participation available to the City of Sacramento upon request. The Proposer/Bidder further certifies that all of the information contained in this Form is true and correct and acknowledges that the City will rely on the accuracy of this information in awarding the agreement.

COPY AND ATTACH ADDITIONAL SHEETS AS NECESSARY

Page_ of ___

**LOCAL BUSINESS ENTERPRISE (LBE)
PARTICIPATION REQUIREMENTS FOR PROFESSIONAL SERVICES AND
NONPROFESSIONAL SERVICES OF \$100,000 OR MORE**

(City Contracts no Federal Funds Used)

I. LBE PARTICIPATION REQUIREMENT

On April 3, 2012, the Sacramento City Council adopted a Local Business Enterprise (LBE) Preference Program to provide enhanced opportunities for the participation of local business enterprises (LBEs) in the City's contracting and procurement activities. On November 19, 2013 City Council increased the LBE preference percentage and authorized City departments to require a minimum 5% LBE participation level in public project and professional service contracts. On December 17, 2013, the City Council amended the City Code to allow City departments to require a minimum 5% LBE participation level in supply and nonprofessional service contracts. Under City Code section 3.60.270, when the specifications or request for proposals or bids for a City contract establish a minimum participation level for LBEs, no proposer or bidder on the contract shall be considered responsive unless its proposal or bid meets the minimum LBE participation level required by the specifications or request for proposals or bids.

The City has established a minimum 5% participation level for LBE's on this contract. Under City Code section 3.60.270, no proposer or bidder shall be considered a responsive proposer or bidder unless its proposal or bid meets this minimum LBE participation level.

Bidder and any other business entity listed on the LBE forms submitted shall comply with all applicable laws relating to licensing, permitting, and payment of taxes and fees in the City of Sacramento or County of Sacramento; and shall not be in arrears to the City of Sacramento or County of Sacramento, upon award of a contract.

II. LBE QUALIFICATION

A. A LBE designated in the proposal or bid must be qualified as a LBE prior to the time set for submission of proposals or bids.

B. Local Business Enterprise means a business enterprise, including but not limited to, a sole proprietorship, partnership, Limited Liability Company, corporation, or other business entity that has a legitimate business presence in the city or unincorporated county of Sacramento. Proof of legitimate business presence in the city or unincorporated county of Sacramento shall include:

1. Having a current City of Sacramento Business Operation Tax or County of Sacramento Business License for at least twelve (12) consecutive months prior to submission of the proposal or bid; and
2. Having either of the following types of offices or workspace operating legally within the city or unincorporated county of Sacramento for at least twelve (12) consecutive months prior to submission of the proposal or bid:
 - a. The LBE's principle business office or workspace; or

- b. The LBE's regional, branch or satellite office with at least one full time employee located in the city or unincorporated county of Sacramento.
- C. A LBE must provide a physical address for the basis of location. This excludes P.O. Box addresses.
- D. A LBE must provide a current copy of the City of Sacramento Business Operations Tax Certificate or County of Sacramento Business License.

III. DETERMINATION OF LBE PARTICIPATION LEVEL

- A. Professional and nonprofessional services agreements of \$100,000 or more will be subject to a minimum 5% LBE participation requirement.
- B. To receive credit for the 5% minimum participation requirement, the Contractor must either (a) be a LBE, or (b) subcontract with a business entity that is a qualified LBE.

IV. LBE REQUIREMENTS OF SUCCESSFUL PROPOSAL

- A. LBE RECORDS - The Contractor shall maintain records of all agreements with verified LBE subconsultants or subcontractors for one (1) year after receiving final payment from the City. Such records shall show the name and business address of each LBE subconsultant or subcontractor and the total dollar amount actually paid each LBE subconsultant or subcontractor. Upon completion of the agreement, a summary of these records shall be prepared, certified correct by the Contractor's authorized representative and furnished to the City. The Contractor shall provide such other information, records, reports, certifications, or other documents as may be required by City, to determine compliance with any provision of the LBE program or these requirements.
- B. REPORTING REQUIREMENTS AND SANCTIONS - Failure to provide specific information, records, reports, qualifications, or any other documents required for compliance with these requirements shall be considered noncompliance with the agreement. If the Contractor fails to correct a deficiency within fifteen (15) days after notification, a deduction may be made from the agreement amount. The deduction shall be ten (10) percent of the estimated value of the services performed during the month, not to be less than \$1,000 nor exceed \$10,000.
- C. PERFORMANCE OF LBE SUBCONSULTANTS - The LBEs listed as subconsultants or subcontractors by the Contractor shall perform the work or services for which they are listed unless the Contractor has received prior written authorization from the City to perform the work or services in another manner. If the City approves the substitution of an LBE listed as a subconsultant or subcontractor by the Contractor, the Contractor will be required to make good faith efforts to replace the original LBE subconsultant or subcontractor with another qualified LBE subconsultant or subcontractor.

V. DEFINITIONS

A. Local Business Enterprise (LBE)

Local Business Enterprise (LBE): A business enterprise, including but not limited to, a sole proprietorship, partnership, limited liability company, corporation, or any other business entity that has a legitimate business presence in the city or unincorporated county of Sacramento.

B. Contractor

The successful proposer or bidder who is awarded the professional services or nonprofessional services agreement by the City.

C. Subconsultant

The individual, partnership, corporation, firm, or other entity entering into a contract or agreement with the Contractor to perform a portion of the work or services under the professional services agreement.

D. Subcontractor

The individual, partnership, corporation, firm, or other entity entering into a contract or agreement with the Contractor to perform a portion of the work or services under the nonprofessional services agreement.

QUALIFICATION QUESTIONNAIRE

ATTACHMENT 3

GENERAL: Respond to all information requested in this RFP. Use additional sheets as necessary. Brochures and advertisements will not be accepted as a substitute for these requirements. A qualifying proposal must address all items. Incomplete proposals may be rejected.

Contractors shall attach any supplemental pages as necessary to respond to the questions below. Each question should be numbered to correspond to the question number given and attached in sequential number order.

1. Provide copies of applicable licenses and permits required to operate a Security business in the State of California and in the City of Sacramento.

Please refer to Section 1e for copies of all applicable licenses and permits.

2. Has your company been in the security business in the State of California or the City of Sacramento for a minimum of 5 years, either as its own entity or through a merger? Yes No

Please refer to Section 1a for more detailed information on our founding date and company history.

3. Does your pre-employment screening requirements include testing for controlled substances, including schedule I, II, III, & IV? (see <http://www.deadiversion.usdoj.gov/schedules/index.html>) for definitions)

Yes No

Please refer to section 6h for more detailed information on our drug screening processes.

4. What is the education, experience and work history required before employment with your company as an entry level Security Guard or Officer?

Our security personnel must meet the following minimum hiring standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read and write English.
- A high school diploma or GED.
- Willingness to participate in the Company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.
- Required security officer competencies include:

- Ability to provide high quality customer service.
- Capability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully and effectively with others, both in person and on the telephone.
- Ability to communicate clearly in English with others, both verbally and in writing.
- Have initiative, integrity and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.

5. The City of Sacramento has a Drug Free Workplace Policy? Does your company have a similar policy? Yes / No

This policy is available upon request.

6. On average, how many day's notice do you provide to your employees before assigning them to a new location?

This varies depending on the type of site, client, required pre-site deployment training and the requirements to perform the job duties properly.

7. On average, how many day's notice do you provide your employees before assigning them off-hour and weekend assignments?

This varies depending on the type of site, client, required pre-site deployment training and the requirements to perform the job duties properly.

8. How quickly can a Guard be replaced if necessary?

Guards can be replaced in as little as one hour depending on the severity of the need for replacement.

9. Can you provide mobile (roving) patrol units for parking garages/lots and for locations with multiple buildings/facilities? Yes / No

We have 10 mobile patrol routes in the Sacramento Area.

10. What types of training and professional certifications do you require your Guards to have? For example: CPR, First Aid, Standard mandated training SB 2880, or other professional certifications. Name the Agency certifying each type of course training.

All officers receive 40 hours of initial state mandated training. Our facility is approved by BSIS to provide this training. Topics include Powers to Arrest, Weapons of Mass Destruction, Public Relations, Observation & Documentation, Communication & It's Significance, Legal & Liability. Elective courses can vary but also include Evacuation Procedures, Workplace Violence, Access Control, Trespass, Post Orders

& Assignments, Officer Safety, Arrest Search & Seizure, Criminal Law, Handling Difficult People, Chemical Agents, Preserving the Scene of an Incident, Crowd Control, Supervision, Courtroom Demeanor, Parking & Traffic Control & Radio Procedures.

Some sites require a Safe Driving Program which is provided by the company and CPR, First Aid & AED which is provided through the American Heart Association.

Please refer to sections 4d, 6e and 6g for additional information on our training programs.

11. Is your company currently registered with the Sacramento Police Department or the State of California?

City Yes / No

State..... Yes / No

Please refer to section 1e for copies of our licenses.

12. Do you provide medical health benefits to your employees? Yes / No

13. Do you provide full medical coverage? Yes / No

14. Do you provide dental coverage to your employees? Yes / No

15. Do you provide vision coverage to your employees? Yes / No

16. Any contract awarded to you will require that electronic (LCP Tracker) payroll records be provided to the City to include all employees working on any City contract, their hours worked, vacations paid, overtime, and benefits given. You must remain in compliance with the City's Living Wage Ordinance (see below) during the time of award. Can you provide these documents in an electronic format?

Yes / No

17. Please describe your company's Lunch and Break policy.

In an 8 hour shift officers are eligible for 2 ten minute rest periods and a thirty minute meal period. If they work 12 hours they are eligible for another thirty minute meal period and another 10 minute rest period.

18. Does your company have an Equal Opportunity/Non-Discrimination policy? Yes / No

Securitas is an equal opportunity employer and all employees are to be treated fairly and equally. Discrimination in hiring, compensation, training, promotion, termination or retirement based on ethnic and national origin, religion, sex, sexual orientation, marital or parental status, disability or other distinguishing characteristics protected by applicable law is never acceptable. All employment decisions are to be made solely on the basis of a person's ability, experience, behavior, work performance and demonstrated potential in relation to the needs of the job.

19. Relative to your employment practices, is your company an Equal Opportunity Employer? Yes / No

Please refer to our Equal Employment Opportunity statement in response to question 18.

20. Does your company have a policy on profiling? Yes / No

Please refer to our Equal Employment Opportunity statement in response to question 18.

21. In the past five years, has your firm used a subcontractor to perform work on a government contract? Yes / No

22. In the past five years, has your firm been debarred or determined to be a non-responsible bidder or

contractor for any governmental agency contract? Yes / No
If Yes, please state reasons: _____

23. In the past five years, has your firm been a defendant in court on a matter related to any of the following issues?

- (a) Payment discrepancies to subcontractors? Yes / No
(b) Work performance on a contract? Yes / No
(c) Employment-related litigation brought by a current or former employee? Yes / No

If Yes to any of the questions above, explain the circumstances surrounding each. You must include the following in your response: the name of the plaintiffs in each court case, the specific causes of action in each case; the date each case was filed; and the disposition/current status of each case.

Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

As a large, national company, with over 400 branch offices and 80,000 employees around the country, we are unfortunately unable to easily search for all judgments, pending litigation and threatened litigation nationwide. However, we have conducted a search we believe to be most relevant to this RFP, and we can report the following:

- To the best of our knowledge, there have been no general liability or employment-related judgments against Securitas USA in Sacramento County in the past 5 years.*
- To the best of our knowledge, there is no currently-pending general liability or employment-related litigation against Securitas USA in Sacramento County.*
- We attempt to track certain information about actual claims made against Securitas USA, but we do not track all "threats" of litigation. Therefore, we have no way to readily or reliably provide information in response to any inquiry re threatened litigation.*

We are eager to cooperate with the City and respond to this inquiry with as much meaningful information as possible. Accordingly, if the City has any questions about the above items, or requires any further information, we are more than willing to put a legal representative from Securitas USA in touch with a representative from the City for further discussion.

24. Does your firm have any outstanding judgments pending against it? Yes / No

25. In the past five years, has your firm been assessed liquidated damages on a contract? Yes / No
If Yes, explain the circumstances surrounding each instance and identify all such projects, the amount assessed and paid, and the name and address of the project owner.

No such damages have been assessed out of the Sacramento Branch of Securitas

26. Do you require your security guards to have California Guard cards? Yes / No

27. If awarded a contract, can you equip your mobile patrol vehicles with a Vehicle License Plate Recognition (LPR) System within 60 days? Yes No

28. PAYMENT DISCOUNT

Will you offer a prompt payment discount? Yes [X] or No [] (Net 30 days)

We will offer a 1% discount for payment within 30 days of the date of the invoice.

NOTE: Bidders must provide responses where indicated to the following items. Failure to provide a response to each of the items in these sections may be grounds for rejection of bid.

PERFORMANCE BOND: If you are determined to be qualified, can you provide a performance bond?

Performance Bond is: [X] Required [] Not Required Yes No

If required, Performance Bond approved by the City must accompany the contract, in the amount of 10% of the first year's anticipated cost. Performance Bond can be in the form of a cashier's check, certified check, or a performance bond from a surety company authorized to do business in the State of California.

LIQUIDATED DAMAGES: In the past five years, has your firm been assessed liquidated damages on a contract? Yes No

If Yes, explain the circumstances surrounding each instance and identify all such projects, the amount assessed and paid, and the name and address of the project owner.

No such damages have been assessed out of the Sacramento Branch of Securitas

TERMINATION: In the past five years has a governmental agency, private entity or individual terminated your firm's contract prior to completion of that contract? Yes No

If Yes, please state reasons:

Contracts are terminated for a wide variety of reasons. We have not had any Government. State or City contracts terminated prior to the contract term. Private companies/organizations terminate contracts for a variety of reasons; we find most commonly this is strictly cost related, rather than service driven.

DESCRIBE YOUR 24-HOUR COMMUNICATIONS CAPABILITY:

Contractor shall maintain a 24-hour communications center. Contractor shall be responsible for the proper operation and security of its pagers, radios, cellular phones and chargers.

Securitas USA has a state-of-the-art, 24 Hour Communications Center. Operating 24 hours a day, 7 days a week, the communications center performs after-hours telephone support and alarm response functions for the local office, manages the Company's Post Confirmation System (PoCo), and provides a single point of contact for the security officers in the field. The communications center is staffed by well-trained operators who are employees of Securitas USA. The communications center is equipped with cutting-edge telephone and computer technology; this helps calls be placed into proper priority queues and handled in accordance with operating procedures.

DISCUSS YOUR AFTER HOUR RESPONSE:

Contractor shall be able to respond 24 hours a day, 7 days a week, 365 days a year, including all holidays. Contractor must be able to dispatch a mobile unit upon a moment's notice – specifically after-hours – to respond to building burglar and fire alarm systems and other similar type calls, within 20 to 30 minutes. A firm with answering devices, which record messages for follow-up at a later time, will not meet this requirement.

Securitas USA utilizes its 24 Hour Communications Center. Operating 24 hours a day, 7 days a week, to perform after-hours telephone support and alarm response functions for the local office. Alarm responses are given priority service with dedicated telephone lines. The communications center has contact information to the nearest mobile patrol route to ensure prompt response to alarm calls. All calls are documented by the communications center and mobile patrol officers.

ATTACHMENT 4**PRICING SCHEDULE**

Contract period: 1 year contract with a potential for 4 one-year renewal periods

<u>Item</u>	<u>Est. Annual Hours</u>	<u>Description/Title</u>	<u>Hourly Rate</u>	<u>Extended Rate</u>
1.	116,500	Security Guard I	\$20.11	\$2,342,815.00
2.	12,996	Security Guard II	\$20.42	\$265,378.32
3.	8,600	Sergeant	\$20.73	\$178,278.00
4.	4,940	Lieutenant	\$21.06	\$104,036.80
5.	6160	Additional Services (estimated)	\$20.11	\$123,877.60
6.	4200	Mobile Patrol with cost of vehicle included in rate (estimated)	\$26.06	\$109,452.00
			Total	\$ 3,123,837.70

Second Year Increase Rate 2.1% (Not to exceed 3%)Third Year Increase Rate 2.1% (Not to exceed 3%)Forth Year Increase Rate 2.1% (Not to exceed 3%)Fifth Year Increase Rate 2.1% (Not to exceed 3%)

Contractor Commitment to Provide License Plate Recognition (LPR) System in all Mobile

Patrol Vehicles within 60 days of Contract Award. Yes X No _____Agreed to by: Jon Timberlake  Date: 6/23/15**TOUR CONFIRMATION SYSTEM**

Identify the type of Tour system to be installed under this contract.

Please refer to section 1h of our proposal. We are currently using Patrol Live to service the City of Sacramento locations. This GPS based tour system provides excellent reporting and Guard tour features.

Patrol Live

Make & Model of Tour System

There are approximately fourteen (14) City facilities requiring Tour rounds and less than 100 site checks. The billing rate per hour shall include all necessary labor, supervision, training, uniforms, accessories, equipment, materials, incidentals, fees, taxes as well as employer payments, overhead, profit, etc. to perform the services specified herein.



June 5, 2015

**Requests for Proposals P15061511011 (Addendum # 1)
Unarmed Uniformed Security Guard Services**

To all Potential Respondents:

Attached hereto are addenda items, which shall be incorporated into your submittal for the above noted project. These changes shall be considered as part of the original documents, as if they were originally provided therein, and as such shall be used as contractual documents. All other terms, conditions, and specifications of the request remain unchanged. Respondents must acknowledge receipt of this addendum within the cover letter of your RFP submittal.

Failure to acknowledge receipt of this addendum in your cover letter prior to the hour and date specified for receipt of proposals may result in rejection of your RFP submittal. If by virtue of this addendum you decide to change the RFP submittal already submitted, such change may be made by letter, provided such letter makes reference to the project name and this addendum, and is received prior to the opening hour and date specified.

For any questions related to this Addendum, contact the Project Manager via the Q & A via PlanetBids.

Very truly yours,

**Katherine Robbins
Project Manager**

cc: Distribution List

**Requests for Proposals P15061511011 (Addendum # 1)
Unarmed Uniformed Security Guard Services**

Questions Submitted at the Pre-Proposal Meeting Questions (6/4/2015)

1. Q. **On Page 14 regarding the format for proposal requirements, what are you looking for?**
A. The proposal should incorporate answers to the questions (see pages 14, 15 and requires the completion of attachments 1, 2, 3; and 4) don't just attach marketing materials. The Proposal Criteria table on Page 16 reflects the emphasis on the qualifications, experience, and capacity of the firm to deliver quality security services, so your proposal should emphasize that. The City may decide to conduct interviews with the top-rated firms if there is a need.
2. Q. **Is there room for negotiation regarding the contract?**
A. Per page 17 under Contract Negotiations, the City does not accept changes regarding the standard language or terms and conditions in the nonprofessional services contract. However, we do expect to negotiate regarding scope of services, exceptions and price after a decision has been made as an RFP process is considered best value. I would not recommend listing exceptions in your proposal.
3. Q. **Can we submit exceptions to the contract with the proposal packet?**
A. No, if they are listed in the body of your RFP submittal the firm may be deemed non responsive.
4. Q. **How long has the current company been servicing the contract.**
A. Since mid-November 2014, as an emergency contract.
5. Q. **How was this company selected?**
A. They were the second-lowest bidder in the previous bid.
6. Q. **Is there a set wage requirement?**
A. The contract will be subject to the City's living wage ordinance.
7. Q. **Are there benefit requirements?**
A. That is addressed on Page 15 of the RFP document as a part of the proposal requirements.
8. Q. **Is it your intention to award the contract to a single vendor? How is it set up now?**
A. It is the City's preference to award to a single vendor, which is how it is currently set up.
9. Q. **Does the Scope of Work require more than one vehicle for roving patrols?**
A. Yes, the contract will require more than one vehicle due to two separate departments needing mobile patrol (DOU, and PW-Parking), with possibly as many as three. In addition, the vehicles must be capable of having license plate reader software installed within 60 days of contract award. Vehicles must be properly maintained, registered and also have permanent identification of the company name (no magnetic signs).

10. Q. **Would the company be reporting to you weekly (The City's Contract manager)?**
A. Contact would probably be more than weekly, with either myself or the site manager responsible for the site having an issue, as it is the City's practice to respond to even minor issues as quickly as possible.
11. Q. **Do the majority of sites require staffing 24/7?**
A. The overall hours for each site are listed on Page 12 of the RFP and see attachment 5 at the end of this document.
12. Q. **Do you have a breakdown of the mobile hours?**
A. See page 13 of Attachment 5.
13. Q. **How many hours of Special Events were staffed in 2014?**
A. Anywhere from 80 to 196 weekly, with the majority occurring in the summer and over the holidays due to weddings, holiday parties, graduations, etc.
14. Q. **For special events, does the number of attendees determine the number of guards staffed?**
A. Yes. See page 23 of Attachment 5
15. Q. **Is there a 'tour system' preference?**
A. Only at the Convention Center, which currently uses a diggie system., A Toko is used for most other City sites.
16. Q. **Will the City need access to the tour system for tracking patrols?**
A. That would be preferable, and required at some sites.
17. Q. **For the LBE requirements, does the physical presence need to be on award of contract or prior to it.?**
A. Please refer to pages 22 to 26 of the RFP document where it outlines in the City's LBE Participation requirements.

Questions submitted online via PlanetBids on 6/4/15.

18. Q. **What kind of hindrances will you place to discourage local Small Business Enterprises (Bond, Lack of Small Business Preference, choosing National firms instead of locally based firms, exorbitant equipment cost)?**
A. I am not sure I totally understand this question, but there is no bid bond, only a performance bond at award of the contract, no small business preference in place. However there is Local Business Preference (see attachment 2).
19. Q. Thank you for the opportunity to solicit our services to the City of Santa Clara for special events .To successfully bid on your project , A1 Protective Security Services requires the following questions to be answered . ***Clarification- this is an RFP for the City of Sacramento, not Santa Clara.

20. **Who is the incumbent provider?**
A. Securitas
21. **What contractual term did the incumbent service?**
A. they have been under contract since 11/19/2014.
22. **What was the incumbent hourly rate?**
A. SO I is \$20.84
23. **What was the incumbent blended rate?**
A. No Blended rate. See Attachment 4 (Pricing Schedule).
24. **For past emergencies list your security officer staffing requirements including: Workforce Capacity to include supervisors, unarmed guards, armed guards, and roving guards.**
A. See attachment 5.
25. **How many days' notice does the city give the contractor for new services.**
A. As soon as possible, but minimum of two days, we prefer to give longer lead time.
26. **How many incidents were reported in the last year?**
A. I am not sure I understand what you mean by incidents, do you mean emergencies at city locations where we had to call 911?, or do you mean incidents of the contractor not performing or not showing up? Please clarify.
27. **How many times were "On Call " Services utilized in the last year?**
A. We did not request on call services. We have 22 assigned sites that need daily services.
28. **How many guards were used to service the on call services ?**
A. Again we do not use on call security services with the exception of the community centers where we have as needed security for special events.
29. **Do you require a bid bond or performance bond?**
A. Performance bond in the amount of 10% of the first years contract.
30. **Are there any potential credits given to WBE/MBE/DVBE/VBE's ?**
A. No points are given for WBE/MBE/DVBE/VBE's. This RFP only a has requirement for LBE participation (see attachment 2)

	Name:	Company Name:	Phone Number:	City:	Email address:
1	Paul Orwig	American Corp. Sec	(209) 478-9890	Stockton CA	Paul.Orwig@Aof.com paul@amcorpsec.com
2	Jennifer Holcomb	Allied Barton Ser. Services	(916) 524-0515	Sacramento CA	jennifer.holcomb@alliedbarton.com
3	DEON HENRY	US Security Associates	209 985-7306	Stockton CA	dhenry@ussecurityassociates.com
4	Tom Clauer	Allied Barton	916-202-1323	Sacramento CA	thomas.clauer@alliedbarton.com
5	Luis Estreza	Guardmark	916-631-8901	Rancho Cordova, CA	EstrezaLuisL@guardmark.com
6	Omair Chaudhry	Comprehensive Security	916-683-3605	Sacramento	contract@comprehensivesecurity.net
7	Albert Alvarado	SIA Security Services	916-944-2828	Sacramento	albert@siasecurityservices.com
8	PETER SHAKUANA	COMPREHENSIVE SECURITY	916-683-3605	SACRAMENTO	PETER@COMPREHENSIVESecurity.NET
9	Ed Perry/Kandy Cuff	Professional Security Consultants	916-787-2003	Roseville	rcuff@pscsite.com
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	Name:	Company Name:	Phone Number:	City:	Email address:
1	SON TABERLANE	SECURITAS	916-889-3761	SACRAMENTO	SON.TABERLANE@SECURITASINC.COM
2	WALLACE LAURRY	SECURITAS	SACRA	SACRAMENTO	WALLACE.LAURRY@SECURITASINC.COM
3	KERRY HOLD	SECURITAS	916-870-7787	SACRAMENTO	KERRY.HOLD@SECURITASINC.COM
4	James Buss	US Security	209-657-4692	Stockton	jbuss@ussecurityassociates.com
5	DREW OVERSTREET	C.E.R.T.	916-640-3110	SACRAMENTO	DREW@CERTPA.COM
6	Tim Delaney	C.E.R.T Protection Agency	916-640-3110	SACRAMENTO	TDELANEY@CERTPA.COM
7	DREW CRON	American Corp Sec	916-205-5604	SACRAMENTO	DCRON@AMCORPSEC.COM
8	RORY S. TOKAK	PACIFIC PROTECTION SERVICES, INC	518-315-0769 828.430.3457	SACRAMENTO	RORY.TOKAK@PACIFIC-PROTECTION.COM
9	MELVIN STAPLES	Pacific Protection Services	415 448 4643	Woodland Hills	melvin.staples@pacific-protection.com
10	CAL HORTON	FSS	4004201110	SACRAMENTO	CHORTON@FIRSTALARM.COM
11	Leon Davis	AC Primum Protection	530-701-3475	Roseville	ldavis@acprimumprotection.com
12	Paula Jones	A1 Protective Services	(916) 421-3000	Sacramento	pjoann@a1.com
13	Paul Orwig	American Corporate Sec	(209) 478-9890	Stockton	Porwig@AMCORPSEC.COM
14	Juan J. Garcia-Flores	Security Enforcement Alliance	(707) 384-1756	American Canyon	info@Securityeq.com
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