

# War Memorial Auditorium

Security & Event Staffing

Request for Proposal (RFP) # 544-11429

July 2<sup>nd</sup>, 2014



## Andy Frain Services, Inc.

**Dane Vontobel**

Vice President / Owner

761 Shoreline Drive

Aurora, IL 60504

Phone: 630.820.3820

Fax: 630.820.3819

Email: [dvontobel@andyfrain.com](mailto:dvontobel@andyfrain.com)



**ANDY FRAIN**

EST 1924

**SERVICES**



**Tab Number**

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# TAB 1

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed 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. 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.

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: Dane Vontobel (signature) 6/12/2014 (date)

Name (printed) DANE VONTOBEL Title: Office President

Company: (Legal Registration) Andy FRAIN SERVICES

CONTRACTOR, IF FOREIGN CORPORATION, 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/>).

Address: 761 Shoreline Dr.

City Aurora State: FL Zip 60504

Telephone No. 6308203822 FAX No. 6308203819 Email: d.vontobel@andyfrain.com

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

Payment Terms (section 1.04): net 30 Total Bid Discount (section 1.05): 0.00

Does your firm qualify for MBE or WBE status (section 1.09): MBE NO WBE NO

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

Addendum No.	Date Issued
--------------	-------------

P-CARDS: Will your firm accept the City's Credit Card as payment for goods/services?

YES  NO

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variances:  
\_\_\_\_\_  
\_\_\_\_\_

revised 6-16-11



## ADDENDUM NO. 1

RFP 544-11429  
Event and Valet Services, War Memorial Auditorium

ISSUED June 16, 2014

This addendum is being issued to make the following changes:

1. Part IV, Section 3.1.A.ii shall also read: There shall be a certified crowd manager, as per Florida State Fire Code, per every 250 attendees, minimum of four per event.
2. Part IV, Section 4.A.i – “There are four (4) disciplines for this position” is changed to:  
There are five (5) disciplines for this position as follows:  
Sound  
Electric  
Carpentry  
Props  
Rigging
3. Part IV, Section 4.A.ii – shall also read:  
Electrician shall preferably be PLASA entertainment electrician certified.  
Riggers must be PLASA ETCP arena and/or theatre rigging certified.
4. The opening date has changed.  
The new opening date is now Wednesday, July 2, 2014

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB  
Procurement Division

Company Name: Amoy Fran Services  
(please print)

Bidder's Signature: [Signature]

Date: 06/26/14

# TAB 2

**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.**

<u>NAME</u>	<u>RELATIONSHIPS</u>
<u>Andy FRAIN SERVICES</u>	<u>NONE</u>
<u>161 Shoreline Dr.</u>	<u></u>
<u>Aurora, IL 60507</u>	<u></u>
<u>James V. Toti</u>	<u></u>

**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.**

**TAB 3**



**PART VII - PROPOSAL PAGES – COST PROPOSAL**

Proposer Name Andy Frain Services

Proposer agrees to supply the services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, rate for all services identified in this request for proposal. This firm fixed rate includes any costs for travel to the City. No other costs will be accepted. This firm fixed rate will be the same for the initial contract period.

Any estimated quantities listed are for information and tabulation purposes only. No warranty or guarantee of quantities needed is given or implied. It is understood that the Contractor will furnish the City's needs as they arise.

**Failure to use the City's COST PROPOSAL Page and provide costs as requested in this RFP, may deem your proposal non-responsive.**

Indicate the hourly billed rate per employee as follows:

Description	Estimated Hours Per Year		Cost Per Hour	Estimated Annual Cost
1. Auditorium Staff Manager	320 Hrs	X	\$ <u>22.50</u> /HR =	\$ <u>7200.00</u>
2. Event Staff Zone Manager	640 Hrs	X	\$ <u>19.48</u> /HR =	\$ <u>12467.20</u>
3. Bag Checker	740 Hrs	X	\$ <u>15.69</u> /HR =	\$ <u>11610.60</u>
4. Ticket Scanner/Ticket Taker	640 Hrs	X	\$ <u>14.04</u> /HR =	\$ <u>8985.60</u>
5. Usher	1250 Hrs	X	\$ <u>14.04</u> /HR =	\$ <u>17550.00</u>
6. Security	1100 Hrs	X	\$ <u>15.69</u> /HR =	\$ <u>17259.00</u>
7. Rest Room Attendants	250 Hrs	X	\$ <u>13.88</u> /HR =	\$ <u>3470.00</u>
8. Guest Services Supervisor	400 Hrs	X	\$ <u>16.95</u> /HR =	\$ <u>6780.00</u>
9. Guest Services Attendant	800 Hrs	X	\$ <u>15.69</u> /HR =	\$ <u>12552.00</u>
10. VIP Area Zone Supervisor	160 Hrs	X	\$ <u>16.95</u> /HR =	\$ <u>2712.00</u>
11. VIP/Ringside Attendant	1100 Hrs	X	\$ <u>15.69</u> /HR =	\$ <u>17259.00</u>
12. Parking Supervisor	280 Hrs	X	\$ <u>16.95</u> /HR =	\$ <u>4746.00</u>
13. Parking Attendant	1680 Hrs	X	\$ <u>13.88</u> /HR =	\$ <u>23318.40</u>
14. Parking Cashier	320 Hrs	X	\$ <u>16.05</u> /HR =	\$ <u>5136.00</u>
15. Valet Services Supervisor	220 Hrs	X	\$ <u>16.95</u> /HR =	\$ <u>3729.00</u>
16. Valet Attendant/Runner	1320 Hrs	X	\$ <u>13.88</u> /HR =	\$ <u>18321.60</u>
17. Event Set-up/Tear-down Staff	2400 Hrs	X	\$ <u>31.69</u> /HR =	\$ <u>76056.00</u>
Total Estimated Annual Cost				\$ <u>249,152.40</u>

**TAB 4**

**Letter of Interest**

AnnDebra Diaz  
War Memorial Auditorium  
Procurement Services  
City of Fort Lauderdale-City Hall  
Suite 619  
100 N. Andrews Avenue  
Fort Lauderdale, FL 33301

**Reference: Event Services & Valet Parking**

Dear AnnDebra,

Thank you for the opportunity to respond to your request for proposal (RFP) to provide event staffing & valet services to War Memorial Auditorium (WMA) for the 2014-2017 contract periods. From our beginning in 1924 in the Chicago area, Andy Frain Services (Andy Frain) is the leader in providing event services to many private and public sector venues throughout the nation. As you will see in this RFP response, Andy Frain has an active presence in many sports and entertainment venues, which will undoubtedly benefit event staff requirements for the events held at War Memorial Auditorium if we are awarded your business.

Andy Frain is committed to all of our clients. Some of our clients require the assistance from us to provide the equipment needed to complete the job or event successfully. We also accept the terms and conditions provided by WMA.

We have read and understand Part III in the WMA Request for Proposal. Andy Frain Services is providing pricing and explanatory operating protocols for only the event services & valet parking.

We believe that we are the event staffing company that will not only meet but exceed your expectations. Our involvement here will insure satisfied patrons as well as create jobs for people that want to be treated with respect and dignity. We are a company that strives for excellence which is why we have been in business for 90 years.

This successful work ethic not only comes from our Owners and Senior Management, but is carried down to all of our entry level staff. We will show in this Andy Frain RFP that we are dedicated to our clients, customers and staff. Our training programs, retention rate and valuable references will prove that Andy Frain is your choice in a successful partnership.

Andy Frain has created a value proposition in the offering of competent and comprehensive event services, in addition to yearlong building security, to landmark venues nationally. The ability to provide professional security procedures and protocols to maintain a high level of security, while still presenting a customer-friendly image will be a key value component to our partnership. As you review our national references, which represent

entertainment venues, the cumulative experience and knowledge that enables Andy Frain to provide world-class customer service to your patrons and staff, will be evident.

Training is a core value at Andy Frain. Creating a knowledgeable, motivated, and customer-focused team is the foundation of our success in providing world-class security and guest services. We begin the process by hiring the right people - people who have the ability to represent our values and the values of our partners. To that end, we have developed First Impressions™, a proprietary training program; the values of which are discussed at length in this response.

Perhaps the most important factor to highlight is the fact that Andy Frain training, audit and security programs are **SAFETY Act Certified** from the U.S. Department of Homeland Security. Andy Frain remains the only event security company to achieve this certification. This asset cannot be ignored. The power to limit the exposure and in fact provide immunity to the stakeholders tethered to WMA is vital to understand. Essentially, SAFETY Act Certification is an upgrade from Designation. Please look to the section in the response where this separation is further defined. The absolute quantifying benefit is the ability to provide an unprecedented level of liability protection. You will see it in the insurance specimen in the response. I am certain no other respondent can provide the umbrella coverage of \$15,000,000.

At Andy Frain, we exceed the recruiting, selection and training of event staff and security guard's standards presently in place in the market. Because *"Customer Service is Every Employee's Job"*, we are continually striving to develop new programs to improve service and add value for our partners. We enter every opportunity with an eye to improve the process through the convergence of training, technology, and communications. We believe our role is to partner with WMA venue teams in order to protect and enhance the brand equity of those they serve.

It is common knowledge that the more positive the guest experience, the stronger the brand impression, which enhances equity and allows for premiums across the entire event revenue spectrum. Andy Frain strives to impact that experience at each and every event in which we participate.

Our strategy in the creation of this response was to focus on four critical success metrics:

- Ensuring the staffing levels, as mutually defined and accepted, are met at every opportunity
- Quality control metrics are defined and audited at every opportunity
- Life Safety protocols are never compromised
- Employees are treated with respect and dignity

Dane Vontobel (Vice President) and Barbarito Sanudo (Regional Director) are authorized to make representations on behalf of Andy Frain Services. Their contact information follows:

Phone: 630.820.3820 / email: [dvontobel@andyfrain.com](mailto:dvontobel@andyfrain.com) / [bsanudo@andyfrain.com](mailto:bsanudo@andyfrain.com)

The pricing is inclusive of the requisite overhead costs as defined in the response instructions. In the pricing matrix, the costs included are defined.

Thank you for the opportunity to respond to your request for event services & valet parking for the 2014 – 2017 contract period. We hope to be included in the short list of companies considered for interview. It is the intent of this response to provide enough information to pique the interest of the selection committee to understand why so many organizations have selected Andy Frain when looking for an Operations Partner. Should you require any additional information, please do not hesitate to contact me.

Sincerely,



Dane Vontobel

Vice President

Andy Frain Services, Inc.

***"Customer Service is Every Employee's Job"***

**TAB 5**

## Capabilities of the Firm

### History

Andy Frain Services was founded in 1924 by Andrew T. Frain, an entrepreneur who was certain that he could solve the perennial gate crashing problem at Chicago Stadium hockey games. With a small group of professional ushers, he created an atmosphere of authority the stadium had never seen before.

After Andy and his small group of ushers showed the hockey promoter what honest gatemens could do for his gate receipts and crowd control, Andy moved his idea to the famed Wrigley Field of Chicago, Illinois. William Wrigley, Jr. was so impressed with Andy's group, that he invested the capital necessary to outfit Frain's men in their traditional blue and gold uniforms. The uniforms became a hallmark for the professionalism and customer service that Andy Frain Services employ to this day, 90 years later.



**Andrew T. Frain**

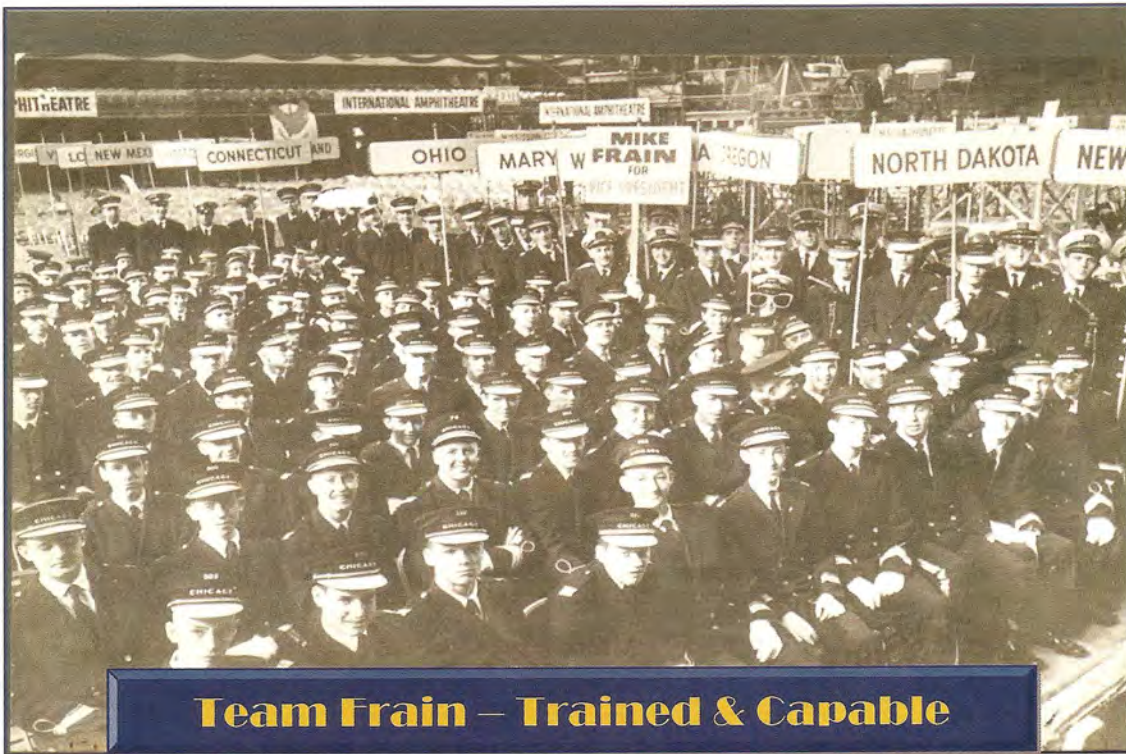
Today, Andy Frain is an American-owned professional services company with a rich history in serving the country, notably at important events such as the Olympics, the Pope's visit to Chicago, dozens of professional sports national championships and 20 national political conventions, to name a few. Our company has grown by reputation, not by acquisition, with 45 branch offices and service locations throughout the U.S.

Our philosophy is to be a good corporate citizen and to maintain strong employee retention and recognition programs by believing in the dignity of our work and maintaining respect for the individual. *This philosophy has resulted in a 97% customer retention rate over the past 10 years.*

Andy Frain's method for contract service begins with a focus on people. We invest in our managers and Event Staff so they are trained and capable of living our tradition of "Customer service is every employee's job". Our on-going system of quality audits ensures our customers a high level of service. We continually strive to develop new programs that will improve service and add value for our customers. This client-centric business model has a proven record of successful delivery of customer service, security and technology.

**Company Resume**

- Founded in 1924
- 2013 International Customer Experience Award, Amway Center, Orlando, FL
- Twenty national political conventions
- Over 2,000 conventions and trade shows
- Over One hundred major fairs and conventions
- Provide safe, secure environment for more than 10 million people annually
- Serve 25 major sports arenas, venues, universities
- Provide security to more than 40 commercial businesses
- Cargo screening and auditing at 20+ domestic airports
- Security check over 500,000 trucks per year
- SAFETY Act Certification since 2006



**Team Frain – Trained & Capable**



**Management Structure and Qualifications**

Andy Frain selects the right people for the job from the communities we serve. We ensure that employees are treated with dignity and respect and are trained and capable to deliver quality service in accordance with contract requirements as well as local, state and federal regulations. Our owners and senior executives are actively involved in the oversight of our contracts and, if necessary, will be active on issues to ensure that they are resolved to our clients’ satisfaction.

Andy Frain is committed to providing its managers with a variety of support resources including access to subject matter experts, established policies / procedures, training / education and technology on an ongoing basis. Additionally, we have established an Advisory Board to provide a comprehensive financial and strategic support environment.

Andy Frain’s proposed contract management team possesses a tremendous amount of technical experience in managing employees, performing security guard services, conducting employee management programs and using technology and other tools to facilitate superior service.


**ANDY FRAIN’S CUSTOMER-CENTRIC APPROACH**



Owners, Senior Executives and Advisors

We can assure you that the management of Andy Frain has the most visible group of owners of those companies vying for this project. Aside from the quality initiatives and audit protocols involving senior management, it is common for ownership to be present at major events, during the transition process and managing any significant operational issues which will evolve during the project term. A question to those references indicated in the response will attest to this statement.

Additionally, Andy Frain has been recognized as a "Patriotic Employer" by the National Committee for Employer Support of the Guard and Reserve.



**STATEMENT OF SUPPORT  
FOR THE GUARD AND RESERVE**

★★★★★

**ANDY FRAIN SERVICES**

We recognize the National Guard and Reserve are essential to the strength of our nation and the well-being of our communities.

In the highest American tradition, the patriotic men and women of the Guard and Reserve serve voluntarily in an honorable and vital profession. They train to respond to their community and their country in time of need. They deserve the support of every segment of our society.


If these volunteer forces are to continue to serve our nation, increased public understanding is required of the essential role of the Guard and Reserve in preserving our national security.

Therefore, we join other employers in pledging that:

- We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA)
- Our managers and supervisors will have the tools they need to effectively manage those employees who serve in the Guard and Reserve.
- We will continually recognize and support our country's service members and their families in peace, in crisis, and in war.

*[Signatures]*

5-20-10



**THE NATIONAL COMMITTEE FOR EMPLOYER  
SUPPORT OF THE GUARD AND RESERVE**

RECOGNIZES

**Margaret Organ  
Andy Frain Services**




**PATRIOTIC EMPLOYER**

FOR CONTRIBUTING TO NATIONAL SECURITY AND PROTECTING  
LIBERTY AND FREEDOM BY SUPPORTING EMPLOYER PARTICIPATION  
IN AMERICA'S NATIONAL GUARD AND RESERVE FORCE

*[Signatures]*

PA. HORNELL  
AT LARGE, EMPLOYER SECTION  
NATIONAL COMMITTEE FOR  
EMPLOYER SUPPORT OF THE GUARD AND RESERVE

ANDY FRAIN  
A MEMBER  
NATIONAL COMMITTEE FOR  
EMPLOYER SUPPORT OF THE GUARD AND RESERVE

## Senior Executives

### **David H. Clayton – Corporate President / CEO / Owner Aurora, Illinois**

David Clayton has over 35 years of managerial experience in the aviation, security and crowd management industries. From 1995 to 1998 Mr. Clayton served as Vice President of ServiceMaster Aviation Services. His responsibilities included the overall operations and sales for ServiceMaster's aviation security and passenger service division. This area of business represented 65 million dollars of annualized revenue, with over 1,500 employees. David founded the Aviation Security Contractors Association (ASCA) and was the first aviation contractor to become a voting member of the Aviation Security Advisory Committee (ASAC). He served as Andy Frain's Executive Vice President – Aviation Division from 1986 – 1993 and acquired Andy Frain in September of 1998. In his career with Andy Frain, David has responsibility for operational planning, strategic problem solving, facility and equipment requirements, budget and cost controls, labor relations, sales, leadership development and executive level management. He is the current President / CEO and primary stockholder of Andy Frain Services, Inc.



### **Laura Grund – Executive Vice President / Owner Aurora, Illinois**

Laura Grund has more than 30 years of experience in the contract service, security and customer service industries. She has served as United Airline's Purchasing Agent for security services and as the Director of Administration and Quality Customer Service for ServiceMaster's aviation security and passenger service division. Laura has developed and implemented numerous compliance, customer service improvement and quality assurance programs specific to the security industry. As a minority owner, Laura is responsible for Andy Frain's nationwide training and development, management support, quality assurance and compliance programs.



### **Dane Vontobel – Executive Vice President / Owner New York, New York**

Dane Vontobel has nearly 25 years of experience in checkpoint security operations, special events and sales management. Dane has developed and implemented security and crowd management plans for major special events such as the U.S. Opens for both golf (USGA) and tennis (USTA) and has extensive experience designing, installing and operating checkpoint security systems. As a minority owner, Dane is responsible for Andy Frain's nationwide business development, client retention and customer service initiatives.





**Steve Zito – President, Sports & Entertainment  
Memphis, Tennessee**

As an International Association of Venue Managers (IAVM) Certified Facilities Executive (CFE), Steve Zito has nearly 30 years of experience within the public assembly industry. Steve has opened 6 new facilities, including the AlamoDome, SBC Center and FedEx Forum, and has hosted more than 4,000 events and over 22 million patrons combined. Steve has created several venue specific customer service programs and is the architect behind Andy Frain's First Impressions™ program. Steve is a 1997 graduate of the famed Disney School of Management and serves on numerous cultural boards including the Memphis Convention and Visitors Bureau and the Memphis Children's Museum. Steve is responsible for Andy Frain's Sports & Entertainment Division.

**Barbarito Sanudo – Regional Director, S&E Southeast  
Miami, Florida**

Barbarito Sanudo serves as Southeast Regional Director for Andy Frain Services since April 2007. He manages the South Florida Branch, which oversees the event staffing and security operations for Bank United Center, WMA (Stadium and Arena), Homestead-Miami Speedway (NASCAR), Honda Classic and several other venues. Over 15 years of experience in the security industry. His firsthand knowledge of service and support to special events and crowd management has given him an invaluable expertise on the field.



Throughout his career, Barbarito has received training in a variety of fields, including safe workplace management practices, crowd management; first responder procedures, as well as access control maintenance and programming. He is also a member of ASIS (American Society for Industrial Security). In addition, he has participated in several coursework courses organized by Federal, State and Local Law Enforcement agencies. Without losing sight of the value of teamwork and human resources, Barbarito believes it is key to maintain a positive attitude, to be prepared to face the unexpected.



**Jackie Rutkowski – Operations Manager,  
Miami, Florida**

Jackie Rutkowski serves as the Operations Manager and Security Officer Trainer for the South Florida area. She has over 12 years of security and event management experience. Jackie has supported the security operations for several special events throughout South Florida including Pro-Bowl & Super Bowl practices, Honda Classic, Homestead-Miami Speedway (NASCAR) and Political functions. She is also the AFS Event Manager for Florida International University and before joining AFS was an emergency dispatcher for the Broward County Sheriff Office.

**Key Corporate Support****Dave Beeman, CPP, CIPM II – Managing Director Aurora, Illinois**

A Certified Protection Professional (CPP), board certified in security management by the American Society for Industrial Security (ASIS) and a Certified Institutional Property Manager (CIPM II) by the International Foundation for Cultural Property Protection (IFCPP), Dave Beeman has more than 20 years of corporate and contract security experience including providing services for government facilities, foreign heads of state and the private industry. Dave is a member of the Illinois Association of Chiefs of Police (IACP) Public / Private Liaison Committee and former Chairman of the Building Owners and Managers Association of Chicago (BOMA/Chicago) Security Committee and former member of the BOMA/Chicago Emergency Preparedness Committee. Dave possesses a clearance through the U.S. Department of Homeland Security's Private Sector Clearance Program and is active in the Infrastructure Security Awareness (ISA) program. Dave is responsible for the overall standardization, quality and customer satisfaction of Andy Frain's security programs and processes.

**Robert Salerno – Managing Director Aurora, Illinois**

Robert Salerno is a proven executive with more than 45 years of experience in the professional services industry. He created Transportation Services Divisions for both Aramark Corporation (\$11B total revenue and 250,000 employees) and ServiceMaster (serving 10.5 million homes and businesses) integrating services in the airline, rental car and bus businesses. His work at ServiceMaster earned Robert the PricewaterhouseCoopers Outsourcing World Achievement Award in 2000. Robert partnered with the nation's largest airline carriers offering security, ramp, and cabin service outsourced solutions. Under his watch, Aramark became the aviation industry safety leader with the lowest accident/incident rate in the industry. This distinction earned him Delta Airlines Underwing Partner Safety Achievement Award in 2004. Robert is currently responsible for Prism eSolutions, a wholly owned subsidiary of Andy Frain, which provides industry specific audit, compliance, document management, incident management, reporting and training applications in the educational, financial, government, healthcare, manufacturing and service sectors.

**Jeffery McClain – Chief Technology Officer Aurora, Illinois**

Jeffrey McClain has nearly 20 years of experience as a technology developer and administrator. Jeffrey has successfully integrated numerous software and hardware solutions into Andy Frain's product offering, often authoring software "bridges" between products, and authored more than 50 web-based applications including Global Service Locator, Field Time Management and Andy Frain's Pocket Guide. He is responsible for the day-to-day technical operations of Andy Frain and manages a team of software developers for Prism eSolutions, a wholly owned subsidiary of Andy Frain, which provides industry specific audit, compliance, document management, incident management, reporting and training applications in the educational, financial, government, healthcare, manufacturing and service sectors.



Professional  
experience

April 2007-Present Andy Frain Services Miami, FL  
Southern Regional Director

- Day to day management of the South Florida Branch Office, including client relations, new job start ups/transition of new accounts and employee relations.
- Manage the recruitment, selection, orientation, training, development and retention of high caliber staff; ensure that each staff member is treated with dignity and respect; plan, assign, and direct work; coach associates, appraise staff performance, administer rewards, and carry out disciplinary actions, as necessary
- Maintain a positive, professional environment in full compliance with applicable laws, regulations, policies and procedures; ensure that staff members understand and comply with applicable laws, regulations, policies and procedures.
- Manage event security and event staff for the following venues; BankUnited Center at the University of Miami, BankAtlantic Center, FIU (Stadium and Arena), Homestead-Miami Speedway, Miami Beach Convention Center, Adrienne Archt Center, Miami Dade County Auditorium and the Miami Dade Expo Center.

June 1999 – March 2007 Ocean Club Community Association Key Biscayne, FL  
Director of Security & Safety / Access Control Network Administrator

- Manage Security Personnel for a 52-acre community, for a total of 2000 man-hours a week.
- Write detailed reports on incidents of thefts, accidents and safety violations.
- Maintain necessary records of all reports for presentation on administration hearings.
- Interview and train new officers on policies, procedures, assignments, and on all electronic security equipment. Initiate background checks and handle all the initial paperwork for new applicants.
- Prepare and coordinate staff schedules to meet building and property requirements.
- Communicate to the Security Personnel all changes, new procedures, the status of the Security Department and its objectives.
- Conduct yearly performance evaluations.
- Coordinate security personnel before and during Special Details/Events.
- Created the Security Department Training Manual and Post Orders Manual.
- Provide assistance and support to local Law Enforcement Agencies and Fire Department.
- Responsible for overseeing the administrative operations of the Security Department. This includes but is not limited to; memos, payroll, faxes, etc.
- Conduct routine checks of all the common areas and buildings.
- Program all Prox-Cards, Marlok Keys, Micro-Transmitters, and Vehicle Transponders for both residents and staff members.
- Maintain and service the Access control software and hardware.
- Program, maintain and troubleshoot the Smart Entry Access System and the Tele-

Entry Systems.

- Program, maintain and troubleshoot the Sur-Guard Alarm Monitoring System and the Fire Burglary and Intrusion (FBI) Security Systems.
- Maintain and troubleshoot the Closed Circuit Television Systems.
- Diagnose, evaluate and respond to emergencies due to infrastructure malfunctions, i.e. elevators, electronic gates, access control system.
- Server as liaison for vendors and service providers.

March 1998 – June 1999 Accurate Events Services Hollywood, FL  
Security Supervisor

- Supervised night shift security for a 300-room beach resort.
- Supervised and trained security personnel on policies, procedures, and assignments.
- Write detailed reports on incidents of thefts, accidents and safety violations.
- Prepare and coordinate staff schedules to meet hotel requirements.
- Coordinate security personnel before and during Special Details/Events.
- Provide assistance and support to local Law Enforcement Agencies and Fire Department.
- Monitored Fire Panel System.
- Operated Close Circuit Television System (CCTV).
- Assisted in Personal Protection Details.
- Participated as an active security member in different events such as concerts, conventions, i.e., The Jackie Gleason Theater, Miami Beach Convention Center, The Fontainebleau Hilton-Miami Beach, The Clevelander Hotel, and The James L. Knight Center-Miami.

**Education**

January 1988 – April 1989

Miami Senior High

Miami, FL

**High School Diploma**

- Vocational Course in Information Technologies

**Training**

January 2008 – May 2011

- USCG Maritime FSO Certification
- FEMA ICS 700 / 800
- NCAA Security Procedures
- SunBelt Security Procedures
- Special Events & Concerts
- Emergency Response
- NHL Security Procedures
- NASCAR Security Procedures
- IS-100b Introduction to Incident Command System (Online)
- IS-106.11 Workplace Violence Awareness Training (Online)
- IAVM Crowd Management Training (Online)
- Weapons of Mass Destruction & Terrorism Awareness for Security Professionals
- Techniques for Effective Alcohol Management (T.E.A.M)

August 2005 Key Biscayne Fire Dept. Key Biscayne, FL

**CERT-Community Emergency Response Team**

- Community emergency response training
- Basic disaster response skills
- Fire safety
- Disaster medical operations
- Light search and rescue
- Team organization skills

July 2004 Key Biscayne Fire Dept. Key Biscayne, FL

**Heartsaver CPR**

- Certified in Adult CPR / Pediatric CPR / Adult CPR & AED

February 2003 - May 2003 Key Biscayne Police Dept. Key Biscayne, FL

**Police Academy-Volunteer**

- Program sponsored by the Key Biscayne Police Dept. which gives the citizens the opportunity to learn more about the department, the laws that govern, and proven crime prevention techniques.
- Human diversity training.
- Radar Speed Measurement Training
- CPR Training-Infant / Toddler / Adult
- First Aid Training-Infant / Toddler / Adult

February 2000 US Patrol School Miami, FL

**Security Officer Class "D" Training**

- Sixteen-hours training course

April 1998 Condor Protective Services Ft. Lauderdale, FL

**Security Officer Class "D" Training**

- Twenty four-hours training course

March 1993 National Rifle Association Miami, FL

**Basic Marksmanship**

- Pistol shooting training program for Conceal Weapon Permit



**Licenses &  
Associations**

- Security Agency Manager MB - License
- Security Officer D - License
- Security Officer Instructor DI – License
- State of Florida Notary Public
- Conceal Weapon Permit - Firearm License
- Member ASIS-American Society for Industrial Security
- Member NFPA-National Fire Protection Association

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**BARBARITO SANUDO**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course

IS 00100.B  
Introduction to Incident Command System  
ICS 100

Issued this 15 Day of February, 2011



03 JACET/CEI

Tom Barab  
Supervising  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**BARBARITO SANUDO**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course.

IS 00200.B  
ICS for Single Resources and  
Initial Action Incident, ICS-200

Issued this 17 Day of February, 2011



03 JACET/CEI

Tom Barab  
Supervising  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**BARBARITO SANUDO**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course.

IS 00700.A  
National Incident Management System (NIMS)  
An Introduction

Issued this 22 Day of February, 2011



03 JACET/CEI

Tom Barab  
Supervising  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**BARBARITO SANUDO**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course.

IS 00800.B  
National Response Framework: An Introduction

Issued this 24 Day of February, 2011



03 JACET/CEI

Tom Barab  
Supervising  
Emergency Management Institute

## ***Jacqueline Rutkowski***

11430 NW 27<sup>th</sup> Street

Plantation, FL 33323

Cell: 305-509-9975

jrukowski@andyfrain.com

---

### MANAGEMENT EXPERIENCE

#### **Andy Frain Services, South Florida Branch**

*Operations Manager, 2007 – Present*

- Security Officer & First Impressions Trainer
- Performed site surveys, made safety and efficiency recommendations for customers and developed deployments for budget and scheduling.
- Recruited and vetted 500+ licensed security guards and event staff for single major events
- Created operations plans and organized management team and delegated operational duties and objectives to ensure a structure of accountability
- Developed and facilitated customer-centric training programs for multiple venues
- Worked with FBI, DHS, SSA, State and local Law Enforcement to maximize the efficiency of our combined efforts while reducing overall costs for national championships, special and political events. Created private security communication plan to aide effective unified operations through Joint Operations Command Centers for ongoing real time report and response efforts.
- Accountable for making critical decisions with no notice and organizing teams to effect proper response and solutions during events
- Responsible for startup and transition of event services for multiple athletic venues
- South Florida Special Event Coordinator

#### **IPC Security – Sawgrass Mall, Sunrise, FL**

*Control Room Dispatcher, 2007 – 2010*

- Dispatched Security Officer to incidents
- Managed equipment inventory for the Security Department
- Managed Mall key control
- Fire Alarm Control

#### **Valor Security – Sawgrass Mall, Sunrise, FL**

*Control Room Dispatcher, 2007 – 2010*

- Dispatched Security Officer to incidents
- Managed equipment inventory for the Security Department
- Managed Mall key control

- Fire Alarm Control

**Contemporary Services Corporations, Sunrise, FL**  
*Event Staff Supervisor, 2002 – 2007*

- Responsible for event supervision
- Event Security

**Broward County Sheriff, Broward County, FL**  
*Detention & Dispatch Officer, 1983 - 1984*

- Corrections Officer
- 911 Dispatch

**CURRENT ACCOUNT  
 RESPONSIBILITIES**

Florida International University  
 Palm Beach International Raceway  
 Ikea Sunrise

**LEADING MANAGER  
 FOR SPECIAL EVENTS**

2009 Super Bowl  
 2009 Pro Bowl  
 2010-Present NASCAR Championship  
 2010-Present Honda Classic Golf Tournament

**EDUCATION**

2011 IAVM Trained Crowd Manager  
 2011 FFMA 100/200/700/800  
 2009 Florida Security Officer Instructor Training  
 2002 Florida Security Officer Training  
 1981 – 1983 Broward County College Criminal Justice

# Emergency Management Institute



## FEMA

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**JACKIE RUTKOWSKI**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course

IS-00100.b  
Introduction to Incident Command System  
ICS 100

Issued this 16 Day of February, 2011



© IJACET/CEU

*Jackie Rutkowski*  
Training Branch  
Supervisor  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**JACKIE RUTKOWSKI**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course

IS-00200.b  
ICS for Single Resources and  
Initial Action Incident, ICS-200  
Issued this 18 Day of February, 2011



© IJACET/CEU

*Jackie Rutkowski*  
Training Branch  
Supervisor  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**JACKIE RUTKOWSKI**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course

IS-00700.a  
National Incident Management System (NIMS)  
An Introduction

Issued this 23 Day of February, 2011



© IJACET/CEU

*Jackie Rutkowski*  
Training Branch  
Supervisor  
Emergency Management Institute

# Emergency Management Institute



## FEMA

This Certificate of Achievement is to acknowledge that

**JACKIE RUTKOWSKI**

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course

IS-00800.b  
National Response Framework, An Introduction

Issued this 25 Day of February, 2011



© IJACET/CEU

*Jackie Rutkowski*  
Training Branch  
Supervisor  
Emergency Management Institute

# TAB 6

# BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

**VALID OCTOBER 1, 2013 THROUGH SEPTEMBER 30, 2014**

**DBA:** ANDY FRAIN SERVICES  
**Business Name:** ANDY FRAIN SERVICES

**Receipt #:** 329-232539  
**Business Type:** ALL OTHERS (SECURITY AGENCY)

**Owner Name:** LAURA GRUND  
**Business Location:** 14411 COMMERCE WAY #300  
 MIAMI DADE COUNTY  
**Business Phone:** 954-838-0440

**Business Opened:** 04/01/2009  
**State/County/Cert/Reg:** B 2200272  
**Exemption Code:**

Rooms                      Seats                      Employees                      Machines                      Professionals  
50

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
150.00	0.00	0.00	0.00	0.00	0.00	150.00

**THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS**

**THIS BECOMES A TAX RECEIPT  
 WHEN VALIDATED**

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

**Mailing Address:**  
 LAURA GRUND  
 761 SHORELINE DRIVE  
 AURORA, IL 60504

**Receipt #** WWW-12-00091108  
**Paid** 07/22/2013 150.00

**2013 - 2014**

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 it's 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 RFP. Violation of the foregoing provision may result in contract termination.

(1) \_\_\_\_\_ 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 their addresses shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(2) \_\_\_\_\_ 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 their addresses shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(3) \_\_\_\_\_ 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.  
Business Name

(4) \_\_\_\_\_ 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.  
Business Name

(5) \_\_\_\_\_ 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.  
Business Name

(6) Andy Fernin Services 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. (Notary not required for Class "D")  
Business Name

PROPOSER'S COMPANY: Andy Fernin Services

AUTHORIZED COMPANY PERSON: Dave Vastol [Signature] 6/12/2013  
NAME SIGNATURE DATE



**Local Business Tax Receipt**

Miami-Dade County, State of Florida

-THIS IS NOT A BILL - DO NOT PAY



69658

**BUSINESS NAME/LOCATION**ANDY FRAIN SERVICES INC  
14411 COMMERCE WAY 300  
MIAMI LAKES FL 33016**RECEIPT NO.****RENEWAL**  
**69658****EXPIRES**  
**SEPTEMBER 30, 2014**Must be displayed at place of business  
Pursuant to County Code  
Chapter 8A - Art. 9 & 10**OWNER**ANDY FRAIN SERVICES INC  
Employee(s) 25**SEC. TYPE OF BUSINESS**213 GUARD PATROL AGENCY  
B2200272**PAYMENT RECEIVED  
BY TAX COLLECTOR**\$112.50 07/22/2013  
ECHECK-13-004980

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.

For more information, visit [www.miamidade.gov](http://www.miamidade.gov)

**Local Business Tax Receipt**

Miami-Dade County, State of Florida

-THIS IS NOT A BILL - DO NOT PAY



69658

**BUSINESS NAME/LOCATION**ANDY FRAIN SERVICES INC  
14411 COMMERCE WAY 300  
MIAMI LAKES FL 33016**RECEIPT NO.****RENEWAL**  
**1924217****EXPIRES**  
**SEPTEMBER 30, 2014**Must be displayed at place of business  
Pursuant to County Code  
Chapter 8A - Art. 9 & 10**OWNER**ANDY FRAIN SERVICES INC  
Employee(s) 25**SEC. TYPE OF BUSINESS**

213 SERVICE BUSINESS

**PAYMENT RECEIVED  
BY TAX COLLECTOR**\$112.50 07/22/2013  
ECHECK-13-004980

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.

For more information, visit [www.miamidade.gov/taxcollector](http://www.miamidade.gov/taxcollector)



6601 Main Street  
Miami Lakes, FL 33016  
(305) 512-7130

# Town of Miami Lakes Business Tax Receipt

**Address of Licensee:**

ANDY FRAIN SERVICES INC  
14411 COMMERCE WAY, #300  
MIAMI LAKES, FL 33016

**License Effective:**

From: 08/28/2013  
To: 09/30/2014

**Licensees:**

LAURA GRUND

(305) 651-8950

**License Categories:**

GUARD/PATROL SERVICES

BUSINESS OFFICE

\$30.00

LICENSE NO. BTR2014-3483

TOTAL FEE PAID: \$30.00

**CERTIFICATE OF USE:**

08/28/2013

Date of Issue

This license MUST BE DISPLAYED IN A CONSPICUOUS PLACE IN YOUR BUSINESS ESTABLISHMENT. The Town of Miami Lakes must be notified of any changes of use, address or ownership. This License is not transferrable and is subject to revocation.

This License must be renewed on or before September 30 of each year.

**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

ADAM H. PUTNAM  
COMMISSIONER

**DIVISION OF LICENSING**

**03/29/12**  
DATE ISSUED

**B 2200272**  
LICENSE NUMBER

**04/14/15**

DATE OF EXPIRATION

**ANDY FRAIN SERVICES, INC.**

14411 COMMERCE WAY  
SUITE 300  
HIALEAH, FL 33016

CLAYTON, DAVID H., PRESIDENT  
GRUND, LAURA A., VICE PRESIDENT

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



ADAM H. PUTNAM  
COMMISSIONER

**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

ADAM H. PUTNAM  
COMMISSIONER

**DIVISION OF LICENSING**

**12/03/13**  
DATE ISSUED

**01/27/16**  
DATE OF EXPIRATION

**DS1000004**  
LICENSE NUMBER

**ANDY FRAIN SERVICES, INC.**

14411 COMMERCE WAY  
SUITE 300  
MIAMI LAKES, FL 33016

THE SECURITY OFFICER SCHOOL OR TRAINING FACILITY NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.



ADAM H. PUTNAM  
COMMISSIONER

**2014 FOREIGN PROFIT CORPORATION ANNUAL REPORT**

DOCUMENT# F02000005403

**Entity Name:** ANDY FRAIN SERVICES, INC.

**Current Principal Place of Business:**

761 SHORELINE DRIVE  
AURORA, IL 60504

**Current Mailing Address:**

761 SHORELINE DRIVE  
AURORA, IL 60504

**FEI Number:** 36-4226069

**Certificate of Status Desired:** No

**Name and Address of Current Registered Agent:**

CT CORPORATION SYSTEM  
C/O CT CORPORATION SYSTEM  
1200 SOUTH PINE ISLAND RD  
PLANTATION, FL 33324 US

*The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.*

**SIGNATURE:**

\_\_\_\_\_  
Electronic Signature of Registered Agent

\_\_\_\_\_  
Date

**Officer/Director Detail :**

Title	PT	Title	VS
Name	CLAYTON, DAVID H	Name	GRUND, LAURA
Address	761 SHORELINE DRIVE	Address	761 SHORELINE DRIVE
City-State-Zip:	AURORA IL 60504	City-State-Zip:	AURORA IL 60504
Title	D		
Name	POWERS, THOMAS J		
Address	761 SHORELINE DRIVE		
City-State-Zip:	AURORA IL 60504		

*I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.*

**SIGNATURE:** LAURA GRUND

**VICE PRESIDENT**

**04/11/2014**

\_\_\_\_\_  
Electronic Signature of Signing Officer/Director Detail

\_\_\_\_\_  
Date

**TAB 7**



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
7/25/2013

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 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> The Mechanic Group One Blue Hill Plaza Suite 530 Pearl River NY 10965	<b>CONTACT NAME:</b> Amanda Erps <b>PHONE (A/C No. Ext):</b> (845) 735-0700 <b>E-MAIL ADDRESS:</b> aerps@mechanicgroup.com		<b>FAX (A/C No.):</b> (845) 735-8383
	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> Andy Frain Services, Inc. 761 Shoreline Drive Aurora IL 60504	<b>INSURER A:</b> Lexington Insurance Company		<b>19437</b>
	<b>INSURER B:</b> Liberty Mutual Fire Insurance		<b>23035</b>
	<b>INSURER C:</b>		
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		
	<b>INSURER F:</b>		

**COVERAGES** CERTIFICATE NUMBER: CL1372503762 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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> ERRORS & OMISSIONS GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			059331987	7/1/2013	7/1/2014	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ INCLUDED GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ INCLUDED
	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			AS2-611-261344-013	7/25/2013	7/25/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			059331988	7/1/2013	7/1/2014	EACH OCCURRENCE \$ 9,000,000 AGGREGATE \$ 9,000,000
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			N/A			WC STATUTORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
 \*\*\*\*\*PROOF OF COVERAGE\*\*\*\*\*

<b>CERTIFICATE HOLDER</b>  * FOR PROPOSAL PURPOSES ONLY * ***** SAMPLE *****	<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  Michael Lehner/AMERPS

ACORD 25 (2010/05) INS025 (201005) 01 © 1988-2010 ACORD CORPORATION. All rights reserved. The ACORD name and logo are registered marks of ACORD



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
2/24/2014

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 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> Risk Management Underwriters, Inc. 1420 Kensington Road Suite 114 Oak Brook IL 60523	<b>CONTACT NAME:</b> PHONE (A/C, No., Ext): 630-928-4700	FAX (A/C, No.): 630-586-8712	
	<b>E-MAIL ADDRESS:</b> RMUSolutions@RMUSolutions.com		
<b>INSURED</b> 1227  Cohesive Networks, Inc. Alt Empl: ANDY FRAIN SERVICES, INC-ILLINOIS-SEMI-MONTHLY 4224 West Henderson Blvd Tampa FL 33629	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	INSURER A : Lumbermen's Underwriting Alliance		23108
	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
INSURER F :			

**COVERAGES**

CERTIFICATE NUMBER: 44099584

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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	<b>GENERAL LIABILITY</b>  <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/IO/OP AGG \$	
	<b>AUTOMOBILE LIABILITY</b>  <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS  <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB DED RETENTION \$						<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE EACH OCCURRENCE \$ AGGREGATE \$	
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			433922	3/1/2014	3/1/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
							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 (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Location Coverage Period: 3/1/2014 - 3/1/2015

Coverage is provided for only those employees leased to but not subcontractors of:  
 ANDY FRAIN SERVICES, INC 761 SHORELINE DRIVE AURORA, IL 60504 Client# 50550

**CERTIFICATE HOLDER****CANCELLATION**

ANDY FRAIN SERVICES, INC 761 SHORELINE DRIVE AURORA IL 60504	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 
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ACORD 25 (2010/05)

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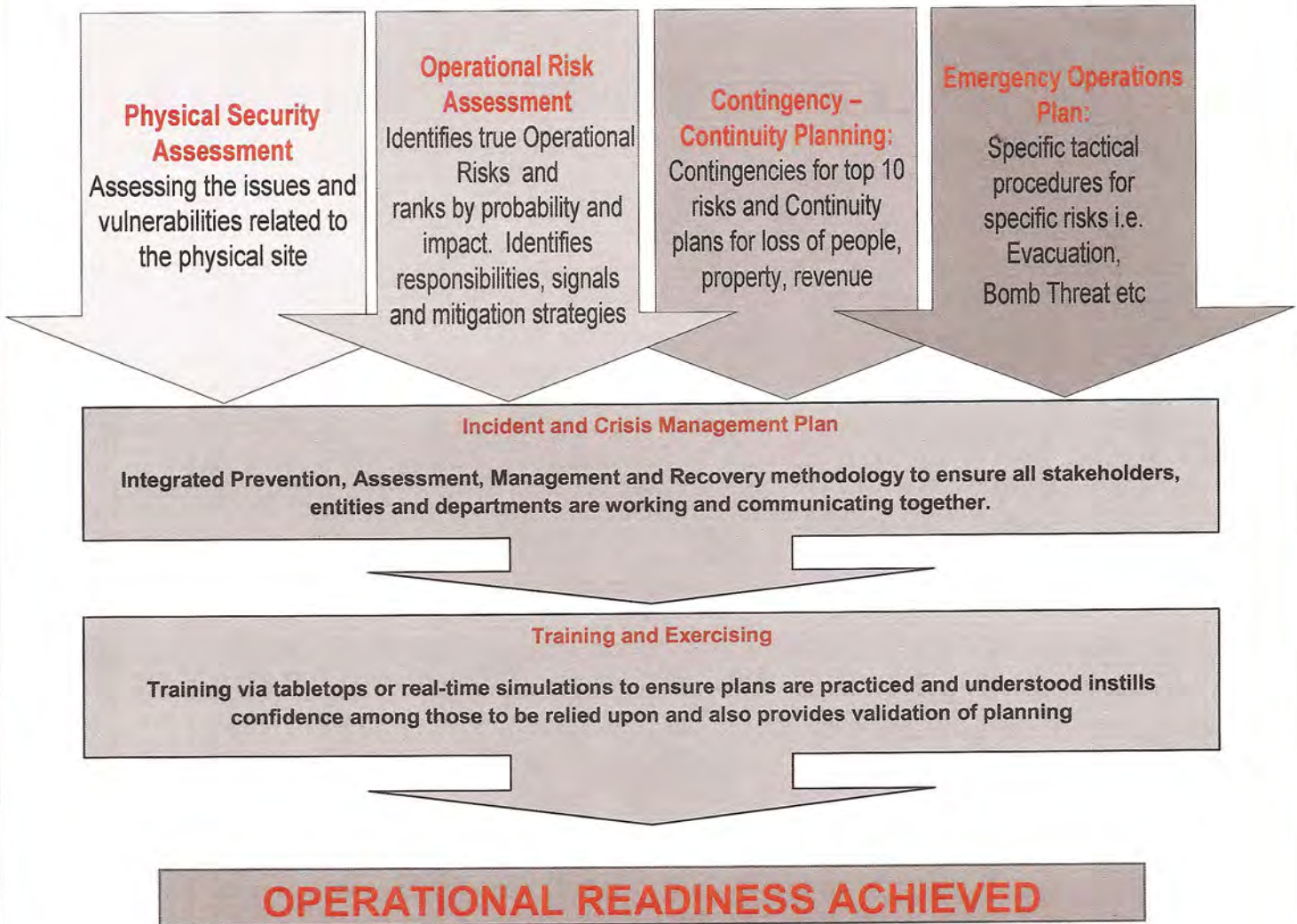


**TAB 8**

**Operational Preparation**

Andy Frain Services takes great pride in preparing our staff for the many elements involved in achieving “Operational and Situational Readiness” for special events. We work hard to understand how the multitude of planning, training and exercising elements fit together and how our management team will interface with our partners. Planning for modified operations, which a special event may require, is built on a foundation of good *normal* operations or “standard operating procedure” (SOP) as many risks, threats and issues can be mitigated through improved SOP’s.

While sound tactical emergency planning is important, understanding how the WMA organization will manage the operational decision-making and communication is equally important to ensure our team understands our role in the overall readiness of the crossings and the requisite staff. Managing a special event and security process for a special event involves tactical procedures that we train our staff on. Assessing all of the problems that weather, police and fire activity, etc. can create for the organization, and developing best case versus worst case scenarios, is the strategic planning that we find necessary. Local law enforcement and stadium operational entities will typically assist in the tactical, but periodically we find we are not prepared to manage the “strategic” process with a third party entity – a promoter new to the area, a charitable organization which doesn’t have the operational expertise, etc. Therefore including an overarching incident and crisis management plan for a special event, training and exercising is equally as important.



**We understand that some, if not all, of the elements identified in the diagram above have been developed for WMA. As a functional operational, administrative and transition plan we will incorporate:**

- Gap Analysis on existing Emergency Response, Security and Incident / Crisis Management Plans through the special event assessment process.
- ISS 24/7 Incident Tracking software for Andy Frain staff to capture, track and notify the stakeholders as well as Andy Frain Services Field Supervision and any other related agencies of issues / incidents in real-time.
- Creation of the site-specific post orders covering the scope of work intended for each site which includes, but is not limited to, the escalation procedures and protocol for a significant incident.

Our commitment to training and exercising our people with specific on-site training will greatly assist in ensuring we integrate with existing management and service providers.

The following is a comprehensive overview of the project management plan.

**WMA On-Site Management Team**

<p><b>Senior Andy Frain Manager</b></p>	<p>Entire operational responsibility for all Event Staff and potential event and services staff. Coordination with WMA Operations, Guest Services Manager, Security and Executive Management. Complete administrative and operational oversight. Attend all requisite partner operational meetings.</p>
<p><b>Supervisor of Security Services</b></p>	<p>Administer all phases of personnel support for WMA security and event staff personnel. Duties include, but are not limited to; recruiting, background checks, schedule training and recurrent training, billing and payroll. Provide paraprofessional assistance in training and record keeping.</p>

**WMA Special Event Support Team (if required)**

<p><b>Senior Andy Frain Managers</b> <b>Barbarito Sanudo / Steve Zito</b></p>	<p>Ensure adherence to Operations Plan. Assign additional corporate resources, as necessary. Contract for outside support, if needed.</p>
<p><b>Plan Coordinator</b> <b>Laura Grund</b></p>	<p>Assist Site Managers and Project Manager in monitoring adherence to plan. Conduct quality control reviews. Assist with resource management.</p>
<p><b>Recruiting Director – Local Administrative Manager supported regionally and corporately</b></p>	<p>Ensure appropriate recruitment sources are utilized. Coordinate recruitment advertising. Ensure an adequate supply of high quality candidates.</p>
<p><b>Training Coordinator</b> <b>Dave Beeman</b></p>	<p>Secure adequate training facilities, equipment and material. Provide training as necessary.</p>
<p><b>Systems and Logistics Coordinator</b> <b>Jerry Roush</b></p>	<p>Ensure appropriate communication and information technology systems are installed and working.</p>

**Phase 1**

1. Review of Hours of Coverage and Staffing
  - A. Employee review
  - B. Hiring requirements identified and initiated
  - C. Sample employee schedules created and presented to WMA management
  - D. Services scheduled
2. Review job requirements
  - A. WMA procedures identified
  - B. Post orders/Position specification for all processes identified and created
  - C. WMA special services requirements, including training development for:
    - Process security requirements
    - Event Services requirements
    - Position assignments
    - Special Services – if needed
    - Supervisor requirements
3. Equipment – order required items (radios/office equipment/vehicles)
4. Contact recruiting sources where required and begin process

- A. Begin with the following: State employment agencies
  - B. Personnel agencies
  - C. Local security training schools
  - D. Local colleges (placement offices)
  - E. Senior citizen groups – administrative positions only
  - F. Military personnel and dependents
  - G. Advertising
  - H. Religious groups
  - I. ROTC
5. Personal interviews
- A. Background checks
  - B. Prepare operating manuals including post orders
  - C. Classroom training where and when applicable
  - D. On-site training where applicable
  - E. Uniform and equipment selection
  - F. Continuous contact with recruiting sources
6. Communicate special event requirements with local law enforcement agencies – Project Manager

**Review Phase 1 Status and Progress with WMA Site Management**

**Phase 2**

1. Begin Employment Procedures
- A. Selected incumbent personnel if required (uniforms/background checks/drug test)
  - B. Schedule and begin selection of employees
  - C. Process selected new employees
2. For Operations Start Up
- A. Program time and schedules relative to WMA requirements
  - B. Establish electronic and manual personnel and training files
  - C. Complete all WMA specific post orders, including any special site or area requirements
    - 1. Operations manual
    - 2. Employee manual
    - 3. Distribute uniforms
  - D. Contact vendors where required
    - 1. Checkpoint requirements
    - 2. Sign in area requirements
    - 3. Operational forms
    - 4. Uniform vendors
    - 5. WMA credentials
    - 6. Parking assignments / directions

**Review Phase 2 Status and Progress with WMA Site Management**

**Phase 3**

**1. Continue Employment**

- A. Supervisor Training (course material available upon request)
  - 1. Monday / Tuesday
  - 2. Credential Verification
  - 3. Seating requirements
  - 4. Badge control and verification
  - 5. Physical search
  - 6. Tour requirements
  - 7. Sign in requirements
  - 8. Security overview with local law enforcement
  - 9. Uniform policy
  - 10. Principles of Leadership
  - 11. Safety Program
  - 12. ADA Overview & associated Texas Laws

**Review Phase 3 Status and Progress with WMA Site Management**

**Phase 4**

- 1. Contact requisite legal and administrative representatives
  - A. Review standard and special local regulations
  - B. Review employment/training records and operational requirements
- 2. Complete Hiring Procedures
  - A. Close all background checks
  - B. Complete all training for employees hired this week
  - C. Issue all remaining uniforms
  - D. Orientation:
    - 1. Team development
      - a. Customer service training
      - b. Employee benefits
      - c. Supervisor Team Training
    - 2. Facility / Site orientation
    - 3. Actual system training on all requisite hardware
    - 4. Review all service procedures with supervisors
      - a. Operations response hierarchy
      - b. EMT liaison requirement
      - c. Police requirement
      - d. Fire system review

**Review Phase 4 Status and Progress with WMA Site Management.**

## Documentation of Staff Training

### Our Technology

At Andy Frain, we pride ourselves in our ability to integrate technology into our services, whether that technology is client-owned, proprietary, custom-built or off-the-shelf. Owning a technology company provides us with unprecedented flexibility to adapt software programs to the operational needs of the project.

If awarded, every operational component including, but not limited to, all staff training, licensing and compliance materials will be maintained in our software platforms.



The following are some of the technologies that we have successfully integrated into our service:

1. equation® ASP - a software product of Prism eSolutions, a wholly-owned subsidiary for Andy Frain, equation® ASP provides industry specific audit, compliance, document management, incident management, reporting and training applications.
2. Celayix – workforce management software; scheduling, time and attendance, etc.
3. Employee Performance Index (EPI) – an employee evaluation tool that allows us to measure a security guard and event staff's customer service skills, knowledge of procedures and their assigned location.
4. Pocket Guide - a software product of Prism eSolutions, the Pocket Guide takes your security program (Post Orders, Emergency Response Guidelines, etc.) from the desk and delivers it to a tablet or smart phone.
5. Ready Track™ - a custom software solution for logging, updating, and tracking issues in real-time. It's a powerful tool that provides event managers with the information they need to make decisions, report incidents, and manage operations

Incorporating technology into our service allows our trained and capable security and event staff to more efficiently and effectively provide the contracted services as well as many other services which benefit our clients. Additionally, particularly through the use of equation® ASP, Andy Frain clients are able to monitor contract Key Performance Indicators (KPI) and incidents in near real-time to ensure that we are compliant with contract requirements and local, state and Federal regulations.

### equation® ASP Overview

Prism eSolution's equation® ASP is a web-based application that helps our customers implement, maintain, document and improve business, compliance and certification management systems. equation® ASP can be provided as a stand-alone technology solution, or integrated with our consulting services to establish, implement and maintain your business management system.

**equation® ASP**

1. Is highly secure with password, firewall, encryption, and back up protection.
2. Is provided with pre-configured for easy start-up and is highly configurable to allow maximum flexibility and customization.
3. Is easy to use and can be implemented with minimal administrator and user training.
4. Includes customer support and periodic upgrades.

**equation® ASP contains a full range of modules to meet your business management needs:**

1. Document Control
2. Project Management
3. Corrective Action/Improvement
4. Data Collection
5. Internal Audits
6. Customer Relationship Management
7. Communications
8. Training
9. ReadyTrack™ Incident Reporting

**Total Quality Management (TQM) Program**

Andy Frain has a long history of providing quality service. This is a direct result of our proprietary Total Quality Management (TQM) program which incorporates Key Performance Indicators (KPI) which is mutually agreed upon with our clients. Andy Frain has successfully used KPI to measure the performance of its employees and its service to its customers. This success is evidenced by Andy Frain’s low turnover rate and approximately 97% customer retention rate.



1. **Plan: establish objectives (customer KPI’s) to achieve results.** At the onset of our contract, KPI will be established with WMA representative(s). Mutually identifying the KPI is the first critical step because the KPI will drive all aspects of our service, from staffing to performance management, going forward. The following documents are typically reviewed as a starting point for developing the KPI:
  - a. Request for Proposal
  - b. Contract Requirements
  - c. Post Orders
2. **Do: implement processes and actions necessary to deliver results.** Once the KPI have been established, we will create an operational plan to achieve the desired results. Quality assurance procedures will be implemented to ensure success in recruiting, hiring, licensing, training and performance. The security guard and event staff evaluation and recognition program is implemented using the KPI to measure the security guard and event staff’s performance.
3. **Check: evaluate the processes and results against the objectives.** Monthly customer reviews of performance measurements, customer and user surveys and audits of compliance documentation are all



conducted.

- a. **Employee Evaluations.** As part of the evaluation process, every employee will participate in an annual performance appraisal program. The **Project Manager** and employee will discuss his/her overall performance and establish goals to help him/her improve and meet the expected levels of performance.
  - b. **Monthly Service Evaluations.** At the convenience of WMA representative, the **Director of Operations** will initiate a formal monthly meeting with WMA to discuss the Key Performance Indicators (KPI) and any other issues that may arise.
  - c. **Quarterly Service Evaluations.** At the convenience of a WMA representative, the **Executive Vice President** will initiate a formal quarterly meeting with WMA to discuss the Key Performance Indicators (KPI) and any other issues that may arise.
  - d. **Annual Audits.** Our corporate team will also conduct an annual audit of each business location. This audit is a review of the:
    - i. Key Performance Indicators
    - ii. Employee files
    - iii. Licensing and regulatory compliance
    - iv. Uniform, image and training standards
    - v. Administration and office management
4. **Act: take actions necessary for improvements and ongoing change.** Real-time documentation of corrective actions against incidents and/or quality service failures ensures improvements and ongoing change. On-site audits and inspections maintain constant vigilance of performance standards.

#### **Manager/Supervisor Interaction, Observation and Investigations**

A primary function of Andy Frain supervisors and front-line managers is to directly interact with and observe our security and event staff on duty for every shift. Quality supervision of staff is critical to the success of our operations. For this reason, Andy Frain puts a high priority on the hiring and training of managers and supervisors. We have adopted the method of trust and verify. We trust in our hiring procedures and our training programs and we verify the results through interaction, observation, evaluation and formal standardized audits.

#### **Interactions:**

- Re-enforce training
- Update staff with new information
- Investigate incidents
- Communicate immediate valuation of service
- Audit the knowledge of the security force
- Boost morale

#### **Observations:**

- Measure the service being provided
- Verify the knowledge of the security force
- Identify service issues
- Identify personnel issues

**Employee Performance Index (EPI)**

To ensure that we are providing a trained and capable staff to WMA, we are proposing providing a Quality Assurance Specialist to WMA. This person would be responsible for, at minimum, weekly quality and compliance audits of the Event Staff assigned to WMA using equation® ASP and KPI mutually agreed to with WMA. The audit results may be made available to WMA in near real time through the reporting function of the software and will become part of each employee’s record.

The EPI tool is very simple. The quality assurance specialist will select the security guard and post assignment on a tablet. Five questions will be asked on each of three tabs. The tabs are customer service, procedures and venue specific knowledge. The specialist will use the interaction with the security guard as an opportunity to raise the security guard’s awareness and provide deeper learning of the three subjects. A score of 1-5 will be captured by the specialist for each question answered by the security guard. In this way, WMA and Andy Frain management will have constant and meaningful metrics on the results of our ongoing training and management.

EPI will let us know in what subjects our Event Staff are experts and where they need assistance or refresher training. Each interaction is an opportunity to learn more.

The screenshot shows the 'Employee Review' section of the EPI application. The header includes 'Employee Performance Index', navigation links for 'Home', 'Enter EPI', 'Reports', and 'Admin', and a user profile for 'Richard Grund (Log out)'. The main content area is titled 'Performance Index' and 'Employee Review'. It features a form with the following fields: 'Employee' (Alexander, Michael), 'Date' (10/30/2013), and 'Evaluation Questions' (Customer Service, Procedures, Facility). Below these are five numbered questions, each with a dropdown menu for selection: 1. How do we exceed our customer's expectations? 2. Tell me something you did today to exceed our customer's expectations. 3. What are the names and where are the locations of the special events today? 4. Have you offered our patrons the opportunity to use their paid ticket toward an annual membership? 5. What are the prices of tickets and where can patrons purchase tickets?

The screenshot shows the 'Location' section of the EPI application. The header is identical to the previous screenshot. The main content area is titled 'Performance Index' and 'Location'. It features a form with the following fields: 'Department' (J60 (S & E)), 'Job' (J60 - 9999 (Art Institute of Chicago)), and 'Event' (a text input field). A 'Submit' button is located at the bottom of the form.

**TAB 9**

**Proposer's Ability**

Andy Frain Services has a core group of over 800+ Event Staff and Security Personnel in Florida coupled with our Orlando and Tampa branch offices. Five times, over the past two years, Andy Fain was presented multi-event situations, mostly recently at the NASCAR event, where we brought Andy Frain staff from both Tampa and Orlando to assist in meeting the large staffing call. The additional Andy Frain Staff from other locations had event experience at other venues and able to present consistency in performing the specific Event & Peer Security roles.

We are confident in expanding to provide Event Services & Valet parking at WMA; Andy Frain will continue to meet the special event days where the staffing calls are unusually high as we have in the past with other South Florida venues.

We believe our track record demonstrates our commitment and ability to handle the demanding event calls that can happen in South Florida. Those special and rare circumstances where a greater number of staff is necessary, Andy Frain will again call on our teams in Orlando and Tampa.

## Plan for Staffing Large Special Events

Andy Frain Services is accustomed to providing services for large special events. For the last 10 years, the U.S. Open, which occurs in a different market each year, has had Andy Frain manage the tasks of creating a temporary or expanded presence. In conjunction with the USGA, we create the scope of work, then execute the interview, background check, hiring, training and clothing processes. The typical roster for a US Open is 1,000 people for a month-long project, which has typical bell-shaped daily deployments over the month.

Andy Frain has regularly met very demanding timelines on multiple occasions (with clients such as Purdue, Edward R. Jones Dome, U.S. Open Golf, Citrus Bowl, Super Bowls, Wal-Mart Black Friday's etc.). AFS has the resources locally, regionally and nationally to support any needed efforts to meet WMA needs. This includes recruiting, screening, training and outfitting hundreds of employees.



For many of our existing partners, we have never failed to deliver the requirements of an expanded call. The corporate and branch administration is synchronized with the recruiting, boarding and training support through Celayix (scheduling, time, attendance), E-Time (payroll / billing) and Prism eSolutions (training / compliance / post orders) further driving the ability to achieve the desired outcome for any large special event call.

Additionally, we service several large outside events in extremely remote locations that require Andy Frain to bus, house, feed and specially train hundreds of staff for these events. Andy Frain has the needed experience, staff and infrastructure to support this effort and is prepared to handle the needs of large special events.

For any special event, there is some advance notification relative to the scope and magnitude of the requirement. The following is a project plan overview which highlights the administrative and tactical requirements required to ensure success. The timeline suggested is a 30 day window. However, shorter timelines do not impact the tasks, it identifies the resources required respective to the notification and event timeline.

A Key Event Schedule will coincide with the transitional outline to identify tasks that need to be completed with an attached time to anticipate any alternative planning that may need to be done as a result of any unforeseen obstacles or issues.

In order to coordinate all necessary tasks and activities, Andy Frain has the regional and corporate capacity to support the on-site management team if required. Andy Frain's teams in Florida provide insurance for extreme, short notice calls.

**Andy Frain is comprised of Four Divisions:**

**Sports and Entertainment** – Providing trained and capable Event Staff, customer service personnel, parking attendants, ushers, ticket takers, guest relations, and concierge personnel for public assembly venues. Andy Frain provides crowd engineering services, venue deployment security and event planning for professional and collegiate sporting venues and events, including the United States Golf Association and United States Tennis Association championships, NASCAR, NFL, NBA, NHL, MLB, concerts, stadiums and arenas, state fairs, festivals and expositions, and conventions and trade shows.

**Commercial Security** – Provides trained and capable Event Staff for government facilities, business and industrial clients, cultural facilities, education facilities, hotels, residential properties, and other public facilities across the nation. We provide solutions for access control, vehicle patrol, reception/concierge, perimeter/walking patrol, temporary security coverage, background screening, bicycle patrol, EMT/first responder, control room/CCTV monitoring and personnel, vehicle and package screening.



**Transportation Security** – Providing trained and capable Event Staff and screening of cargo, packages and personnel for airlines, cargo terminals (air, land, and marine), rail yards, commuter terminals and the pleasure cruise industry. Andy Frain’s Transportation Security Division specializes in security programs with government regulated entities.

**Technology** – Prism eSolutions, a wholly-owned subsidiary of Andy Frain, provides industry specific audit, incident management, document management, compliance, reporting and training applications in the educational, financial, government, healthcare, manufacturing and service sectors. Our technology platform has helped hundreds of companies achieve and maintain various ISO Certifications. This value added component provides technical and compliance expertise; a unique differentiator in our ability to support our clients.

Financial Growth

Andy Frain's size, financial strength and business philosophies allow us to be responsive to customer needs and to adapt quickly to the ever-changing business environment. Therefore, our growth has been organic; we have not purchased any other security companies nor do we employ a sales team. Rather, our reputation for providing trained and capable personnel who possess superior customer service skills has afforded us numerous opportunities to expand service with existing clients or invitations to submit proposals for new service. We regularly compete against much larger, publicly held or foreign owned security companies and our success is evidenced by the major universities and fortune 100 companies that we maintain as partners.

For example, we began our relationship with Federal Express ("FedEx") in March of 2003 by providing Event Staff for one gate at FedEx's hub in Indianapolis. By December of 2003, we were the sole provider of security services to the FedEx Indianapolis hub and in March of 2009, we became the sole provider of security services for FedEx's Central Region which includes approximately ninety (90) FedEx Express, FedEx Ground or FedEx Smart Post locations.

# Andy Frain Services Major Customer List 2014



**Mission Statement**

Our philosophy is to be a good corporate citizen and to maintain strong employee retention with creative recognition programs and a work environment based on respect for the individual and the dignity of work. This philosophy has resulted in a 97% customer retention rate over the past 10 years.

**MISSION STATEMENT**



*Our goal to exceed customer expectations is  
driven by the belief in the dignity of work  
and respect for the individual.*

*We are committed to living the tradition of...*

***“Customer Service is Every Employee’s Job”***



# TAB 10

**Additional Services**

STAFF	BILL RATE PER HOUR
BOX OFFICE STAFF	<b>\$16.05</b>
CONCESSION STAFF	<b>\$15.69</b>

*Any increase in the national minimum wage will require a review and negotiation.*

# TAB 11

**References**

**Marty Brooks**

Senior Vice President / General Manager

America's Center/Edward Jones Dome

701 Convention Plaza

St. Louis, MO 63101

Phone: (314) 342-5025 (direct)

Email: [mbrooks@americascenter.org](mailto:mbrooks@americascenter.org)

Service: Present Contract

Services: Event Security and Screening, / Site Security includes NFL games, concerts, events & conventions

**Steve Simmerman**

Associate Athletic Director

Purdue University

Mollenkopf Athletic Center Room 302E

West Lafayette, IN 47907

Phone: (765) 494-3217

Email: [Simmerman@purdue.edu](mailto:Simmerman@purdue.edu)

Dates of Service: Present Contract

Services: All Athletic Event Services including: security / guest screening / ushers / parking services / ticket takers & gates / field security / concierge services in press box & pavilion/ special services for persons with disabilities / event staff / van & shuttle services (Andy Frain football game day staff is 850 people)

**Allen Johnson**

Executive Director

City of Orlando Venues - Amway Center / Citrus Bowl / Bob Carr Performing Arts Center

400 West Church Street

Orlando, FL 32801

Phone: (407) 440-7000

E-mail: [allen.johnson@cityoforlando.net](mailto:allen.johnson@cityoforlando.net)

Dates of Service: Present Contract

Services: Peer Security, Event Screening, Ushers & Event Staff (Frain staff is 300+ people)

**Jay Fraioli**

Homestead-Miami Speedway

Director of Security & Access

One Speedway Boulevard

Homestead, FL 33035-1500

Phone: (305) 230-5290

Email: [jfraioli@homesteadmiamispeedway.com](mailto:jfraioli@homesteadmiamispeedway.com)

Dates of Service: Present Contract

Services: Event Staff, Ticket Taking, Security Staff and Parking Operations

**Peter Pugh**

Director, Operations & Security  
University of Memphis / Memphis Grizzlies / FedEx Forum  
191 Beale Street  
Memphis, TN 38103  
Dates of Service: Present Contract 5 years thru 2013  
Phone: (901) 205-1501 / (901) 205-1521  
E-mail [ppugh@grizzlies.com](mailto:ppugh@grizzlies.com)  
Services: Security & Event Staff (Frain staff is 140 people)

**Lorenzo Muniz**

General Manager  
University of Miami / Bank United Center / Global Spectrum  
University of Miami  
1245 Dauer Drive  
Coral Gables, FL 33124  
Phone: (305) 284-6456  
Email: [lmuniz@miami.edu](mailto:lmuniz@miami.edu)  
Dates of Service: Present Contract  
Services: Event & Building Security / Crowd Management Services  
Staff is up to 125 per event includes concerts / shows & basketball

**Jim Wynkoop**

General Manager  
St. Louis University / Chaifetz Arena  
1 South Compton Ave.  
Saint Louis, MO 63103  
Phone: (314) 977-5001  
Email: [jwynkoop@slu.com](mailto:jwynkoop@slu.com)  
Dates of Service: Present Contract  
Services: event and security staff of 125 per event includes concerts / shows & basketball

**Beth Wade, CFE**

General Manager  
Berry Center  
Cypress Fairbanks ISD  
Houston, TX  
Phone: (281) 894-3900  
Email: [beth.wade@cfisd.net](mailto:beth.wade@cfisd.net)  
Dates of Service: Present Contract  
Services: Security & Event Staff

**Jack Garrett**

Senior Associate AD / Sport Admin. & Support Services

Rice Athletics

MS 548 / PO Box 1892

Houston, TX 77251

Phone: (713) 348-6921

Email: [jackgarrett@rice.edu](mailto:jackgarrett@rice.edu)

Dates of Service: Present Contract

Services: Event and Security Staff of 125 per event includes football / baseball / basketball/ graduations / shows

**Art Davis**

General Manager

Liberty Bowl Memorial Stadium

335 S. Hollywood

Memphis, TN 38104

Phone: (901) 729-4071

Fax: (901) 276-2756

Email: [adavis@thelibertybowlstadium.com](mailto:adavis@thelibertybowlstadium.com)

Services: Security & Event Staff

**Dave Ellis**

Director, Security

Salt River Fields / Spring Training for Arizona Diamondbacks and Colorado Rockies

7555 N. Pima Rd.

Scottsdale, AZ 85258

Phone: (480) 270-5000

E-mail: [delis@saltriverfields.com](mailto:delis@saltriverfields.com)

Dates of Service: Present Contract

Services: Security & Event Staff

**Patricia Arbelaez**

Theatre Manager

Miami Dade County Auditorium

2901 West Flagler Street

Miami, FL 33135

Phone: (305) 547-5414

E-mail: [pa93@miamidade.gov](mailto:pa93@miamidade.gov)

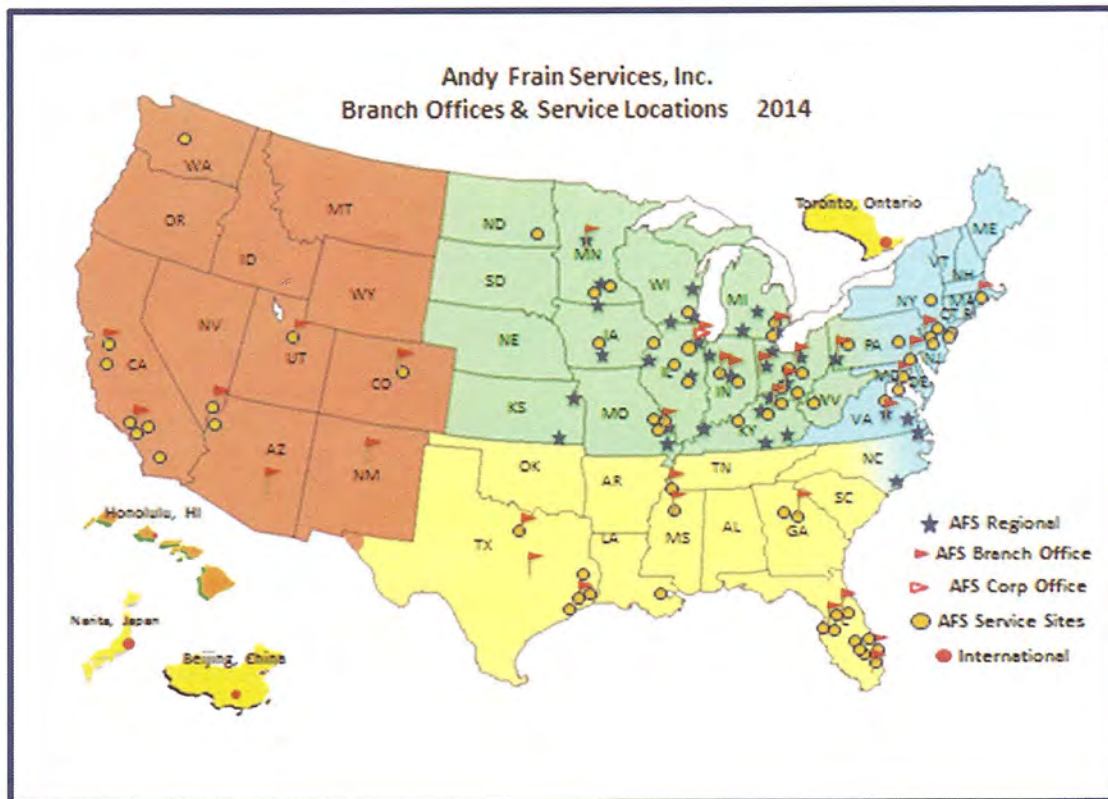
Dates of Service: Present Contract

Services: Security, Event Staff, Concession Staff, Box Office Staff, Custodial Services

# TAB 12

**Business Information**

Business Information	
Legal Name of Company	Andy Frain Services, Inc.
Contact Name	Dane Vontobel
Contact Title	Vice President
Contact E-mail Address	dvontobel@andyfrain.com
Company Mailing Address	761 Shoreline Drive
Company City, State, Zip	Aurora, IL. 60504
Company Telephone Number	630.820.3820
Company Fax Number	630.820.3819
Company Website Address	<a href="http://www.andyfrain.com">www.andyfrain.com</a>
Number of Employees (company)	2,822 Full Time / 3,306 Part Time 6,128 Total Nationally
Years of Experience	90
Number of U.S. Offices	45 Branch Offices Nationally





**SAFETY Act Certification vs. Designation:**

- Designation is a prerequisite for Certification
- Demonstration of technology performance as intended.
- Consistent proven effectiveness with positive results.
- Reliability and availability of technology is high.
- Demonstrated performance as intended in design.
- Documented processes (training / hiring / technology) are being followed.
- QA / QC processes are effective and demonstrable.
- Certification provides a more significant level of protection.

Andy Frain first achieved SAFETY Act Certification On August 31, 2006. Our Certification was renewed on



November 04, 2011, and is valid through November 30, 2016.



# Bank United Center Coral Gables, FL



<b>The Venue</b>	<b>Seating Capacity</b>	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> Largest Florida venue</li> <li>• 8,200 plus 25 Executive Suites</li> </ul>
	<b>Major Events</b>	<ul style="list-style-type: none"> <li>• University of Miami men's and women's basketball teams</li> <li>• Concerts, trade shows, lecture series, martial arts</li> <li>• Latin <i>Billboard</i> and Grammy Awards</li> <li>• Presidential Forums 2007</li> </ul>

<b>Andy Frain Services, Inc.,</b>	<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Building security</li> <li>• Event security</li> <li>• Ushers</li> <li>• Ticket Takers</li> <li>• Suite attendants</li> <li>• Parking attendants</li> </ul>
	<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Security Director</li> <li>• Event Manager</li> <li>• 150 total employees</li> </ul>

<b>Customer Challenges</b>	<b>Andy Frain Value Proposition</b>
<ul style="list-style-type: none"> <li>• <b>Security</b> – No two events are the same. Security demands high while creating customer friendly environment.</li> <li>• <b>Fan Experience</b> – Every contact must be enjoyable and memorable.</li> </ul>	<ul style="list-style-type: none"> <li>• Employee selection and training key success elements</li> <li>• Become part of University family to understand key success indicators</li> <li>• Consistency of delivery for every event</li> <li>• Security professionals, fan experience experts</li> </ul>

## Results

A major arena venue on the campus of a major university creates some interesting and demanding challenges for both security and event staff. Maintaining a venue environment that is also consistent with the University of Miami standards of safety, security, and behavior, requires an event team that is proactive, alert, aware, and sensitive to overall objectives. Our leadership team is an integrate part of both the Bank United Center and University of Miami organizations. Event staff is capable of dealing with both student and entertainment challenges in the proper manner. Andy Frain Services has proudly served the Bank United Center since 2003. We provide an exceptional level of service and security to both our customers and fans.



# Florida International University Miami, FL



<b>The Venue</b>	<b>The University Athletic Facilities Seating Capacities</b>	<ul style="list-style-type: none"> <li>• NCAA Division I school; Sunbelt Conference</li> <li>• 51,000 students</li> <li>• Alfonso Football Stadium – 25,000 seats/1500 Club Seat/19 Premium Suites/Stadium Club</li> <li>• US Century Bank Arena – 5,000 seats</li> <li>• FIU Baseball Stadium – 2,000 seats</li> <li>• R. Kirk Landon Fieldhouse</li> <li>• Parking Operations for All Athletic Events as well Semester Student Return/Move-in throughout Campus</li> </ul>
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<b>Andy Frain Services, Inc.</b>	<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Crowd Management</li> <li>• Special Events Staff</li> <li>• Ushers/Concierge</li> <li>• Parking and Cash Reconciliations</li> </ul>
	<b>Staffing</b>	<ul style="list-style-type: none"> <li>• AFS Manager</li> <li>• Event &amp; Parking Staff - 200-300+</li> <li>• Security Staff - 150+</li> </ul>

<b>Customer Challenges</b>	<b>Andy Frain Value Proposition</b>
<ul style="list-style-type: none"> <li>• FIU hosts many major collegiate sporting and entertainment events</li> <li>• <b>Football Parking</b> – Multiple lots across campus. Large games will park approximately 10,000 automobiles and RVs. Getting fans from lots/tailgating parties to stadium prior to kickoff.</li> <li>• <b>Alfonso Stadium</b> – Contains state-of-the-art press box/facilities, luxury suites, banquet room, meeting rooms since its expansion in 2012.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistency of service excellence</li> <li>• Ability to handle high profile events with national press/television coverage</li> <li>• Knowledge of the University and Athletic Department expectations</li> <li>• Staff training</li> <li>• Focus on fan experience</li> <li>• Result metrics</li> </ul>

## Results

FIU – Is the second largest University in Florida. FIU is a 5-year customer. AFS proven results have led to many additional duties. Most recently, AFS ran all of the campus parking for semester move-in. FIU has also hosted many events including the Soccer Gold Cup events in 2011 which was a sell-out. Partnership of providing employment to many FIU students brings value to the University and an excellent level of employee to AFS. Andy Frain has become an integral Partner of the Department of Athletics program. AFS receives consistent rave reviews from both the University and its fans. This venue is one of several NCAA Division I customers we serve.



# Homestead Miami Speedway Complex Homestead, FL



## The Venue

**Complex Includes:** 600 Acres/Seating for 90,000/Parking for 35,000/Media Center/ 3 Lakes Camping Area/Numerous Tracks

**Events Include:** The final races of the season in all three of NASCAR's series: the Sprint Cup Series, Nationwide Series, and the Camping World Truck Series. Additionally, concerts and other smaller events are held at the Speedway.

## Andy Frain Services, Inc.

- ### Responsibilities
- Event Security
  - Ushers & Ticket Takers
  - Concierge
  - Gate Screening
  - Public Safety Officers
  - Event Staff
  - Event Command Operations (ready Track)
  - Pit Security
  - All Parking Operations including Security, Gates, Monetary Collections & Reconciliation

## Customer Challenges

- Security - Pit Areas
- Downtown Location

## Andy Frain Value Proposition

- *"Customer Service is every employee's job."* Andy Frain and America's Center work together, understanding expectations, requirements, and challenges. AFS standards are to exceed both customer and Venue expectation.
- Multiple planning meetings happen regularly to discuss upcoming events

### Results:

We just completed our 3<sup>rd</sup> consecutive year and have grown our responsibilities each year. We have successfully staffed and executed the events.



# Amway Center Orlando, Florida



<h2 style="margin: 0;">The Venue</h2>	<p><b>Home of Orlando Magic (NBA), Solar Bears (ECHL), and Predators (AFL)</b></p> <ul style="list-style-type: none"> <li>• Seating for 18,500</li> </ul> <p><b>Events Include:</b> Orlando Magic, Orlando Solar Bears, and Orlando Predators. Various concerts such as Jimmy Buffett, Paul McCartney, Justin Bieber, Taylor Swift, Bon Jovi, Rod Stewart, Elton John, Tom Petty, Tim McGraw, and the Eagles.</p>
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<h2 style="margin: 0;">Andy Frain Services, Inc.</h2>	<p style="text-align: center;"><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Peer Security</li> <li>• Ushers</li> <li>• Ticket Takers</li> <li>• Premium Areas</li> <li>• Response Team</li> <li>• Parking Security</li> <li>• Command Post</li> </ul>
	<p style="text-align: center;"><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• 3 On- Site Manager</li> <li>• On-site Administrative Assistant/Billing Clerk</li> <li>• 16 Security Supervisors                         <ul style="list-style-type: none"> <li>○ 215 Part-Time Licensed Security Agents</li> </ul> </li> <li>• 25 Guest Services Supervisors                         <ul style="list-style-type: none"> <li>○ 350 Part-Time Ushers/Ticket Takers</li> </ul> </li> </ul>

<p style="text-align: center;"><b>Customer Challenges</b></p> <ul style="list-style-type: none"> <li>• 300+ days of Events Annually</li> <li>• Large Events around the Holidays</li> <li>• Transition from previous Arena and practices.</li> <li>• City/Magic involvement.</li> </ul>	<p style="text-align: center;"><b>Andy Frain Value Proposition</b></p> <ul style="list-style-type: none"> <li>• <i>"Customer Service is every employee's job."</i> Andy Frain and Orlando Venues both work together, understanding expectations, requirements, and challenges. AFS standards are to exceed both customer and Venue expectation.</li> <li>• Multiple planning meeting happen regularly to discuss upcoming events</li> <li>• Annually \$200,000 given to locally owned Minority and Women-owned businesses.</li> </ul>
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**Partners:**





# Citrus Bowl Complex Orlando, FL



<h2 style="margin: 0;">The Venue</h2>	<p><b>Home of Florida Citrus Sports and Orlando City Soccer</b></p> <ul style="list-style-type: none"> <li>• <b>Citrus Bowl</b> – Seating for 68,000</li> <li>• <b>Tinker Field</b> - Former Minor League Baseball Park. Now acts as site for many concerts and Bowl Game Fan Fests</li> <li>• <b>McCracken Field</b> – Baseball Field. Hosts many special events as well as concerts annually</li> </ul> <p><b>Events Include:</b> Orlando City, Florida Classic, Capital One Bowl, Champs Sports Bowl, Florida High School Football Championships, Monster Jam, Orlando Calling, Electric Daisy, Funk Fest, Earthday Birthday, and various other sporting and entertainment events.</p>
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<p><b>Andy Frain Services, Inc.</b></p>	<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Peer Security</li> <li>• Ushers</li> <li>• Ticket Takers</li> <li>• Premium Areas</li> <li>• Response Team</li> <li>• Command Post</li> </ul>
	<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• 2 On- Site Manager</li> <li>• On-site Administrative Assistant/Billing Clerk</li> <li>• 16 Security Supervisors                         <ul style="list-style-type: none"> <li>○ 215 Part-Time Licensed Security Agents</li> </ul> </li> <li>• 25 Guest Services Supervisors                         <ul style="list-style-type: none"> <li>○ 350 Part-Time Event Staff</li> </ul> </li> </ul>

<p><b>Customer Challenges</b></p> <ul style="list-style-type: none"> <li>• Security –Multiple Venues create logistical issues</li> <li>• Aging Stadium</li> <li>• Large Events around the Holidays</li> <li>• Lack of Large events</li> <li>• Surrounding Neighbor</li> </ul>	<p><b>Andy Frain Value Proposition</b></p> <ul style="list-style-type: none"> <li>• “Customer Service is every employee’s job.” Andy Frain and Orlando Venues both work together, understanding expectations, requirements, and challenges. AFS standards are to exceed both customer and Venue expectation.</li> <li>• Multiple planning meeting happen regularly to discuss upcoming events</li> </ul>
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**Partners:**





# Florida State Fairgrounds Tampa, FL



<h2>The Venue</h2>	<b>Layout</b>	<ul style="list-style-type: none"> <li>• 352 Acres</li> <li>• 4 Event Buildings</li> <li>• Equestrian Center</li> <li>• Midway for Rides/Entertainment</li> <li>• Cracker Country Museum</li> <li>• Parking for up to 8,000 vehicles</li> </ul>
	<b>Major Events</b>	<ul style="list-style-type: none"> <li>• Florida State Fair – 12 days in February</li> <li>• Equestrian events throughout the year</li> </ul>

<h2>Andy Frain Services, Inc.</h2>	<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Parking lot attendants/guides</li> <li>• Ushers as required by events and fair</li> </ul>
	<b>Staffing</b>	<ul style="list-style-type: none"> <li>• 150 employees during State Fair</li> </ul>

<h3 style="text-align: center; margin: 0;"><u>Customer Challenges</u></h3> <ul style="list-style-type: none"> <li>• <b>Hours of Operation</b> – State Fair runs for 12 days, from 9 a.m. to 11 p.m., with multiple events and attractions, including live entertainment and a 2-day rodeo.</li> <li>• <b>Parking</b> - Tight spacing, access/egress issues.</li> <li>• <b>Staff needs to be knowledgeable of physical layout and parking areas</b> and work closely with Sheriff's Department, which provides interior security during State Fair.</li> <li>• <b>Smaller Venues</b> – Require staff very focused on attendees, with knowledge of buildings. Knowledge of buildings, locations and Post Orders are acute requirement.</li> </ul>	<h3 style="text-align: center; margin: 0;"><u>Andy Frain Value Proposition</u></h3> <ul style="list-style-type: none"> <li>• Ability to handle simultaneously a large, challenging group of events that bring a constant flow of traffic and attendees in varying age groups.</li> <li>• Experience and knowledge of the operation.</li> <li>• Familiarity with grounds and focus on attendees.</li> <li>• We affect attendees' State Fair experience from the time they arrive to the time they leave, guiding them through parking, and events, keeping them safe and sound and ensuring no delays in exiting the Fairgrounds when they leave.</li> </ul>
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## Results:

We began serving the Florida State Fair in 2005. Attendee feedback has been outstanding. Security issues are handled quickly, without incident and with proper documentation and communication. Parking was a major issue when we took over the responsibility. Today, revenue has increased significantly due to our ability to increase parking design, layout, and guide drivers properly.



# Earthday Birthday



<b>The Events</b>	<b>Attendees:</b>	15,000+
	<b>Host:</b>	Clear Channel Events
	<b>Location:</b>	Tinker Field, Cranes Roost Park, Heritage Park and Orange Ave.
	<b>Overview:</b>	Multiple events consisting of Earthday Birthday, WineFest, Crawfish Festival, and Cinco de Mayo Celebration

<b>Andy Frain Services, Inc.,</b>	<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Stage Barricade</li> <li>• Gate Screenings</li> <li>• VIP Access</li> <li>• ID Screening</li> <li>• Wristband Distribution</li> <li>• Response Team</li> </ul>
	<b>Staffing</b>	<ul style="list-style-type: none"> <li>• On- Site Manager</li> <li>• On-site Administrative Assistant</li> <li>• 16 Security Supervisors               <ul style="list-style-type: none"> <li>○ 140 Part-Time Licensed Security Agents</li> <li>○ 20 Part-time Event Staff</li> </ul> </li> </ul>

<b>Customer Challenges</b> <ul style="list-style-type: none"> <li>• <b>Security</b> –Multiple Venues create logistical issues</li> <li>• <b>Scope of Services</b> –Due to the large range in services we were ask to provide different levels of service in order to execute the event.</li> <li>• <b>Multi-Venues in Orlando Region</b></li> </ul>	<b>Andy Frain Value Proposition</b> <ul style="list-style-type: none"> <li>• <i>“Customer Service is every employee’s job.”</i> Andy Frain and Clear Channel both work together, understanding expectations, requirements, and challenges. AFS standards are to exceed both customer and Venue expectation.</li> <li>• Training allowed our staff to be flexible to the changing scope of services and types of customer we were dealing with from event to the next.</li> <li>• On-Site Admin allowed for accurate payroll records and ensure that billing was submitted in a timely manner to the client</li> </ul>
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## Results

The first event we ever did was Earthday Birthday 18 at the Citrus Bowl. Coincidentally the Orlando Magic had their first Home playoff game in the Amway Center which meant we had two major events at the same time. We were able to use our Florida area resources to assist chartering in multiple busses and corporate management to assist in the execution. The event went so well that we still continue to service the majority of events for Clear Channel in the Orlando Area. Other events have included Winefest in Cranes Roost Park, Crawfish Festival is Heritage park and also Cinco de Mayo Celebration in Downtown Orlando. We are looking forward a continued partnership and many more years of service.

Andy Frain Services, Inc.

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