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## SECURITY PROPOSAL

BY

# Professional Security Consultants

[www.pscsite.com](http://www.pscsite.com)

FOR



**CITY OF FORT LAUDERDALE**

**Contact: Shaul Maouda, Senior Vice President**  
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**FEIN Number: 95-4018179 | DUNS Number: 556487445 | FL License B9800143**

**\*Certified by the United State Department of Homeland Security through the Safety Act for Shopping Center  
Terrorist Response Training & Web-based Incident Management Software (Reporting-Tracking-Notifications)**



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**November 21, 2017**

City of Fort Lauderdale Procurement Services Division  
C/O: AnnDebra Diaz, Procurement Specialist II  
100 N. Andrews Avenue, #619  
Fort Lauderdale, FL 33301

Dear Ms. Diaz,

**Professional Security Consultants, Inc. (PSC)** is submitting this letter to you and City of Fort Lauderdale for our interest in Security Guard Services for the **Beach Business Improvement District (BID), Northwest Progresso Flagler Height Community Redevelopment Agency (NPF-CRA) and Downtown Development Authority (DDA)**. We are pleased to have the opportunity to provide you with a professional security proposal along with detailed information about our company history and services; PSC is committed to offering the highest level of professional security services throughout the duration of our contract. We are looking forward to working with you side by side in keeping your facility a safe and friendly environment for everyone.

The following persons are authorized to make representations on behalf of PSC and can be reached at the address and phone number below. Your primary contact person through the proposal evaluation period will be Shaul Maouda.

**Shaul Maouda, Senior Vice President, [smaouda@pscsite.com](mailto:smaouda@pscsite.com)**  
**Cell Phone: (310) 901-1219**

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

It is our 32 years of service, training and experience that continues to prove our qualifications, integrity, skill, innovation, and professionalism as a leader in the security services industry. Since its 1985 inception, PSC's operations have grown from a California based corporation, to one of national and international status, operating throughout the United States with a workforce of over 5000 employees.

Professional Security Consultants has been operating in Florida since 2004 and in Broward County since 2004. BID, NPF-CRA and DDA would be supported by our network of locations throughout the State of Florida (for example the West Palm Beach Downtown Development Authority, Pompano Beach Community Redevelopment Agency, Westfield Broward, Westland Mall among others), in which we provide security services for, should you choose Professional Security Consultants as your security service provider.





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PSC understands the work to be done for the City of Fort Lauderdale. For the BID, NPF-CRA and DDA to "thrive," a safe and pleasant "family" atmosphere must be created and sustained so visitors and patrons of the BID, NPF-CRA and DDA feel safe when they visit, shop and dine in these areas. To accomplish this transformation for the BID, NPF-CRA and DDA PSC will continue to use our experiences from the DDA and similar agencies including our extensive knowledge and experience in providing quality security services to large retail destinations. This includes high visibility of security officers, pleasant interaction and director to visitors and firm enforcement on crime and conduct issues that lead to a less attractive area.

PSC is committed to making the BID, NPF-CRA and DDA pro business and family oriented community centers for the City of Fort Lauderdale. This commitment will be defined by a detailed operating plan and building relationships with business, police, and the public general.

Additionally, included in our proposal is information on our world-renowned **Casemobile Application** and **CASE Global Incident Management Software System**. This web-based software system is owned and created by PSC and is certified through the **Safety Act by Homeland Security**.

Again, we greatly appreciate the opportunity to submit our proposal on Security Services for the BID, NPF-CRA and DDA. Upon review of this proposal, I would appreciate if you would contact me so that I may discuss our proposal and pricing structure in further detail with you.

Respectfully,

A handwritten signature in black ink that reads "Shaul Maouda". The signature is fluid and cursive.

Shaul Maouda

Senior Vice President

**Professional Security Consultants, Inc.**

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## **Executive Summary**

**Professional Security Consultants, Inc. (PSC)** a California Corporation licensed in the State of Florida as Professional Security Concepts is pleased to provide the following proposal in response to your Request for Security Services for the **Beach Business Improvement District (BID), Northwest Progresso Flagler Height Community Redevelopment Agency (NPF-CRA) and Downtown Development Authority (DDA)**. We are committed to offering the highest level of professional security services throughout the duration of our contract. We are excited at the prospect of continuing to work side by side with **City of Fort Lauderdale** to make your facilities a safe, secure, and friendly environment for everyone.

PSC has provided security services to numerous entities across the United States ranging in size and scope. Our dedication to the mission and facilitation of our client's needs is our number one priority. Our ability to deploy, track, supervise, and support our staff members and client accounts is demonstrated in the number of diverse, service-intensive, multi-venue contracts that require high volume client interaction in which PSC currently provides services to.

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

Our 32 years of service, training and experience have evolved PSC from a California based company into one of international scope. Since 1985, we have embodied the professionalism, integrity, skill, innovation, and experience that allow us to provide premiere security services. We form synergistic relationships with our clients in order to understand their specific needs and tailor our services to achieve their safety, security, and risk management goals.

The **City of Fort Lauderdale** project will be supported through our West Palm Beach Office which manages our existing agreement with the Downtown Development Authority and similar agreements such as the West Palm Beach Downtown Development Authority, & Pompano Beach Community Redevelopment Agency. Lead by Mr. Willie Perez our office serves as an extension of PSC to the Miami metropolitan area.



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## **Key Elements for Success**

### **Strategy**

PSC's simple plan delivers high quality service, tailored to meet the needs of the customer and has achieved substantial recognition, with a list of added values that exceeds contract obligations. PSC remains devoted to our core values as we expand into other sectors and markets. Our long-term strategy is to continue to provide diversity and transparency in the delivery of quality and competent security services.

### **Approach**

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

### **Workforce**

Over 5,000 employees located throughout the United States.

### **Training**

Our extensive and highly trained workforce enables us to cover all our clients' needs. It is this quality of service that sets PSC apart from all the rest. All PSC security professionals are cross-trained with the same standard and operating procedures to ensure an immediate response to any situation.

### **Innovation**

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

### **Communication**

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

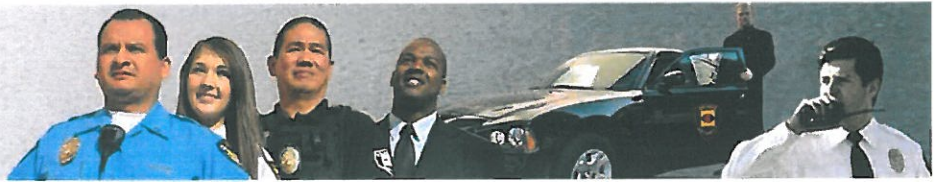
### **Technology**

PSC has its own unique and highly effective Incident Management Tracking Software – **CASE Global**. This innovative software is a web-based real-time reporting and notification system used by management, supervisors, insurance companies, maintenance and security to track, analyze, graph and compare data to visually see trends. The system has a self-generating notification feature with a 24hr command center.





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## **Company History**

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

Headquartered in Los Angeles, California, PSC is licensed in over 40 states, the District of Columbia and employs over 5,000 people nationally. PSC currently provides security guard services to over 100 shopping centers, medical facilities, commercial buildings, college campuses, K-12 institutions, hotels, private communities, government municipalities, and other government facilities across the United States; we have provided such services since 1991.

PSC is a world-class provider of security guard services, patrol, investigations, backgrounds, consulting, security screening & specialty services, site vulnerability audits, executive protection and web-based incident management (tracking, reporting & notification) software.

In our 32 years of experience, PSC has evolved to adapt to the world's ever-changing safety and security demands, setting the standard in the security guard service industry. Our ability to provide effective, efficient, custom tailored service stems from the synergy between our departments and the relationships that we forge with our clients.

## **Certifications**

PSC has been certified by the following organizations:

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



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### Company Profile

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

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

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

PSC uses a technology based provider which specializes in the facilitation of security and technology. Case Global, located in the same office complex as PSC, offers incident tracking software, dispatch software, Casemobile smart phones, a 24-hour manned command center and many other security technology software's for the shopping center industry. The Command Center Communication Specialist makes and receives phone calls and sends messages regarding incidents and events in conjunction with our security teams.

Using a custom notification matrix developed with our clients to notify appropriate personnel via phone call, text message, and/or email when a major incident occurs. The Command Center will notify and deploy emergency teams, upon request or under predetermined circumstances.







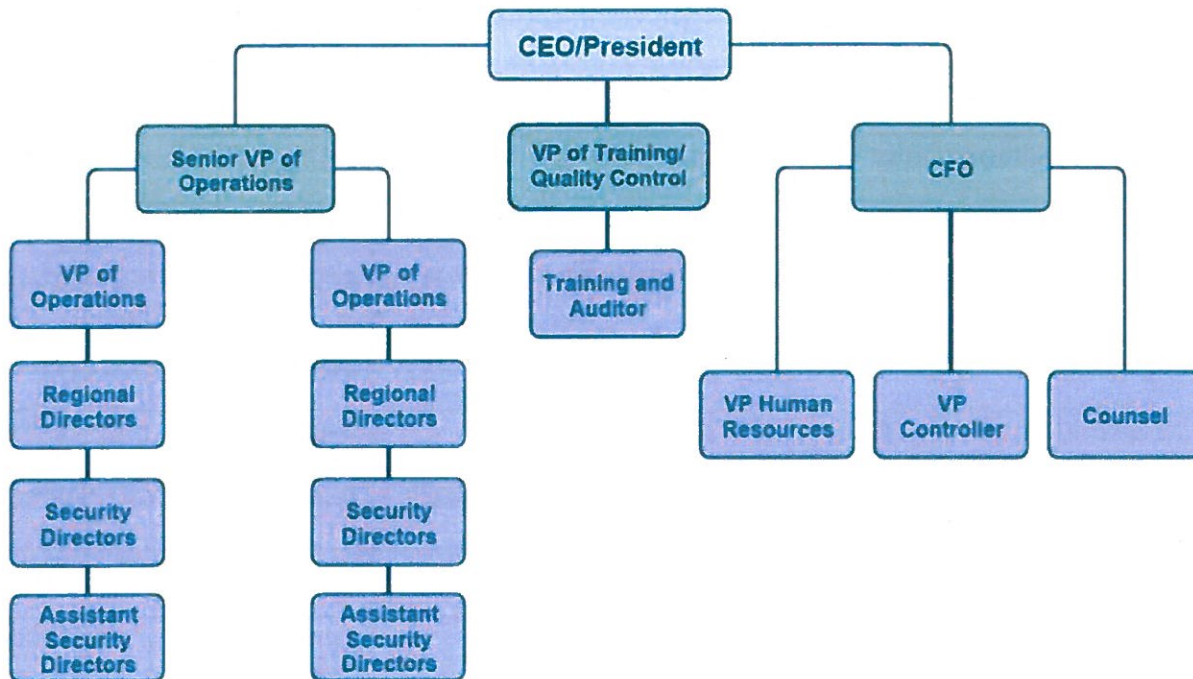
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### **PSC Maintains Active Memberships in the Following Organizations**

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

### **Corporate Structure**

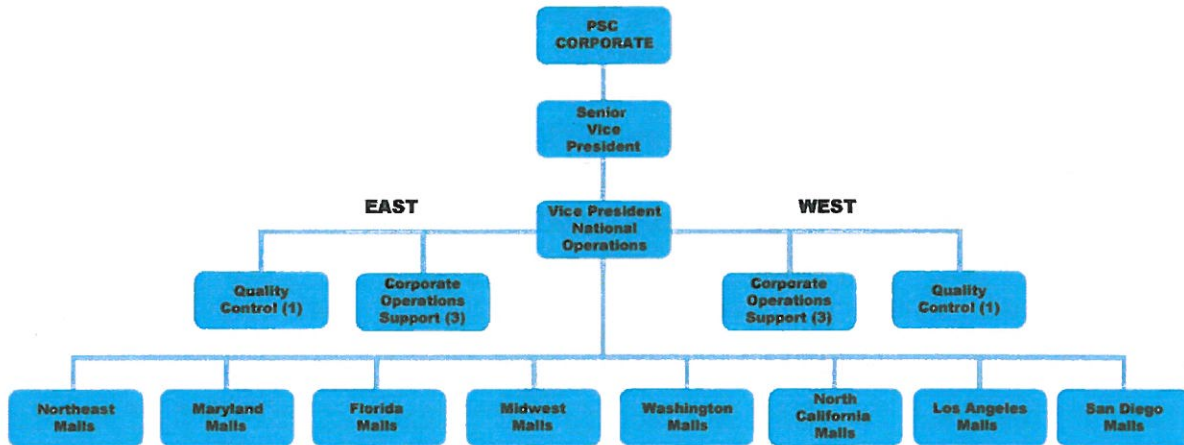




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### Operations Department Structure



PSC Office Locations			
Corporate Office	11454 San Vicente Blvd.,	Los Angeles, CA	90049
Northern California Office	1350 Travis Blvd.,	Fairfield, CA	94533
Southern California Office	415 Parkway Plaza,	El Cajon, CA	92020
Washington Office	8700 N Vancouver Mall Dr.,	Vancouver, WA	98662
Illinois Office	195 Fox Valley Center,	Aurora, IL	60504
Ohio Office	950 Main Ave.,	Cleveland, OH	44113
New York/New Jersey Office	1701 Sunrise Highway,	Bay Shore, NY	11706
Florida Office	459 Brandon Town Center Mall,	Brandon, FL	33511
South Florida Office*	700 S. Rosemary Ave.,	West Palm Beach, FL	33401
Maryland Office	2002 Annapolis Mall,	Annapolis, MD	21401
Minnesota Office	12401 Wayzata Blvd.,	Minnetonka, MN	55305
Connecticut Office	470 Lewis Ave.,	Meriden, CT	06451

(\*Responsible Regional Office)





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## West Palm Beach Regional Office





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#### **States and Territories PSC is Licensed**

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

#### **Qualifications of Senior Management**

PSC's management and advisory group is comprised of senior officials formerly with the Israeli Secret Service, counterterrorism units, local/state police departments or sheriff offices, United States Military, Secret Service, Marshalls Office, Drug Enforcement Agency, and the Department of Homeland Security and other intelligence services throughout the world. Almost all of our senior management team members have earned a bachelor's degree and, in some cases, a master's degree in criminal justice, law, finance, business administration or computer science. Many managers have grown from within shopping centers starting their careers in most cases as a security officer rising through the ranks of supervisor to director of security and onto either regional and/or corporate positions.

#### **Corporate & Regional Leadership**

##### *Moshe Alon, President*

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

##### *Shaul Maouda, Senior Vice President*

Shaul Maouda is the Senior Vice President for Professional Security Consultants overseeing PSC operations throughout the United States. With over 27 years of security experience Mr. Maouda has held numerous positions ranging from Executive Protection Officer, Director of





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

*Mike Lambos, Senior Vice President of National Operation*

Mike Lambos is the Senior Vice President of National Operations for PSC. Mr. Lambos started with PSC in 2002 as a Regional Director in Ohio, Indiana and Illinois, eventually becoming Vice President of National Operations in 2006 and Senior Vice President of National Operations in 2016. He is responsible for overseeing the daily security operations for the entire portfolio of accounts. Mr. Lambos has over 16 years of security administration experience. He holds a Bachelor of Science Degree in Criminal Justice from the University of Dayton and a Master of Science Degree in Administration and Justice from Mercyhurst College. Mr. Lambos is a member of the ICSC.

*Israr Syed, Vice President/Controller*

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

*Sharon McNamara, Vice President of Human Resources*

Sharon McNamara has been with PSC since 2003, starting in the field as a Security Supervisor and quickly moving upward to the position of Security Director overseeing the daily operations of two properties. After transferring to the PSC Corporate Office in 2005, Sharon joined the Human Resources Department, where her experience from the field has proved invaluable. Sharon graduated from the University of California, Irvine in 1985 with a B.A. in Fine Arts, and





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earned her M.F.A Degree in Cinema Production from the University of Southern California. Prior to joining PSC, Sharon spent 15 years in the entertainment industry.

*Hector Acevedo, Vice President of National Operations*

Hector has over 35 years of experience in the Security/Loss Prevention/Law Enforcement Field. Starting in 1980 as a Loss Prevention agent with Venture stores and was promoted two years later to Loss Prevention Manager, a position he held for 13 years until Venture Stores closed in 1993. In 1993 Hector entered the security industry with Ford City Mall as a security officer, until his promotion to supervisor 6 months later. In 1997 Hector joined the Village of Stickney Police Department and remained with them until he began his tenure with PSC in 2002 as an Assistant Security Director at Old Orchard Mall in Chicago, IL, shortly thereafter becoming the Security Director at Westfield Fox Valley until his 2007 promotion to Midwest Regional Security Director. As Regional Director Hector oversaw the security operations and supervised Security Directors for Super-Regional and Regional Shopping Centers across 5 Midwestern States, including locations in suburban, rural and metropolitan environments. In January of 2016, Hector was promoted to Vice President of National Operations serving as corporate liaison and supervisor to the Midwestern and Eastern portion of the United States.

*Willie Perez, Regional Director West Palm Beach*

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

*J. Henry Gamboa, Southwest Regional Director*

Henry Gamboa is the Los Angeles Regional Director of Security for PSC. Mr. Gamboa started with PSC in 1996 as a security director, and was quickly promoted to regional in 1998. Prior to his tenure with PSC Mr. Gamboa served as a security director and operations manager for the Westfield Corporation and Centermark Properties from 1987-1996). As regional director he oversees the daily security operations for accounts throughout the Greater Los Angeles Area. Mr. Gamboa is a certified firearms instructor through the California Department of Consumer Affairs Bureau of Security and Investigative Services along with the National Rifle Association (NRA), a NRA Range Safety Officer, and SABER Certified Instructor.





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*Dennis Kranz, Northeast Regional Security Director*

Dennis has over 30 years of experience in the Security/Law Enforcement Field. Dennis began his career in 1986 as a police officer with the City of New York and retired as a Lieutenant from the Integrity Control Unit after 20 years of service. In 2008 Mr. Kranz joined Professional Security Consultants as a Security Director for Westfield South Shore located in Bay Shore, NY on Long Island and in 2012 was promoted to Regional Security Director overseeing security operations in New Jersey, Connecticut, Maryland and New York. Throughout his career Dennis has been a proven leader as a Commanding Officer within the NYPD he oversaw operations in The Robbery Apprehension Unit, Organized Crime Control, Narcotics and Detective Bureaus. During his tenure Mr. Kranz received advanced training in many areas of police work specifically in Emergency Management Supervision, Anti-Terrorism, Auto Theft and Internal Investigations all of which are equally applicable to the private security industry. Educated at Queens and John Jay College Mr. Kranz, is a certificated CPR/AED Faculty Instructor and active member in his community, where he serves as Vice President of the Board of Education for the West Babylon Union Free School District, in West Babylon, New York.

*Randy Cuff, Northwest Regional Director*

Randy began working for Professional Security Consultants in 1999, as a Lieutenant at Solano Mall in Fairfield, CA and was promoted to Assistant Director of Security at Solano in 2004. Just 2 years later Randy was promoted to Director Security for the Galleria at Roseville a position he held until 2015. Over the last 17 years, he has built close working relationships with Mall tenants, Fire Departments, Police Departments, Homeland Security and the FBI; not to mention, his drive for providing excellent customer service, while building personal relationships with customers. Since 1999 Randy has confronted many challenges but has consistently persevered. One of his largest challenges arose in October 2010 during the Galleria at Roseville fire drawing national attention, where his department tripled overnight and the property began the rebuilding process. Since 2000 he has been a Certified Training Officer/Director with PSC, and has continued to develop skills in the retail security industry, Incident Command Systems, and emergency response.

*Mike Grundhauser - Midwest Regional Security Director*

Mike Grundhauser began his security career in February 2003 at Ridgedale Center in Minnetonka, Minnesota after receiving his Eagle Scout status in 2001. As a part time officer for nearly two years, he was promoted to supervisor, while simultaneously completing his Associates Degree and Certificate in Law Enforcement from Normandale Community College and from Minneapolis Community and Technical College respectively. In 2010, he was transferred and promoted to Assistant Security Director at Eden Prairie Center in Eden Prairie, Minnesota. In August 2012, Mike was promoted to Director of Security and in June 2015 Mike transferred to Ridgedale Center in Minnetonka, MN to oversee security operations during the final construction phases of the Ridgedale Shopping Center remodel. In June 2016 Mr. Grundhauser was promoted to Midwest Regional Security Director and currently oversees 16 properties from Minnesota to Utah. He is a certified Senior Instructor for the Monadnock Defensive Tactics System.





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*Roberto Portes, West Palm Beach Area Security Director*

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

*William "Bill" Corder, Las Vegas Area Security Director & AHA Coordinator*

Mr. Corder has over twenty (20) years in the security/law enforcement field having spent four (4) years with the Wood County Sheriff's Department in Bowling Green, Ohio as part of a Multi County Gang Task Force and the past eleven (11) years with Professional Security Consultants. Prior to joining PSC in 2006 Mr. Corder served five (5) years as the Director of Operations for Job1USA Security and two (2) years as a Regional Operations Manager for Capital Asset Protection in Pittsburgh, PA. As the Northwest Regional Security Director from 2006-2014 Mr. Corder oversaw the security operations in Washington, Oregon and Northern California for over eighteen (18) regional and super-regional shopping centers located in Metropolitan, suburban and rural areas in the Pacific Northwest. Since 2014 Mr. Corder has been the Las Vegas Area Security Director overseeing the daily security operations for Downtown Summerlin, Montecito Marketplace, Renaissance Center and construction site security for the new NHL facility. Mr. Corder is a licensed security professional in California, Washington and Las Vegas, a certified instructor through the Private Security Training Network (PSTN) and the current Training/Faculty Coordinator for the PSC American Heart Association Training Program. Additionally, he is a member of ASIS International, the Northern California Regional Intelligence Center, Green River Valley Critical Infrastructure along with various other Fusion Centers located in the Western States.







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## **Experience and Qualifications**

Over the past 32 years, **PSC** has provided security services to numerous entities across the United States. Our dedication to the mission and facilitation of our client's needs is our number one priority. We have traveled and performed in numerous states and have the competence and capability to deliver services through integrated partnerships wherever our mission may take us. With offices throughout the United States **PSC** is more than capable of supplying services for the duration of this contract and in emergency situations. **PSC** currently has a diversified workforce of over 5000 employees.

Our special ability to deploy, track, supervise, and support our staff members and client accounts is demonstrated in the number of diverse, service-intensive, multi-venue contracts that require high volume client interaction. For each of these sites, **PSC** remains in close communication with our staff to assure they are provided the resources for success in their assignment. We track the results through our Dispatch Software System, Vehicle GPS, Casemobile Application and CASE Global Incident Management Software System. These systems will track our progress and illustrate coverage, patrol patterns, incident trends/clusters etc. moreover, they are continuously monitored and reviewed to ensure accuracy and performance, additional, proof of coverage will be provided through supervision, calls, unannounced surprise inspections.

### **Sustainability**

**PSC** strives to be environmentally conscience and seeks to reduce our carbon footprint through the use of recycled products such a paper, ink and toner, unitlization of bikes and foot patrols and implemenation of technology such as electronic reporting and documentation. Moreover, **PSC** was an early adaptor of the American Heart Association eCard/eBook initiative to reduce waste.

### **Ability to Provide Extra Resources for Planned Events or Emergency Situations**

**PSC** currently and continuously provides Security Guard Services for Special Events and emergencies or unexpected absences. Throughout the past 32 years, **PSC** has provided its resources to events such as Revlon Run/Walk for Women Event, Elton John Academy Award Party, grand openings for shopping centers among many others.

**PSC** has responded to emergency/crisis situations such as major power failures, wildfires, arson fires, earthquakes and hurricanes throughout our US regions where **PSC** activates its Emergency Task Force, a team consisting of security supervisors and off duty police officers specially trained for emergency situations. Supervisors in the region will be cross-trained Security Officers. The emergency supervisors are made up of senior supervisors within **PSC**. This will add an additional reserve force to be deployed as necessary. These emergency response officers will be deployed from an active workforce from another account when needed.



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### **Emergency Situations**

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

### **Activation of Response Systems & Teams**

- Sep 2018 Hurricane Irma
- September 2016 Crossroads Center Stabbing Attack
- May 2016 Montgomery Mall Shooting
- November 2013 Garden State Plaza Active Shooter
- July 2010 Wildfires, Los Angeles – Twenty First Century Communications, Emergency Task Force
- Nov 2010 Arson Fire, Roseville CA - Emergency Task Force, Corporate & Regional Response, Mobile Command Center, Twenty First Century Communications
- July 2011 Earthquake, San Diego - Emergency Task Force and Regional Response
- Sep 2011 Power Failure, San Diego - Emergency Task Force and Regional Response
- Aug 2011 Hurricane Irene, East Region -Twenty First Century Communications, Emergency Task Force, Hurricane Emergency Procedure, Response by Regional Director
- Sep 2011& 2012 10<sup>th</sup> & 11<sup>th</sup> Anniversary of 9/11, National - Emergency Planning, Regional Tactical Alert, CaseGlobal Command Center 9/11 On-Alert Crisis Training







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### **Diverse Account Experience**

*Government*-Professional Security Consultants manages a large security operation in South Florida providing services to the West Palm Beach and Downtown Development Authorities, the Pompano Beach Community Redevelopment Agencies and to the Delray Beach Downtown Development Authority & previously to the Riviera Beach Community Redevelopment Agency. Since 2015 PSC has been providing services to the City of Oxnard Central Business District and more recently the Oxnard Public Library, Service Center and the Del Norte Regional Recycling Facility. Under these contracts PSC employees serve as ambassadors on behalf of the governing body and associated business enterprises, providing a customer friendly interaction with customers and residents. Since 2009 PSC has provided services to the City of Lynnwood Department of Parks and Recreation. Our security officers act as ambassadors of the city, welcoming/assisting residents and guests are responsible for patrolling the city's parks, city hall, and other city facilities, including a roving vehicle patrol.

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

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

Additionally, PSC manages security at sixteen (16) super-regional shopping centers on behalf of Starwood Retail Partners. Centers are spread across the United States from California to Florida.





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In Southern California we service both the Plaza West Covina (West Covina, CA) and Parkway Plaza (El Cajon, CA). In West Palm Beach, Florida PSC provides services to CityPlace (Related) which serves not only as a major retail center but a hub for community activities in this large outdoor facility in the heart of Downtown West Palm Beach. PSC additionally, services nine (9) of the (10) centers within the Pacific Retail Capital Partners portfolio, one (1) of which is currently under renovation in Sandy, Utah (Shops at South Town).

Similar to Howard Hughes and Starwood Retail Partners, PSC manages security at 28 super-regional centers for General Growth Properties (GGP) from Idaho to Maine. Many of these locations serve both the suburban and metropolitan areas. Both The Shops at La Cantera (San Antonio, TX) and The Shops at Fallen Timbers (Maumee, OH) are outdoor facilities catering to high-end retail establishments combined with a park like feel, whereas the 26 other locations are traditional indoor shopping facilities. In addition to GGP, PSC currently provides similar services to CenterCal Properties in California, Washington, and Utah servicing two large outdoor retail facilities that serve as community hubs like CityPlace in West Palm Beach, Florida.

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

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

*Residential Communities*- PSC has provided security services to many residential communities in both the Los Angeles and Florida markets, ranging in both size and scope, from simple access control to a fully functional community patrol. Within the scope of these services PSC has

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provided a professional and courteous approach to maintaining the necessary atmosphere of a residential community, by emphasizing the customer service aspects of security and the sensitive nature of residential communities. Examples of these facilities which we currently or formally have provided services for include Westwood Village (Los Angeles, CA), Mountain View Estates (Calabasas, CA), Empire Landing (Burbank, CA), and ST. Andrews Palm Beach (West Palm Beach, FL).

*K-12 & Higher Learning Institutions-* PSC has serviced many Primary and Secondary Institutions throughout the Greater Los Angeles Area such as Marlborough School, Willows Community School, Westside Neighborhood School, and Milken Community School providing both access control and patrol services to the various sites. Under these circumstances PSC has developed a comprehensive understanding of the unique position and special situations that may arise and face the educational environment in terms of safety and security. Since 2013 PSC has been providing various security services to the University of California, Los Angeles at various sites throughout the Westside of Los Angeles. Under the direction of the UCLAPD PSC provides armed security services for several of UCLA's Professors' residences along with patrol and access control services for the UCLA Extension campuses in Westwood. Moreover, we have been contracted to provide additional services to various campus departments, which has included fire watch, threat response, equipment monitoring, and event security for numerous events hosted by the University and/or the Associated Students, University of California, Los Angeles. Most Recently, PSC has expanded its relationship with UCLA to include services at the UCLA Hammer Museum located in Westwood Village.

### **Approach to Scope of Work**

#### **Equipment and Uniforms**

PSC will be using different kinds of security related equipment such as handcuffs, vehicles, Casemobile Devices, bikes etc. that will allow us to effectively patrol and document our duties. All security officers deployed to the **BID, NPF-CRA and DDA** will have the following equipment on a security duty belt, worn by all security officers.

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

The officers will be wearing a high visibility uniform. It will be a two-toned patrol shirt with a bright neon yellow top and black bottom polo shirt with "Security" or "Security Ambassador"





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clearly displayed on the back of the shirt and a security badge affixed on the front upper left breast of the shirt (sample pictures are included in the appendix portion of the proposal document). The officers will be wearing khaki or black cargo-style shorts/shorts. These uniform shorts/pants will have pockets that allow the officer to secure items not in view of the public.

### **Day to Day Security Operations**

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

The second role of the security officer is to enforce a "code of conduct" (as agreed upon by the **City of Fort Lauderdale** entities), deter crime and misconduct through high-visibility patrols and interactions with suspicious individuals, report violations of the law to the police, be keenly aware and enforce issues of homeless persons, vagrants, and deter and break-up fights and/or disorderly conduct that interferes with the family oriented atmosphere of the area.

Security will patrol by several means including walking, bike riding and vehicle patrol (if applicable). Depending on the day and time, the site supervisor will determine the type of patrol during each shift in consultation with client demands.

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

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



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

Officers will be visiting with local businesses on a daily basis to form a “Community Patrol”. This interaction with local businesses will allow a steady communication between security and merchants so a rapport can develop. PSC finds that with a “Community Patrol” in place by security, incidents can be deterred and handled in a professional and immediate way.

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

PSC has a central command center that will be utilized by the security officers. When an incident is reported to security the CASE Global command center is notified by the officer handling the incident. The command center can then assist in notifications to the City of Fort Lauderdale personnel, police, and fire while concurrently notifying additional security officers to respond if necessary.

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

### **Emergencies and Preparation**

PSC also organizes emergency response teams (ERT) for each region it has accounts. This ERT is a team of specially trained officers to respond to a critical incident. If a shooting or an explosion for example occurs, you are going to need extra security officers that will go beyond your regular deployment. Additional officers from other accounts in the area will respond to ensure your deployment needs are met.

On a regular basis, PSC performs emergency drills at its accounts. These drills can range from a fire, explosion or bomb threat drill to an active shooter situation drill. Our drills include all entities and organizations that would be involved in a real time emergency. The local police, fire and EMS services are asked and encouraged to be involved in our drills along with our client, and any other stakeholders deemed appropriate.



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### **Background Investigations/Personnel Selection/Retention Programs**

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

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

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

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

- 18 Years of age or older where required by law
- 21 Years of age for armed personnel
- High school diploma or GED
- Able to read, write, and speak English fluently
- No felony convictions
- Possess prior security, law enforcement, military or customer service experience
- Possess a valid State Guard Card License/Certification.





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### **Zero Tolerance Policy Against Drugs and Alcohol**

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

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

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

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

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

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



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### **Development and Retention of Personnel**

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

### **Employee Retention Programs**

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



### **PSC Health & Benefits**

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





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### **Transition Plan**

In order to provide a security plan for the Client, Professional Security Consultants will conduct an analysis of the Client's locations. We will then provide a detailed security plan that will include recommendations based on our observations. The following steps will take place prior to the start date of the security contract:

- ✓ **Site Visit by PSC Representative**
  - Morning/Afternoon/Graveyard Shifts
  - Weekdays/Weekends
- ✓ **Meeting with Property Security Director (if applicable)**
  - Identify issues (interior/exterior)
  - Understanding existing operations
  - Review Internal Incidents
  - (Previous 2-3 years) Review existing equipment inventory/condition
- ✓ **Meeting with BID, NPF-CRA and DDA Management**
  - Understanding of management goals/expectations
  - Issues with current security department
  - Review property driving laws restriction or issues.
- ✓ **Meeting with Local Authorities**
  - Identify issues (interior/exterior)
  - Review Property Crime Stats (Previous 2-3 years)
  - Review Crime Stats for surrounding areas
- ✓ **Analyze all gathered Data and Identify Concerns (interior/exterior)**
- ✓ **Prepare a detailed Security Plan based on Analysis**
  - Divide property into interior/exterior patrol zones (based on traffic control / incident stats)
  - Create and implement Case Mobile tour system based on patrol zones.
  - Develop Post Orders/Site-Specific SOW
  - Identify the method of patrol that is necessary to cover the zones
    - Vehicle patrol / Foot Patrol
  - Create a security schedule that covers the needs of the patrol zones
  - Allocate manpower that supports the security schedule
  - Develop a specific training program and department guidelines to meet the goals of the Client and PSC.

The start-up/transition period is important in establishing a viable contracted Security Services project. PSC anticipates a 1-month or less start-up/transition period from the time of contract award to start date. The start-up/transition functions and activities will be planned and implemented in such a manner as not to negatively impact the ongoing security services of the incumbent contractor (if applicable) or client employees. PSC will do its best to provide uninterrupted security services during the start-up transition period.



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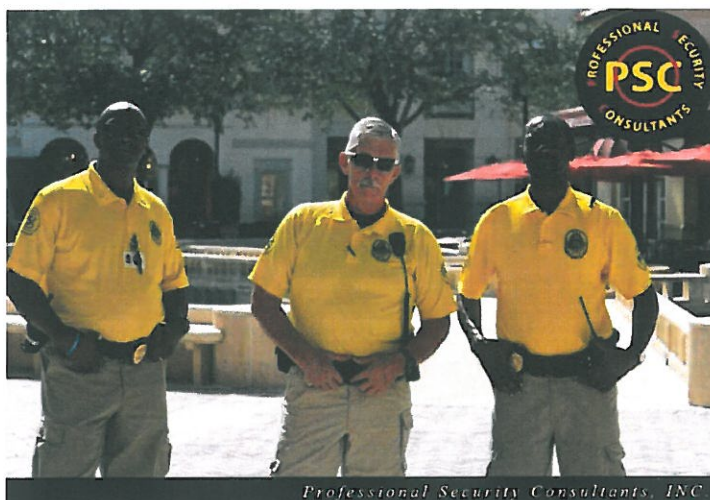


The Start-up/Transition Plan and Schedule will be contingent upon the support of the **BID, NPF-CRA and DDA staff** during this phase. The following activities will be conducted with the support of **BID, NPF-CRA and DDA** officials. The Start-up/Transition Plan and Schedule will include, but not limited to:

- Coordination between PSC, the incumbent contractor (if applicable) and client officials.
- Facilities surveys and reviews
- Personnel action items
- Logistics action items
- System development
- Plans and programs development orientation and training
- Administrative and operations preparation activities
- Security Post Orders and procedures development
- Coordination with local Police

In the Transition phase, PSC will go to each site to observe the ergonomics of each security officer position (if applicable). This will allow us to see if improvements can be made in any areas. PSC will also interview **BID, NPF-CRA and DDA** representatives to see what procedures they would like to change or be addressed. Most of all, PSC will focus on a transition that will not disrupt **BID, NPF-CRA and DDA** and Staff's daily operations.

At the Notice of Award, PSC would immediately set up a "Meet and Greet" with our company, VP's, Regional Supervisor and Local Supervisors to discuss the effective date of **BID, NPF-CRA and DDA** Notice to Proceed. This would allow for a more accurate timetable of implementation. Since PSC already operates in the region, equipment, operating procedures and full-time employees to be employed will easily be addressed by using our current operations.







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### **First Year Security Plan Milestones**

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

### **Scheduling Program**

PSC requires each security department to utilize detailed forms (hard copy and online) to evaluate department operations. These include scheduling, deployment, and other related operational tracking forms. With regular monitoring of the security departments operation, the **quality control department** can ensure that we are providing the best possible levels of service to our clients.

### **Process to Guarantee Adequate Staffing Levels:**

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

### **Training**

A professional and effective training program is the foundation of every asset protection plan. PSC continues to implement leading-edge training programs for our internal and external customers. Our training is not a standard program designed to fit every kind of property; it is a comprehensive, career-length program designed to meet the diverse needs of our customers and industries. PSC's method of instruction is provided by Classroom Lecture, DVD Instruction Video, PowerPoint Presentation and Active Hands-on Participation.

### **Classroom Instruction to Include:**

- ✓ General Security Training and Orientation (Employee Policy and Procedure)



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- ✓ Workplace Safety
- ✓ Vehicle/Cart/Segway/Bicycle Patrol & Safety (where applicable)
- ✓ Case Global and Advanced Computer Skills
- ✓ Customer Service/Community Relations\*
- ✓ Workplace Diversity
- ✓ CPR/First Aid/AED
- ✓ Facility Specific and Specialized Topics
- ✓ Cross-training between local accounts
- ✓ Terrorism Awareness/Active Shooter\*
- ✓ Emergency Response/Crisis Training\*

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

**On-The-Job training by certified trainer:**

A hallmark of our training programs is the Certified Training Officer (CTO) program. To ensure the consistency of our on-the-job training programs, every location in which PSC provides security officer service has at least one designated training officer who conducts all training. This usually includes 3 days (24 hours) of supervised on-the-job training with the CTO.

**Regional Inspection & Training Officer**

Each region is appointed an inspection officer who is also a PSC Certificated Training Officer. This individual regularly visits each property in the area to conduct inspections of security department operations which includes a "security alert inspection," uniform inspection, a "mini security audit" to evaluate a sites compliance with not only client policy but PSC established Policies & Procedures. During these inspections, the officer also holds refresher training sessions to maintain the high level of competency among our officers.

**Job Knowledge Testing**

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

**Provisions for Periodic Updated Training**

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





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### **Vehicle Patrol & Safety Training**

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

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

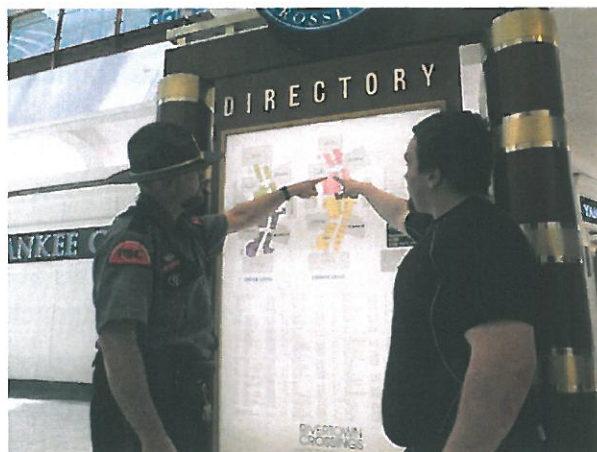
### **Resolving Conflicts**

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

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

### **Public Relations**

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





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### **Sample Training Program**

#### **Pre-Patrol Training when applicable to the location**

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

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

#### **Within 30 days of hire**

- Report Writing/CASE Global
- Fire Prevention/Fire Fighting
- CPR/AED/First-Aid

#### **Within 90 days of hire**

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

#### **Quarterly Continuing Education**

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

\*PSC conducts ongoing emergency drills at our locations with local authorities including police, medical/fire department and federal agencies.





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#### **City of Fort Lauderdale Specific Training**

- City or district rules and regulations
- Vehicle & Bicycle Training
- Methods for handling homeless and loiterers
- Methods for handling drug and alcohol users
- Security policy during city events and other special circumstances
- Opening and closing of any city facilities
- Conducting security sweeps in and around facilities and offices
- Escorting patrons, business owners and employees to their vehicles
- Conducting facility reports for damaged/blemished property or maintenance items requiring attention

#### **Sample Scenario Training**

- Riots, Demonstrations, Crowd Control, Traffic Control
- Weather Events and Natural Disasters
- Gas/Chemical Leaks
- Power Outages
- Biological Attacks, Explosions, Bomb Threats
- Sexual Harassment Training
- Disability Awareness Training

Additionally, PSC Security Officers are cross trained to respond to any other account throughout the State of Florida in the event of emergencies or other situations where additional staffing is required.



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### Annual Continuing Education

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

Every Training Program is issued a "Certification"

## CERTIFICATE OF COMPLETION

This certificate is awarded to

For the successful completion of

### PSC NEW HIRE TRAINING

Training topics included:  
PSC introduction  
CPR/First Aid/AED  
Harassment  
Blood Borne Pathogens  
Driver training  
Unattended package  
Personal safety and liability  
Site specific training  
WOW training  
PSC Officer's manual



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Trainer's Name \_\_\_\_\_

Date \_\_\_\_\_

Director's Signature \_\_\_\_\_

Date \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Expiration Date \_\_\_\_\_ (90 days limit)

CERTIFICATE # \_\_\_\_\_





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**PSC Training Verification Software**  
Dynamic Report that Follows All PSC Personnel Training

PSC Training Requirements      State Requirements

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

**Heidy Arteaga**  
Security Officer  
Fashion Square

We also conduct ongoing quarterly and annual refresher training courses and cross-training between positions. We achieve this through physical instruction & testing, emergency drills, DVD's and interactive computer presentations. All training is monitored, checked and scrutinized in our Software System. If a training module is about to expire, the system will notify our corporate office as well as the security director of the impending expiration. It will also check and notify of an expired guard card, driver's license or any other documentation within 30 days of expiration. We have designed this with the understanding a report can be generated for a client at a moment's notice to check our performance.

The qualities that distinguish PSC from the other security companies are our training, certification, accountability, and transparency. Most security guard companies only require an employee to obtain a state security license. PSC has taken it a step further with a different approach. PSC has obtained its certification through **Homeland Security and the Safety Act\*** to further our training and for our world-renowned Incident Management Software, **CASE Global**. We now arm our guards with training in addition to the state's security license requirements.





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Our Security Guard Service (training and terrorist response) and Incident Management Software (reporting, tracking and notifications) are both ***certified by Homeland Security***.

Furthermore, in addition to our Dept. of Homeland Security approved training, PSC also gives an additional 32 hours of training consisting of site-specific (gangs/graffiti/homeless/juveniles), CPR, first aid, AED, customer service, conflict resolution, sexual harassment, safe driving/vehicle training, bicycle patrol, blood borne pathogens, biological threats, emergency preparedness, tactics, incident reports, basic firefighting, officer safety/position, handcuffing/defense, officer liability, use of force, powers to arrest or detain, bomb threats, suspicious person/package/vehicle, and teaming with a supervisor before deployment.

\*See Attachment for SAFETY Act Certification

### **Quality Control**

Our quality assurance policies ensure that all employees are properly trained and understand the duties and requirements of the Client throughout the duration of the contract. All PSC quality control practices and mechanisms are applied to all employees in all departments. Any delivery of substandard performance is dealt with immediately to ensure the quality of service. Regional Director's and Inspectors conduct ongoing monthly inspections at all of our accounts to monitor performance, and training.

### **Methods for Quality Control**

PSC deploys and utilizes several methods of quality control include but not limited to CASEMobile Tour System, Dispatch Software System, HR System, CASE Global Incident Management System, Vehicle GPS, Audits, Unannounced Surprise Inspections, phone and radio calls. To ensure posts are covered at all times, as well as the performance of an officer, Field Supervisors will utilize these tools and resources for contract compliance and quality control. PSC will have a Regional task force of Security Officers in the surrounding areas that will always be ready to dispatch in case of emergencies and/or last-minute call offs. All current inspection and Quality Control forms are done on both hardcopy and online.







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## Technology

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

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

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

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

**CASE Planner** – Collaboration and management tool for planning and emergency response.

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

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

### **CASE Global "Mobile Command Center"**

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



**CASE Global Incident Tracking System software** is a web-based real time reporting and notification system used by management, supervisors, insurance companies, maintenance and





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security to track, analyze, graph and compare data to visually see trends. This data can be from any type of incident; accidents, injuries, maintenance, etc., and allows you to compare data in different formats. Day to day, month to month or year to year. It automatically sends notifications to management, supervisors, insurance companies or whoever you choose to be notified for whatever type of incident. Notifications are system-generated and sent through email (computer and cell phones). Also, as a secondary back-up, Professional Security Consultants 24hr Command Center also calls with a follow-up. Its simplicity is what attract most Clients.

### **CASE Mobile Technology**

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

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

Officers will use the CASE Global Incident tracking system to input incident reports. This system allows incident data to be analyzed at "the push of a button" and is a "live-instant database" to anyone who needs to review an incident report. Maps of the properties will be loaded into the Incident tracking system which allow "pin-mapping" of incidents which will allow the site supervisor to shift deployment when certain areas are experiencing more incidents.

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

Our special ability to deploy, track, supervise, and support our employees and client accounts is demonstrated in the number of diverse, service-intensive, multi-venue contracts that require high volume client interaction.

For each of these sites, **PSC** remains in close communication with our staff to assure they are provided the resources for success in their assignment. We track the results through our (1) CASE Global Incident Management Software System, (2) Dispatch Software System, (3) HR Software System, (4) GPS for Vehicles (Upon purchase request from client) and (5) CaseMobile Device:

CAM 18-0306  
EXHIBIT 3





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These tools and resources help clients and us with our management strategies. These same techniques will be implemented in our work with **BID, NPF-CRA and DDA**.

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

- 1) **PSC** owns created and utilizes **CASE Global**, a web-based real-time Incident Management reporting, tracking & notification system which is certified by **Homeland Security through the Safety Act**. Clients can get an email notification to their computer or cell phone as an incident occurs in real-time with an incident type and link to a full report. Clients can also run statistical analysis reports to see how many incidents at a location, how many slip & falls, thefts, vandalism, etc.
- 2) **PSC** owns and created and utilizes a **Dispatch Software System** to monitor our officers shift arrival time, lunch and end of shift departure times. A report can be generated for a client at a moment's notice. We also can use time clocks. (Accountability and Transparency)
- 3) **PSC** owns created and utilizes an **HR Software System** that monitors the expiration of Guard Cards, Driver's License, Security and Driver Training Modules & Certifications, Vehicle Maintenance and Registrations. The system will automatically notify us 30 days before expiration and is monitored by the respective site locations and corporate office. A report can be generated for a client at a moment's notice. (Accountability and Transparency)
- 4) **PSC** uses **GPS technology** for tracking our Security Vehicles. Online access allows you to view a driving history and to ensure coverage at each post/zone.
- 5) **CaseMobile Solution** is a real-time physical security software technology designed to manage officer presence and capture all of the data generated from day to day security operations. CaseMobile Solution will enable the security officer to utilize a mobile "smart" device to capture information and provide assistance while on patrol.



- Defined or Random Tours
- Location Tracking and Geo Fencing



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- Time and Attendance
- Risk Management Analysis
- GPS Panic Button System
- Customer Service
- Inventory Management
- Incident Management and Reporting
- Tools and Utilities

CASE Global Mobile Solution provides enhanced monitoring mechanism by integrating the Web and Mobile technologies enabling the security officer to utilize a mobile “smart” device to capture information and provide input while on patrol. This solution provides easy tracking and maintenance of the entire security operations. It enables the security officers to submit incidents, alerts and emergency messages quickly with pictures, videos and text messages backed up with accurate GPS locations. It also helps to record and manage the operations performed on the entire officer patrol. One of its key features is that the mobile application is able to work both on-line and off-line. A two-way synchronization process runs manually or on a predefined schedule to synchronize the Mobile Device and the Web application with each other.

#### **Features & Benefits of CaseMobile**

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

#### **Web Based – Secure and accessible from anywhere, anytime**

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

(SAFETY Act Certification is included in the appendix)





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### **PSC Innovative and Added Values**

- PSC has established a 24/7 Manned Command Center which is the central brain of the CASE technology. We at PSC recognize each property as an "entity", and have established a highly comprehensive and effective CASE Management database which is designed to disseminate up-to-the-minute reports on location activity, summoning first-responder services in a crisis environment.
- Incident Tracking System Trend Analysis- Detailed trend tracking of all aspects are available on line. Regular conference calls are done with supervisors and Client Reps to review incidents and discuss a plan to better improve any trend in activity and reduce liability costs. **This report system is approved and certified by Homeland Security as a technology for Incident Management. This technology saves millions of dollars in liability cases.**
- Audits - Dedicated quality control and audit personnel whom conduct regular audits regarding policy, procedures, equipment, appearance and training of entire security department
- Casemobile Technology designed with contract security services in mind. This unique system allows supervisors and clients alike a "birds eye" view into patrol patterns which assists in the analysis of incident trends and the corresponding action items to address issues. Moreover, this intergarted system to the other CASE Global software products allows security officers to instantly enter incidents as well as documenting customer service actions or the ability to seek immediately help from authorties via the "One Push Notification."
- PSC sites located within the local vicinity of each other can conduct cross training between their security management teams that can work together in the event of an emergency or any situation requiring an increase in personnel, be that a special event or a call off due to officer illness.
- Monthly analysis of statistical reports from CASE Global Incident Tracking System for client review upon request.
- PSC has a dedicated Training and Audit Specialist Department designed to regulate quality control of CPR, AED and First Aid Certification. All training certificates are meticulously updated and housed in a database.
- Guard Training – Unique officer training program based on state regulations, using DVDs, interactive computer presentations, physical instruction and testing.



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### **Insurance**

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

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

### **COVERAGE LEVELS:\***

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

(Sample Insurance Certificate is included in the appendix)





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#### REFERENCE NO. 1

<b>Location Name:</b>	Northwest Pompano Beach Community Redevelopment Agency
<b>Address:</b>	100 West Atlantic Blvd., Room 276 Pompano Beach, FL 33060
<b>Contact Name/ Title:</b>	Mr. Nguyen Tran, Northwest CRA Director
<b>Contact Phone Number/Email:</b>	(954) 545-7769 Email: <a href="mailto:nguyen.tran@copbfl.com">nguyen.tran@copbfl.com</a>
<b>Period of Performance:</b>	2014 to Present
<b>Facility Type:</b>	Redevelopment Agency organized under the Laws of the State of Florida
<b>Weekly Hours:</b>	479 Hours
<b>Estimated/Actual Cost Yr 1:</b>	\$395,500.00
<b>Description of Work:</b>	Pompano Beach Ambassadors worked alongside the Pompano Beach NW Community Redevelopment Agency (CRA) to address key quality of life issues, as well as provide a presence to deter crime & act as a friendly face to residents and visitors alike in the Old Pompano area. Typical issues addressed, especially in the early stages of the program, were (but not limited to) illegal dumping, drug-usage, and loitering vagrants.

#### Account References & Letters of Recommendation

#### REFERENCE NO. 2

<b>Company Name:</b>	West Palm Beach Downtown Development Authority
<b>Address:</b>	301 Clematis St., Suite 200, West Palm Beach, FL 33401
<b>Contact Name/ Title:</b>	Mr. Raphael Clemente, Executive Director
<b>Contact Phone Number/Email:</b>	(561) 833-8873 Email: <a href="mailto:rclemente@westpalmbeachdda.com">rclemente@westpalmbeachdda.com</a>
<b>Period of Performance:</b>	2013 to Present
<b>Facility Type:</b>	Downtown Development District organized under the Laws of the State of Florida
<b>Weekly Hours:</b>	572 Hours
<b>Estimated/Actual Cost Yr 1:</b>	\$515,690.00
<b>Description of Work:</b>	West Palm Beach Ambassadors worked alongside the West Palm Beach Downtown Development Authority (DDA) to address key quality of life issues, as well as provide a presence to deter crime & act as a friendly face to residents and visitors alike in the Downtown West Palm Beach area. Typical issues addressed were (but not limited to) panhandling, petty crimes, drug-usage, and loitering vagrants.

#### REFERENCE NO. 3





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<b>Project Name:</b>	Delray Beach Downtown Development Authority
<b>Address:</b>	85 SE 4th Ave., Suite 108, Delray Beach, FL 33483
<b>Contact Name/ Title:</b>	Ms. Laura Simon, Executive Director
<b>Contact Phone</b>	(561)-243-1077
<b>Number/Email:</b>	Email: <a href="mailto:lsimon@downtowndelraybeach.com">lsimon@downtowndelraybeach.com</a>
<b>Period of Performance:</b>	2017 (pilot program)
<b>Facility Type:</b>	Downtown Development District organized under the Laws of the State of Florida
<b>Weekly Hours:</b>	250 Hours
<b>Estimated/Actual Cost:</b>	\$50,190.00
<b>Description of Work:</b>	Delray Beach Ambassadors worked alongside the Delray Beach Downtown Development Authority (DDA) to address key quality of life issues, as well as provide a presence to deter crime & act as a friendly face to residents and visitors alike in the Downtown Delray Beach area. Typical issues addressed consisted of (but are not limited to) panhandling, petty crimes, drug-usage, and loitering vagrants.





Police Department

November 7, 2017

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



*Sarah J. Mooney*  
Chief of Police

Dear Mr. Alon,

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

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

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

Sincerely,

  
Chief Sarah J. Mooney



October 25, 2016

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

Dear Mr. Alon:

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

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

Sincerely,

Franklin C. Adderley  
Chief of Police

FCA/md

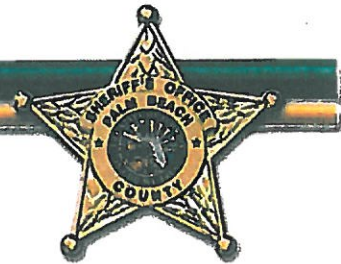
**Police Department**

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



**PALM BEACH COUNTY  
SHERIFF'S OFFICE**

**RIC L. BRADSHAW, SHERIFF**



24 February 2017

To Whom It May Concern:

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

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

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

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

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

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

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

Respectfully submitted,

Chief Deputy Michael E. Gauger, MSW



OFFICE OF  
CHIEF OF POLICE

# CITY OF RIVIERA BEACH

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

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

May 9, 2016

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

RE: Letter of Recommendation – Mr. Willie Perez

Dear Mr. Alon:

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

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

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

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

Should you require additional information, please contact me.

Sincerely,

Clarence D. Williams, III  
Chief of Police

CDW/sar





# CITY OF RIVIERA BEACH

P.O. DRAWER 10682

RIVIERA BEACH, FLORIDA 33419

May 6, 2016

## Letter of Recommendation/Reference

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

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

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

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

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

Sincerely,

Leonard B. Mitchell

Acting assistant Chief of Police



## West Palm Beach Fire Rescue

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

# MEMO

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

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

Sincerely,  
Danny Collazo

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





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

November 1, 2016

To Whom It May Concern,

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

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

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

Sincerely,

Chris Wren  
Executive Director

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



Wednesday, December 11, 2013

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

To Whom It May Concern:

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

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

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

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

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





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

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

Warmest regards,

Raphael Clemente, AICP  
Executive Director

## Willie Perez

---

**From:** Nguyen Tran [Nguyen.Tran@copbfl.com]  
**Sent:** Tuesday, November 01, 2016 4:06 PM  
**To:** Willie Perez  
**Subject:** RE: Letter of Reference Request

The Pompano Beach Community Redevelopment Agency went out to bid for Unarmed Security Guard Services to perform Community Policing objectives in 2014. PSC was the top ranked firm due to the knowledge and expertise under the direction of Mr. Willie Perez for the Neighborhood Ambassador's Program. Mr. Perez and his team are knowledgeable, professional and extremely responsive to our needs and the needs of the community where they patrol. The PSC Team has been very accommodating on many occasions with our last minute requests and we can count on them to be at all of our special events. They have formed a good relationship with our local Sheriff's Office as well as with our local merchants and residents. I applaud PSC's initiative to hire from the community where they serve and would recommend them highly.

Should you have any further questions, please do not hesitate to contact me directly.

Respectfully,

*Nguyen Tran*

Northwest CRA Director

100 W. Atlantic Blvd., Room 276  
Pompano Beach, Florida 33060  
Tel: (954) 545-7769  
Fax: (954) 786-7836

<http://www.pompanobeachcra.com>





THE SCHOOL DISTRICT OF  
PALM BEACH COUNTY, FLORIDA

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

MICHAEL J. BURKE  
Chief Operating Officer

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

October 5, 2015

To Whom It May Concern:

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

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

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

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

---

**PALM BEACH COUNTY SCHOOLS - RATED "A" BY THE FLORIDA DEPARTMENT OF EDUCATION 2005 - 2012**

**"HOME OF FLORIDA'S FIRST LEED GOLD CERTIFIED SCHOOL"**

[WWW.PALMBEACHSCHOOLS.ORG](http://WWW.PALMBEACHSCHOOLS.ORG)

The School District of Palm Beach County is an Equal Education Opportunity Provider and Employer

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read 'LJL', with a stylized flourish extending from the end.

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

LJL:pvh





## PALM BEACH COUNTY HOUSING AUTHORITY

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

October 28, 2015

To whom it may concern:

Re: Willie Perez/PSC Security Consultants

Dear Sir/Madam:

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

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

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

Sincerely,

Mark Sutterfield  
Director of Public Safety and Security



January 10, 2017

To Whom It May Concern,

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

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

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

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

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

Sincerely,

A handwritten signature in blue ink that reads "Ed Mitchell". The signature is stylized with a large, flowing "E" and "M".

Ed Mitchell





*Professional  
Security  
Consultants*



## Proposal Documents

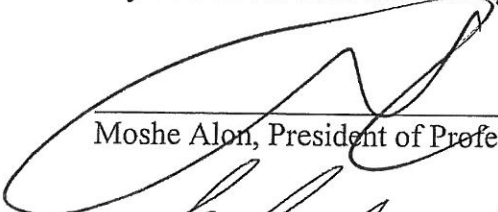
**SPECIAL POWER OF ATTORNEY**

Shaul Maouda (hereafter, "Agent") is hereby authorized to act as an agent for, and on behalf of, Professional Security Consultants.

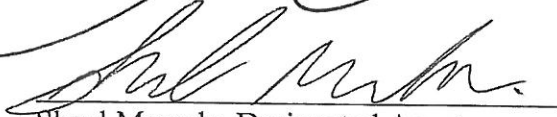
Agent shall have full power and authority to act as an agent, to make, to complete, and to execute any agreement, application, and any and all other written documents pertaining to The City of Fort Lauderdale on behalf of Professional Security Consultants.

This Special Power of Attorney is granted and is valid only for the express purpose stated herein, and may not be used for any transaction involving any other person or party who is not named herein.

IN WITNESS WHEREOF, this Agency designation shall be valid upon execution, on this 17th day of October 2017 in Los Angeles, California.

  
\_\_\_\_\_  
Moshe Alon, President of Professional Security Consultants

Date: 10/17/17

  
\_\_\_\_\_  
Shaul Maouda, Designated Agent

Date: 10-17-17



## BID/PROPOSAL CERTIFICATION

**Please Note:** If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) Professional Security Concepts, Inc. EIN (Optional): 95-4018179

Address: 11454 San Vicente Blvd., Second Floor

City: Los Angeles State: CA Zip: 90049

Telephone No. (310) 207-7729 FAX No. (818) 207-5563 Email: smaouda@pscscite.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30 Days

Total Bid Discount (section 1.05 of General Conditions): N/A

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): MBE N/A WBE N/A

**ADDENDUM ACKNOWLEDGEMENT** - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
<u>1</u>	<u>10/3/17</u>	<u>3</u>	<u>11/1/17</u>	<u>          </u>	<u>          </u>
<u>2</u>	<u>10/18/17</u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**VARIANCES:** If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDS SYNC you must also click the "Take Exception" button.**

N/A

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Shaul Maouda

Name (printed)

November 21, 2017

Date:

  
Signature

Senior Vice President

Title

## LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm its local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1) \_\_\_\_\_  
Business Name is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(2) \_\_\_\_\_  
Business Name is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(3) Professional Security Concepts, Inc.  
\_\_\_\_\_ Business Name is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(4) \_\_\_\_\_  
Business Name requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5) \_\_\_\_\_  
Business Name requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(6) \_\_\_\_\_  
Business Name is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: Professional Security Concepts, Inc.

AUTHORIZED COMPANY PERSON: Shaul Maouda  
NAME SIGNATURE DATE November 21, 2017



## CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

☒ Master Card

☒ Visa Card

Company Name: Professional Security Concepts, Inc.

Shaul Maouda  
Name (printed)

  
Signature

November 21, 2017  
Date:

Senior Vice President  
Title

**NON-COLLUSION STATEMENT:**

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

**Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.**

**NAME**

**RELATIONSHIPS**

\_\_\_\_\_  
  
\_\_\_\_\_

\_\_\_\_\_  
  
\_\_\_\_\_  
  
\_\_\_\_\_  
  
\_\_\_\_\_

**In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.**





## ADDENDUM NO. 1

RFP No. 12054-585  
TITLE: City Ambassador Program

ISSUED: October 3, 2017

This addendum is being issued to make the following change(s):

1. Section 3.1.9.2 has been revised to add Independence Day for a total of 9 holidays as follows:

**3.1.9.2** In addition, total labor hours, deployment times and coverage area may be adjusted during contract period on holidays and/or special event time periods. Although the City observes nine legal holidays, service hours on holidays will be at the discretion of each Entity. The nine holidays are:

1. New Year's Day
2. Martin Luther King's Birthday
3. Memorial Day
4. **Independence Day**
5. Labor Day
6. Veterans Day
7. Thanksgiving Day
8. Day Following Thanksgiving
9. Christmas Day

2. Section 3.2.3.D is revised to include Wednesdays as follows:

- 3.2.3.D.** DDA requires three (3) ambassadors for a total of 212 weekly hours, of which the supervisor shall serve 40 hours a week. The chart below represents the minimum staffing levels for the DDA area/zones.

Downtown Development Authority Service Operation Needs			
Days	Shift	Number of Ambassadors	Number of Days
Sunday	10:00AM - 10:00PM	3	52
Monday	10:00AM - 10:00PM	3	52
Tuesday	10:00AM - 10:00PM	3	52
Wednesday	10:00AM - 10:00PM	3	52
Thursday	10:00AM - 10:00PM	3	52
Friday	9:00AM - 12:00AM	3	52
Saturday	9:00AM - 12:00AM	3	52



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB  
Senior Procurement Specialist

Company Name: Professional Security Concepts, Inc.  
(please print)

Bidder's Signature: *Shaul Mander*

Date: November 21, 2017





City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

## ADDENDUM NO. 2

RFP No. 12054-585  
TITLE: City Ambassador Program

ISSUED: October 18, 2017

This addendum is being issued to make the following change(s):

1. The opening date has been changed to Tuesday, November 14, 2017.

This RFP is on hold until further notice. Another addendum will be forthcoming with revisions to the technical specifications and estimated quantities. A determination will be made at that time if another extension to the due date will be required.

AnnDebra Diaz, CPPB  
Senior Procurement Specialist

Company Name: Professional Security Concepts, Inc.  
(please print)

Bidder's Signature: 

Date: November 21, 2017



### **ADDENDUM NO. 3**

RFP No. 12054-585  
TITLE: City Ambassador Program

ISSUED: November 1, 2017

This addendum is being issued to make the following change(s):

1. Section 3.1.4, first paragraph is revised and shall now read:  
"Ambassadors shall wear specially designed uniforms (same color for Exhibit B – the Northwest Progresso Flagler Height and Exhibit C - Downtown areas). The uniforms for Exhibit A – Central Beach shall be designed to reflect the festive nature of the beach environment. All uniforms shall use designated logos on all collateral materials, equipment and accessories. Required uniform, equipment and accessories for all Entities shall include but not be limited to the following:..."
2. Section 3.1.6.4 is added and shall now read:  
"Selected consultant shall ensure all ambassadors and supervisors obtain a Class "D" Security Officer License prior to start of service, in addition to ensuring licenses are renewed when applicable and in a timely manner without disrupting service."
3. Section 3.1.6.3 now includes new item # 2:  
"submittal of Class "D" Security License proof, including renewal proof after (2) years for all personnel."
4. Section 3.1.9.2 now includes the following legal holidays:
  1. New Year's Day
  2. Martin Luther King's Birthday
  3. Memorial Day
  4. Independence Day
  5. Labor Day
  6. Veterans Day
  7. Thanksgiving Day
  8. Day Following Thanksgiving
  9. Christmas Day
5. Section 3.2.1.C has been deleted in its entirety.
6. Section 3.2.1.D, Breakdown of hours has been deleted and shall now read:  
"The BID is seeking an estimated total of 2,268 labor hours annually per ambassador."
7. Section 3.2.2.D, Chart on minimum staffing levels has been removed in its entirety and shall now read:  
"The BID is seeking an estimated total of 2,268 labor hours annually per ambassador."





City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

8. Section 3.2.2.G, Historic Sistrunk is revised and shall now read:
  - "Historic Sistrunk— uncolored area requires two (2) personnel, an ambassador and the supervisor."
9. Section 3.2.2.2.H, Breakdown of hours has been deleted and show now read:  
"NPF-CRA is seeking an estimated total of 3,172 labor hours annually, per ambassador."
10. Section 3.2.3.D, Chart on DDA minimum staffing levels has been removed in its entirety and shall now read:  
"DDA requires three (3) ambassadors for a total of 212 weekly hours, of which the supervisor shall serve 40 hours a week."
11. Section 3.2.3.E, is revised and shall now read:  
"DDA is seeking an estimated total of 11,024 labor hours annually."
12. Section VI – Cost Proposal Page has been revised. Proposers shall use the revised page included with this addendum.
13. The opening date has changed to November 30, 2017.

All other terms, conditions and specifications remain unchanged.

AnnDebra Diaz, CPPB  
Senior Procurement Specialist

Company Name: Professional Security Consultants, Inc.  
(please print)

Bidder's Signature: 

Date: November 21, 2017



## SECTION VI - COST PROPOSAL PAGE - REVISED

Proposer Name: Professional Security Concepts, Inc.

- 6.1 Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.
- 6.2 **Cost to each Entity:** Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.
- 6.3 Contractor shall factor all cost associated with providing ambassador services in the final price for each entity, including requested items listed under sub-section 3.1. General Information/Intent.
- 6.4 **Ambassador Cost by Entity:**
- |                                      | ESTIMATED ANNUAL HOURS  |
|--------------------------------------|---|
| 6.4.1 <b>BID Area/Zones</b>          |   |
| • Ambassadors, Regular Hours         | 4,536 hrs X \$ <u>17.37</u> /hr = \$ <u>78,790.32</u> annually  |
| • Supervisor, (non-shared) Hours     | 1,320 hrs X \$ <u>22.93</u> /hr = \$ <u>30,267.60</u> annually  |
| 6.4.2 <b>The NPF-CRA Area/Zones:</b> |   |
| • Ambassadors, Regular Hours         | 9,516 hrs X \$ <u>17.37</u> /hr = \$ <u>165,292.92</u> annually |
| • Supervisor, (non-shared) Hours     | 2,224 hrs X \$ <u>22.93</u> /hr = \$ <u>50,996.32</u> annually  |
| 6.4.3 <b>DDA Areas/Zones:</b>        |   |
| • Ambassadors, Regular Hours         | 8,944 hrs X \$ <u>17.37</u> /hr = \$ <u>155,357.28</u> annually |
| • Supervisor, Regular Hours          | 2,080 hrs X \$ <u>22.93</u> /hr = \$ <u>47,694.40</u> annually  |
- 6.5 **Shared Services between the BID and NPF-CRA:**
- 6.5.1 Shared Supervisor, Regular Hours 948 total hours breakdown:
- |                  |  |
|------------------|--|
| • <b>BID</b>     | 474 hrs X \$ <u>22.93</u> /hr = \$ <u>10,868.82</u> annually |
| • <b>NPF-CRA</b> | 474 hrs X \$ <u>22.93</u> /hr = \$ <u>10,868.82</u> annually |
- 6.5.2 **Shared Vehicle between the BID and NPF-CRA:**
- |                   |                        |                                   |
|-------------------|------------------------|-----------------------------------|
| ○ BID Portion     | 42% \$ <u>6,020.00</u> |                                   |
| ○ NPF-CRA Portion | 58% \$ <u>8,313.33</u> | Cost \$ <u>14,333.33</u> annually |

**TOTAL COST \$564,469.81 ANNUALLY**

Submitted by:

Shaul Maouda  
Name (printed)

Signature

November 21, 2017  
Date

Senior Vice President  
Title





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

- PSC charges Time and half the usual rate for guards working during (6) national holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day) (This billing will be billed additional during the holiday months)
- PSC charges Time and half the usual rate for guards working during additional hours for emergency and special events.
- All rates are based on existing wage laws, should the laws force a change in the rate during the performance of the contract, PSC will adjust the billing rates accordingly to comply with any applicable minimum wage law.
- 

**Cost per hour under both options includes:**

- 1. 24hr Command Center** – Dedicated staff to fully functional command center designed to assist your organization in expediting the communication of important safety, security, and facility information. **(24-hour toll free assistance number: 1-888-CASE-210 / 1-888-227-3210)**
  - High Speed Internet
  - Emergency Power Generator Back-Up
  - Notifications via phone, text message, or email.
  - Custom Notification Matrix
- 2. Uniforms** – Standard Security Uniform according to the customer's demands.
- 3. Guard Training (Certified by Homeland Security)** – Unique officer training program according to the state regulations, Using DVD's, Interactive Computer Presentations, Physical Instruction and Testing.
- 4. CPR/First Aid training**
- 5. AED Training & Certification**
- 6. Background Screening & Drug Testing**
- 7. (11) Patrol Bicycles**
- 8. (13) Casemobile Cell Phones**



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**9. (13) Two Way Radios**

**10. Additional Security Support provided by other area Accounts**

**11. CASE Global Incident Management Tracking Software (at no cost)\*** (Certified by Homeland Security), - Case Reports is a Web based Incident Reporting and analysis tools, which is fully customized to meet the needs of BID, NPF-CRA and DDA. Case Global Incident Tracking System is a tool to capture incident and events of interest for its customers. The system has built-in support for multi-level hierarchy for incidents and events.

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





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## Appendix



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## Insurance Certificate Sample



PROFSEC-01

HBCT12

### CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/13/2017

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

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

<b>PRODUCER</b> License # 0564249 Heffernan Insurance Brokers 18004 Sky Park Circle, Suite 210 Irvine, CA 92614		<b>CONTACT</b> Jorge Aguilar NAME: _____ PHONE (A/C, No. Ext): (213) 785-6914 56914 FAX (A/C, No.): (213) 623-1388 E-MAIL: JorgeA@heffins.com ADDRESS: _____	
<b>INSURED</b>  Professional Security Consultants, Inc. 11454 San Vicente Blvd. Los Angeles, CA 90049		<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Philadelphia Indemnity Insurance Company NAIC # 18058 INSURER B: Wesco Insurance Company 25011 INSURER C: ACE American Insurance Company 22667 INSURER D: _____ INSURER E: _____ INSURER F: _____	

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:	
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSP. WVR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	X	PHPK1568088	10/22/2016	10/22/2017
				LIMITS	
				EACH OCCURRENCE	\$ 1,000,000
				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
				MED EXP (Any one person)	\$ 5,000
				PERSONAL & ADV INJURY	\$ 1,000,000
				GENERAL AGGREGATE	\$ 2,000,000
				PRODUCTS - COMP/OP AGG	\$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		WPP115144201	01/30/2017	01/30/2018
				COMBINED SINGLE LIMIT (Ea accident)	
				\$ 1,000,000	
				BODILY INJURY (Per person)	
				\$	
				BODILY INJURY (Per accident)	
				\$	
				PROPERTY DAMAGE (Per accident)	
				\$	
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WLR C49111964	01/30/2017	01/30/2018
				X PER-STATUTE OTH-ER	
				E L EACH ACCIDENT \$ 1,000,000	
				E L DISEASE - EA EMPLOYEE \$ 1,000,000	
				E L DISEASE - POLICY LIMIT \$ 1,000,000	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Re: As Per Contract or Agreement on File with Insured. City of Fort Lauderdale is included as an additional insured on the General Liability policy per the attached endorsement, if required.					

<b>CERTIFICATE HOLDER</b>  City of Fort Lauderdale Procurement Services Division 100 N. Andrews Avenue, Room 619 Fort Lauderdale, FL 33301	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
---	--

ACORD 25 (2016/03)

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## Foreign Corporation Registration

# State of Florida Department of State

I certify from the records of this office that PROFESSIONAL SECURITY CONCEPTS, INC. is a California corporation authorized to transact business in the State of Florida, qualified on September 28, 1998.

The document number of this corporation is F98000005426.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on March 4, 2016, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this  
the Fourth day of March, 2016*



*Ken Detmer*  
Secretary of State

Tracking Number: CC0364015395

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

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



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## Palm Beach County Tax



2018 Details — Business Tax Account: PROFESSIONAL SECURITY CONCEPTS INC		Print this page		
Business Tax Account #83252		Account details	Account history	
2018	2017	2016	2015	2010
Paid	Paid	Paid	Paid	Paid
Account number:	83252	Mailing address:	PROFESSIONAL SECURITY CONCEPTS INC 8000 W BROWARD BLVD PLANTATION, FL 33388	
Business start date:	02/04/2010	Owner(s)	MOSHE ALON 11454 SAN VICENTE BLVD 2 FL LOS ANGELES, CA 90049	
Physical business location:	PLANTATION	<a href="#">Print exemption application (PDF)</a>		
Business address:	PROFESSIONAL SECURITY CONCEPTS INC 8000 W BROWARD BLVD PLANTATION, FL 33388			

### Receipts And Occupations

#### Receipt 329-220874

SERVICE	10/01/2017-09/30/2018	Units: 24
ALL OTHERS		

## Security License State of Florida

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES		
ADAM H. PUTNAM COMMISSIONER		
DIVISION OF LICENSING		
05/22/17 DATE ISSUED	06/23/20 DATE OF EXPIRATION	B 9800143 LICENSE NUMBER
PROFESSIONAL SECURITY CONCEPTS, INC. DBA PSC 8201 SOUTH TAMiami TRAIL SARASOTA, FL 34238		
ALON, MOSHE, PRESIDENT ALON, HENE, VICE PRESIDENT GAL, URI, SECRETARY		
THE SECURITY AGENCY NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.		
	 ADAM H. PUTNAM COMMISSIONER	





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## Safety Act Certification

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



**Homeland  
Security**

December 5, 2013

### SAFETY ACT CERTIFICATION

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

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

Dear Mr. Lambos:

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

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

#### TERMS AND CONDITIONS

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



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

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

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





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

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

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

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

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

Sincerely,

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

Attachments:

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



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**EXHIBIT A**

**F-307-E**

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

**PSC SECURITY GUARD SERVICES FOR COMMERCIAL SHOPPING MALLS**

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

**Security Officer Operations and Program Management**

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





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CASE Global©

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

CASE Global© Centralized Command Center

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

Emergency Response

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

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

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



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## ***Certificate of Conformance***

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

*a California Corporation  
a Certification for its*

***Security Guard Services for Commercial Shopping Malls***

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

***Daniel M. Gerstein, Ph.D.***

*Under Secretary for Science and Technology (Acting)*

*12/5/2013*

*Date*





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## **Position Descriptions**

### **Security Director**

*Job Summary-* The director is to lead, manage, train, supervise and evaluate security officers in their assigned duties. The director will implement company policy and procedure to ensure the department runs as outlined. The director is the liaison for center management staff in communications with the security department, police department, and fire department.

*Responsibilities Include-* Department administration, officer deployment, labor/payroll hours use and reconciliation in keeping with the assigned budget, equipment care and budgeting, monitor company liability exposure, customer and tenant relations, lease enforcement (as directed by center management), and planning and maintaining security and safety standards for the client facility. Other responsibilities include recruitment, discipline, retention, conditioning, and motivating of security officers, investigations (incidents, accidents, etc.). The director is to coordinate at least 2 emergency drills per calendar year where applicable; one drill is internal (client staff) and other is external (to include police/fire). Position may include other duties as assigned by PSC corporate, VP, or regional director.

### **Assistant Security Director**

*Job Summary-* Assist the Security Director to ensure the department meets or exceeds the requirements and expectations of the client contract via supervision of subordinates. The Assistant Security Director acts as second-in-command in within the security department structure. The assistant director is to assist with leading, managing, training, supervising security officers in their assigned duties. Assist Security Director in providing liaison for center management staff in communications with the security department, police department, and fire department.

*Responsibilities Include-* Oversee, develop and train security officers and supervisors to ensure effective performance of duties. Assist the Security Director in preparing staffing requirements, scheduling, reviewing daily operations, recruitment, hiring and processing of new employees. Assist the Security Director with submitting weekly payroll and other required documentation to the corporate office. Delegate departmental responsibilities as necessary to staff and periodically visit tenants to establish and maintain good relations. Ensure proper patrol techniques are being implemented at the supervisory level to cover all aspects of the facility including but not limited to fire rooms, parking lots/structures, corridors, docs and common areas. Complete and oversee the completion, review and editing of incident, accident and personal injury reports by security officers or supervisors. Inspect staff on a regular basis to ensure compliance with all property and company policies, ensure staff is properly groomed with presentable uniforms and equipment.





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### **Security Supervisor**

*Job Summary-* Assist the Security Director and Asst. Security Director with supervisory related duties to ensure department meets or exceeds the requirements and expectations of the client contract. Ensure daily shift operations are conducted in a professional and safe manner, to ensure client satisfaction. Monitor security officer performance and provide suggestion to the Assistant and Security Director as necessary.

*Responsibilities Include-* Managing the daily shift operations at the facility both from an operational and client perspective. Communicate regularly with via two-way radio with security officers and operate the property cell phone (where applicable). Monitor and deploy security officers to assigned patrol zones ensuring proper coverage levels are met during each shift. Relieve officers for breaks and lunches while maintaining the necessary coverage. Train new and existing employees as directed by the Assistant or Security Director. Enter all necessary information into the applicable systems or reports such as the Shift Summary, Shift Inventory, Daily Log, and Equipment Sign Out. Brief incoming staff at the Start of Shift and debrief staff at the End of Watch. Monitor completion of officer/dispatch related forms and reports such as the Dispatch Log, Daily Activity Reports, Vehicle Inspections, Late Opening/Early Closure, and Incident Reports. Inspect officers and Dispatch at the start of every shift to ensure all proper documentation (Certifications/Licenses) is carried, uniform completeness and cleanliness standards are met. Assist the Assistant Security Director and Security Director as necessary.

### **Dispatcher**

*Job Summary-*The primary purpose of the dispatcher is to assist in the daily activities of the security department by monitoring all components of the dispatch office including but not limited to: cameras, radio traffic, telephones, filing, and any patrons who find themselves at the Security Office. Moreover, your primary duty is to assist, clients, security staff (officers, supervisors, Assistant Directors and Directors), tenants, customers, among many others. Communications is an additional responsibility of the dispatcher; essentially all information will filter through the dispatch office and must be shared accordingly with appropriate staff.

*Responsibilities Include-* Answering multiple telephone calls and 2-way radio communications, gathering information and dispatching officers as necessary to appropriate locations. Monitor and operate multiple systems simultaneously, including computer generated dispatch programs, CCTV, various alarm and communication programs. Prioritize and coordinate effective and timely response to incidents by staff. Provide quality customer service and respond to questions and calls regarding center hours, services, tenant information and facility activities if applicable to the assigned facility.





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**Security Officer**

*Job Summary-* Security Officers devote themselves fully to the letter and spirit of the PSC's goals, rules, and code of conduct. They will conduct themselves at all times, in such a manner to reflect credit upon the Department with emphasis on public safety, public relations, personal integrity and professionalism. They will act as an ambassador of the client greeting employees, tenants, and customers while responding to questions or request for assistance they may have. With the ultimate goal of prevention security officers will observe and report as required during suspicious and/or illegal activity. Through comprehensive patrol techniques security officers will report facility deficiencies and safety hazards.

*Responsibilities Included-* Uniformed foot, bike or mobile patrol of interior and exterior areas of the assigned property. Continually communicate with patrons, tenants, management, and "casual contact" with suspicious persons. Practice "Comprehensive Patrol" as defined during training. Follow all post orders, rules, policies and regulations. Complete detailed reports, checklists and daily activity logs before you leave each shift. Observe for and report all suspicious or illegal activity. Enforce rules, regulations, policies, procedures and respond to situations requiring Security assistance. Assist clients, customers, tenants & employees as needed.



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### **PSC Process for Handling Insurance Claims**

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





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### **Training Details**

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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





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### **Billing and Reporting**

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

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

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

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

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



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## **Professional Security Consultants Uniform and Grooming Guidelines**

Security personnel must be neat clean, well groomed, and must present a professional appearance. To this end, reasonable grooming regulations have been established. These regulations take into consideration contemporary standards, uniformity, neatness, and safety.

All security personnel while on duty or in the PSC uniform, shall maintain a neat, well-groomed appearance and shall adhere to the following guidelines:

### **Head and Facial Hair**

#### **Male Security Personnel**

Hair shall be neatly trimmed, combed, or brushed. Shall be cut to present a tapered appearance and when combed, shall not fall below the ear or eyebrows, nor extend over the shirt or coat collar when standing with the head in a normal position. Nor shall it interfere with the proper wearing of any authorized uniform headgear (e.g. Radio Ear Piece or Trooper Style Hat). A wig or hairpiece is permissible. If worn it shall conform to the guidelines set forth in this regulation. Hair coloring if used must appear natural. A Mustache is permissible, it shall be kept trimmed and clean and shall not extend below the corners of the mouth nor shall not be twirled or curled. Sideburns shall not extend downward beyond the middle of the ear opening, shall be trimmed and neat in appearance and the base shall be clean-shaven in a horizontal line. Other Facial Hair below the top lip, on the chin, or below the sideburns on the face is not permitted if attired in a police style uniform.

#### **Security Personnel (Female)**

The length, bulk of appearance of natural hair shall not be excessive, ragged, or unkempt, it shall be neatly groomed, and not be worn longer than the bottom of the shirt or coat collar at the back of the neck when standing with the head in a normal posture. Hair shall not fall below the front band of properly worn uniform headgear. It may be worn slightly over the ears, but shall not interfere with the wearing of uniformed headgear (e.g. Radio Ear Piece or Trooper Style Hat). Ponytails and/or braided hair are not permitted for safety reasons. A bun or twist will be permitted on the back of the head, if it is worn in a neat manner and does not interfere with the wearing of the uniform headgear. Only neat, inconspicuous bobby pins or conservative barrettes, which blend with the hair color, may be worn. Any hair coloring, if used, must be natural. A wig or hairpiece is permissible. If worn, it shall conform to the standards set forth in this regulation. Cosmetics if worn shall be subdued and false eyelashes are not permitted.





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## **Fingernails and Jewelry**

### **Security Personnel (Male and Female)**

Fingernails shall be cleaned and trimmed. Nails should not exceed beyond the tips of the fingernails any polish worn, shall be clear. Jewelry which detracts from the professional appearance or which constitutes a safety hazard is not permitted.

Watches and wedding rings are acceptable. Tongue, nose and eyebrow rings are prohibited. Eyeglasses worn by security personnel while on duty or in uniform shall be conservative in design.

### **Class A Uniform Attire (Male/Female)**

Military Style Shirts (Colors are post specific) must be clean and free from stains/wrinkles/discoloration, shirt pockets must be buttoned at all times, and epaulets (if applicable) must be worn on the shoulders along with the current state approved patches on each sleeve. White undershirts are to be worn with the white, blue and gray uniform shirts and black undershirts are required for the black uniform shirt. If wearing a long sleeve uniform shirt, a tie is required along with the applicable color of the undershirt for the respective uniform color. Ties are to be black in color and for safety reasons, ties shall only be a clip-on or Velcro neck tie, only the issued tie clip may be worn no other jewelry or tie clip is permitted. Whistles if required must be worn on the right shoulder with the whistle itself resting/secured in the upper right breast pocket. Name tags whether brass or the PSC ID are worn on the right side, brass names tags are placed right above the upper breast right pocket, the PSC ID is to be clip the upper right breast pocket flap. Security badges are to be worn on the upper left breast in the designated area of the uniform shirt. Rank may be worn on the collar of the shirts only unless the uniform design incorporates some other form or rank insignia. At no time may an officer deploy without complying with the above uniform requirements.

The color of the dress slacks are specific to each post, security officers are required to conform to the sites current uniform scheme wearing the PSC provided uniform pants, pants are to be clean, free from stains/wrinkles/discoloration, fit and properly hemmed, a black leather belt is required to be worn with each slacks color.

Only the PSC provided jacket may be worn. Security Officers should refrain from wearing the security jacket indoors (if weather permits). If uniformed personnel are wearing the security jacket the security badge must be worn on the upper left breast of the jacket in its designated place.

Shoes are to be leather, black in color and presentable as to complete the uniform in a professional manner. Shoes must be in good standard, free from damage as to avoid potential injury.



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### **Class B Uniform Attire (Male/Female)**

Polo Style Shirt color varies among each location each officer is required to conform to the sites current color scheme. Shirts are to be clean, presentable, and free from stains/wrinkles/discoloration. Locations in which employees wear the PSC ID are required to display the ID on the Class B Uniform Shirt on either the lower portion of the right collar or the center of the shirt below the last button. Pants/shorts must either be black or khaki in color (colors are site specific), clean, presentable free from stains/wrinkles/discoloration, and of BDU nature. If permitted by your site the security badge must be worn using a badge clip on the left front side of your duty belt.

Shoes are to be leather, black in color and presentable as to complete the uniform in a professional manner. Shoes must be in good standard, free from damage as to avoid potential injury.

### **Duty Gear**

Duty belts & accessories may be either leather (basket weave, plain, high gloss) or nylon but must be black; under certain circumstance duty gear may be required to conform to a signal style of leather or nylon. Duty gear is to be equipped a set of four (4) belt keepers, a set of handcuffs w/case, flashlight w/case or ring, latex (or similar) protective gloves w/case, CPR Mask w/case and any other required accessories for your post for example a baton ring or firearm holster if applicable. An officer, who wishes to purchase or wear their own duty gear, should first speak with their director of security to ensure compliance.

### **Courtroom Attire**

Personnel, when wearing civilian attire to court, shall present a professional, business like appearance. Acceptable attire shall conform to the following:

#### *Male Personnel*

A business suit, or sport coat and trousers, with a dress shirt and tie.

#### *Female Personnel*

A dress suit, or pant suit, or skirt or Pants with a blouse, sweater, or jacket.

### **General Comments**

All security personnel wearing a uniform must wear a badge. Badges are to be worn on the outermost garment so they will be visible at all times.

All standards apply to all security personnel regardless of their assignment.

Any questions regarding the Uniform and Grooming Guidelines should be discussed with your immediate supervisor to receive clarification.





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## **PSC Security Recommended Uniforms and Equipment**

### **Class "B" Uniforms**



<b>Standard Uniform Color Schemes</b>	
<i>*All color schemes are pre approved by client representatives</i>	
<b>Shirt Color</b>	<b>Trouser Color</b>
Yellow	Khaki
Yellow	Black
Black	Khaki
Black	Black
White	Black



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### **Duty Belts, Gear & Miscellaneous Uniform Components**

\* Duty Belts are generally nylon and all duty belts are black in color.

Epaulets (if applicable)	Security Badge	PSC ID Badge or Name Plate
1-2 Pens	Note Pad	Site Business Cards
Field Interview Cards	Courtesy Guidelines	Sam Browne / Duty Belt
Set of 4 Keepers	Casemobile Device w/case & holder	Radio w/ holder
Radio Mic. / Earpiece	Key Holder (applicable keys)	Flashlight w/ holder
Handcuff w/ holder	Protective gloves (1 set) w/ holder	Tie if applicable
Guard Card, Permits & Licenses	Rain Gear	Whistle (if applicable)
Pepper Spray w/ holder (if applicable)	Baton w/ holder (if applicable)	Firearm w/ holster (if applicable)
Ammo w/holder (if applicable)		





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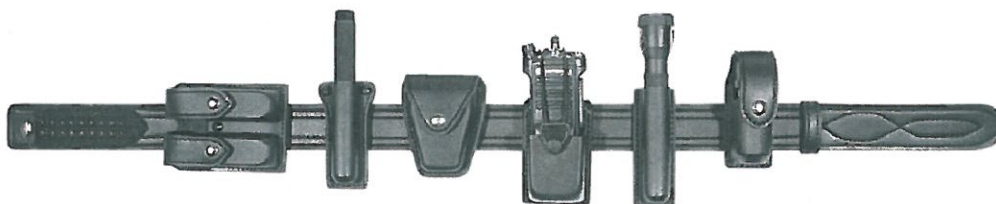
**Nylon Duty Belt**



**Basket Weave Leather Duty Belt**



**Plain Leather Duty Belt**



**High Gloss Leather Duty Belt**





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**Recommended Vehicle (Cost noted in the Cost Proposal Page)**







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**Additional Vehicle Option (additional cost on Page 97)**





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## **Lease Quote for Optional Vehicle**

### **Leased Vehicle Description**

**Vehicle Make:** Honda

**Vehicle Model:** Pioneer 1000-5 Deluxe

**Vehicle Color:** White



### **Lease & Associated Costs**

**Monthly Lease Payment (Based on a 36 Month lease):** \$796.73

**Pre-Paid Maintenance Program (Based on 36 Month Lease):** \$47.00

**Extended Warranty Coverage (Based on a 36 Month Lease):** \$30.00

**Gas and Maintenance (not covered under Warranty or Extended Warranty):** \$416.66

**Total Monthly Lease Cost: \$1,290.40**

**Bid Monthly Portion (42%)** \$541.97

**NPF-CRA Monthly Portion (58%)** \$748.43





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**IDA Annual Achievement Awards  
Project Summary  
Downtown Security Ambassador Program**

The Downtown Development Authority's Security Ambassador Program is an ongoing community-oriented security program that was started in July of 2006. The goal of the program is to improve safety and security, and enhance quality of life in the Downtown West Palm Beach area. The program is funded entirely through the Downtown Development Authority's budget and costs approximately \$350,000 per year. The program employs seven Security Ambassadors for a total of 300 hours per week. The Security Ambassador Program has contributed to a 50% decrease in crime in the downtown area over a 3-year period.

- **Innovation:** The West Palm Beach Downtown Development Authority (DDA) Security Ambassador Program is groundbreaking in several ways. First, the program hinges upon close cooperation between the City's municipal police force and a private security provider. The commander of the Police Department's Entertainment District Unit works hand in hand with the security manager for the Downtown area to plan deployments for special events or to areas of critical concern. This allows the private security officers to function as the eyes and ears of the police department, freeing up valuable time for officers to tend to more serious issues.

Second, the program utilizes a radio communication system that integrates police dispatch, security office dispatch, nightclubs, and condominiums. The radio network, known as *iWatch*, was purchased with public funds for use in Downtown Entertainment District. The radio network enables seamless communication between stakeholders and public safety staff.

Third, as an added component of service, the Security Ambassadors function as courtesy guides, offering information, directions, and assistance; or as safety escorts for those who may feel uncomfortable walking to their car or condo alone. This has taken the Security Ambassador Program beyond simply providing eyes on the street, truly giving it

an ambassadorial component that represents the DDA's goal of making Downtown West Palm Beach a great place to live, work, and play.

Finally, all Security Ambassadors are equipped with a handheld data collection system created by the Eponic Corporation (see additional information attached). This system allows for in-the-field creation of reports on incidents, maintenance or business issues, and logs of daily activities of the patrols. It also enables the Ambassadors to print directions to businesses or destinations, information, and even coupons for shops that have opted into the program. The system is based on a handheld PDA that has been programmed with software enabling these operations. At the end of each Ambassador's shift their handheld unit is downloaded wirelessly and all reports are sent to a central server for approval by the program manager. Once approved, these reports are cataloged in a searchable database and can be used to monitor ongoing maintenance items, pinpoint problems or hotspots, and to generate activity reports.

- **Diversity:** The Security Ambassador Program employs a racially and ethnically diverse staff in the Downtown area. This includes Caucasian, African American, Haitian, and Hispanic individuals. South Florida is a place of great diversity and the DDA has strived to ensure that our Security Ambassador program reflect the character of the community it serves.
- **Replication:** The Security Ambassador Program could be replicated in other entertainment and/or retail districts, BIDs, neighborhoods, or mixed-use developments. The primary factors in the success of this program are ensuring a high level of cooperation and coordination with the municipal police force and establishing clearly defined roles and protocols for private security personnel operating in the public realm. Unlike mall or shopping security programs, private security officers working in the public realm are not able to ask an individual or group to "leave the property". The support of police and the ability have that support arrive quickly is critical to the success of such a program.

The Downtown Security Ambassador Program was created to address specific problems and was done so with input from community stakeholders and the local police department. Duplicating this effort in other communities would require the same steps to establish an effective working relationship between all parties.

- **Representation:** With close working relationships that include the Police Department, the business and residential communities, City staff from the Parks and Public Works Departments, and cooperation and guidance from homeless outreach specialists, the Downtown Security Ambassador Program is able to gather inputs and share information with many partners. The resounding success of the program is largely attributable to the partnerships that have come together as stakeholders in the improvement of the Downtown area.



- **Outcome:** The positive impact of the Security Ambassador Program has been tremendous. Since the inception of the program in July of 2006 crime in the downtown area has decreased by over 50%. The original goal of the program was to reduce nuisance crimes such as aggressive panhandling, public intoxication/ open container, graffiti and vandalism. However, the benefits of the program have far exceeded expectations. As a result of the reduction of less serious crimes, the overall crime rate including more serious offenses has dropped as well. This is attributed to the Security Ambassadors' management of nuisance issues thereby allowing police officers to deal with more serious public safety issues.

The reduction in crime and the highly visible patrols throughout the district have combined to dramatically change the public's perception of Downtown West Palm Beach. This has been evident in favorable news media reports and positive feedback from stakeholders in the downtown residential and business community. This change in perception has contributed to increased pedestrian traffic throughout the district, business growth, and an overall positive public image of Downtown West Palm Beach.

- **Conclusion:** The Security Ambassador Program has been highly effective in addressing security and safety challenges in the Downtown area. The original goal of the program was to address nuisance issues by establishing a visible security presence, reaching out to the entire downtown community – both legitimate users and otherwise – and taking proactive steps to avoid security problems before they developed.

Now, with three years of success improving the downtown, the Security Ambassador program has created an environment that is safe and comfortable for all without being overbearing or heavy-handed in their approach to situations that require attention. With the majority of safety and security issues addressed, we have learned that it is possible and beneficial to transition the program to perform more outreach and community service, in addition to providing security for the community.

In the coming year the program will shift some of its focus to environmental and maintenance issues, such as CPTED items like damaged or inoperative lights, sidewalk hazards, code issues, and broken infrastructure. We will also work to provide a higher level of customer service to our retail and entertainment establishments through more frequent courtesy visits. This allows our Ambassadors to gather valuable information about the health of the downtown community, thereby providing valuable feedback on how we can continue to refine the program.

