



Securing Your World



G4S Security Solution for the City of Fort Lauderdale City Ambassador Program

RFP # 12054-585

November 30, 2017

Presented to:

City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, #619
Fort Lauderdale, FL 33301

Presented by:

G4S Secure Solutions (USA) Inc.
Michael Boss, General Manager
6499 Powerline Road, Suite 300
Fort Lauderdale, Florida 33309
michael.boss@usa.g4s.com

STATEMENT OF PROPRIETARY INFORMATION

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TAB 2 – EXECUTIVE SUMMARY

Each Offeror must submit an executive summary that identifies the business entity, its background, main office(s), and office location that will service this contract. Identify the officers, principals, supervisory staff and key individuals who will be directly involved with the work and their office locations. The executive summary should also summarize the key elements of the proposal.

On behalf of G4S Secure Solutions (USA) Inc., we appreciate the opportunity to participate in the bidding process for **G4S Security Solution for the City of Fort Lauderdale City Ambassador Program RFP # 12054-585**. We are committed to providing **well-trained, experienced and reliable** security, safety and hospitality services for the City of Fort Lauderdale and its entities (Beach Business Improvement District (BID), Northwest Progresso Flagler Heights Community Redevelopment Agency (NPF-CRA) and the Downtown Development Authority (DDA)).

G4S' proposed solution is to provide options to begin a dialogue between the City of Fort Lauderdale and G4S. We understand that we cannot provide a solution without your input. After our team has worked together, we will deliver optimal safety and hospitality services for each of the City of Fort Lauderdale's Entity's residents, business owners, tourists, employees and customers. We will also protect property, assets and reputation.

The program we design together will help reduce your risk, minimize your time investment in security and hospitality functions, and drive increased value from your security spend. We will accomplish this through a combination of superior personnel, innovative technology, proactive account management, and the support of the world's largest pool of security resources.

We are committed to:

- Delivering innovation and continuous improvement by providing a collaborative, dependable and best-in-class account management team that is responsive to your dynamic environment and changing needs
- Fostering an effective model for security excellence through retention, training and professional development of our most valuable resource – the officers serving your account
- Driving effective, measurable and quantitative performance through innovative technologies
- Creating transparency and accountability through a performance-driven program

The following are the primary tenets of the G4S proposed security solution.

OFFICER QUALIFICATIONS ALIGNED WITH PROTECTION NEEDS

More than typical guards, G4S guarantees the appropriate qualifications, experience and skill levels of your Officers.

- Best-in-class security professionals from G4S' elite **Custom Protection Officer® (CPO)** and quality **Upscale Security Officer (USO)/Ambassador Program**, with qualifications/background screening greatly exceeding the security industry minimum standards.

- Proactive, automated candidate sourcing & selection process to align appropriately with your protection needs.
- Robust human resources controls and audit processes to ensure consistency in accordance with G4S standards and client specifications.
- Retention of qualified personnel through recognition awards, incentive programs and industry-leading benefits package.
- World-class training developed by the award-winning G4S North America Training Institute.

ADVANCED TECHNOLOGIES FOR SECURITY & RISK MANAGEMENT

G4S ensures compliance and drives smarter, data-driven decisions for program improvement through our advanced technologies. G4S' decision to own its technologies, rather than partner with third-party vendors, allows us to customize and implement integrated security solutions for clients and drives value in a way no other provider can achieve.

- Secure Trax® — immediately notifies stakeholders when an incident occurs, and affords complete visibility of security activities both during an incident and throughout Officer's regular duties.
- G4S Insight — Provides client with continual access to current and historical performance data.
- Online Career Center & Application Tracking System — Connects your security program with the best candidates, and ensures compliance with the hiring and selection processes.
- Learning Management System — Enables access to world-class training materials.
- Automated Time & Attendance and Labor Scheduling System — Drives accurate payroll, efficient personnel allocation and post coverage compliance.

PROACTIVE ACCOUNT MANAGEMENT FOR CONTINUOUS IMPROVEMENT

G4S' account management strategy unites our support resources under a standardized framework to ensure consistency and transparency.

- Local, Regional and National resources to support your account at all times
- Formalized system to ensure consistency and compliance
- Communications and management strategies to identify and capitalize on best practices
- Executive level involvement for strategic planning and program improvement initiatives

ACCOUNT MANAGEMENT STRUCTURE

Local Support – Fort Lauderdale Area Office: The G4S Fort Lauderdale area office is located within Broward County and has been operating since the 1960s. The Fort Lauderdale office would provide local oversight of the delivery and management of the City of Fort Lauderdale's ambassador program. We have consistently **provided over 29,000 hours of uniformed security services a week** to our diverse Broward County client base. The office employs over 900 trained and licensed security officers and is located at **6499 Powerline Road, Suite 300, Fort Lauderdale, Florida 33309.**

At the local level, Michael Boss, General Manager of the Fort Lauderdale office, has been authorized to commit the resources necessary to satisfy contract requirements, conduct all required customer



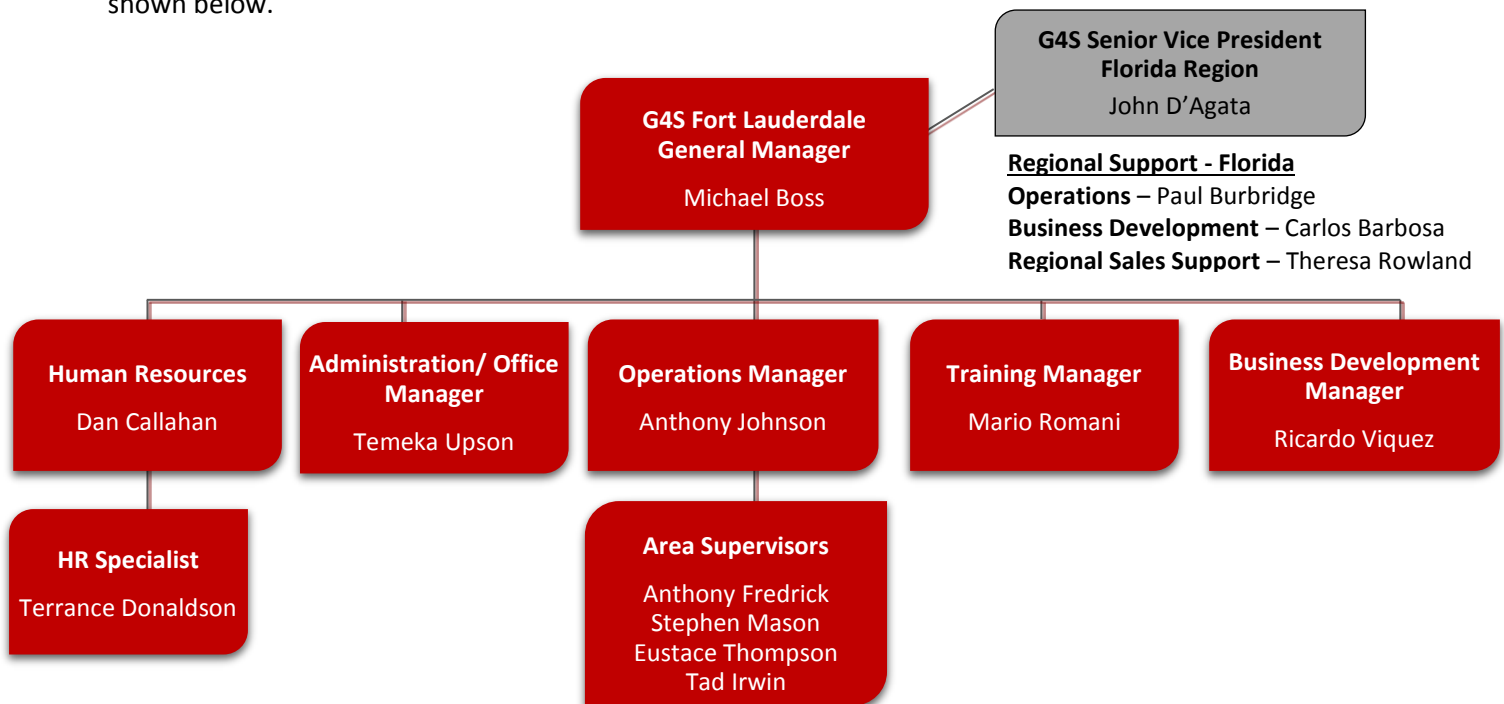
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interface/inspections, and is required to maintain the highest standards of quality. Every local area office is vigilant in its ability to respond to our customers' needs, so each is therefore equipped to operate 24 hours a day, seven days a week. The Fort Lauderdale office is also charged with the responsibility of providing all recruitment, hiring, training and on-site support for the City of Fort Lauderdale ensuring we can immediately meet any needs of the account. Corporate policy dictates that each area office follow standardized procedures in regard to recruitment, screening, hiring, uniforming, quality, payroll, training, and administrative functions.

This standardization ensures consistency and quality throughout the organization. It also provides a common focus, strengthens communication, enhances supervision, reduces costs, and fosters interactive relationships between the corporate and regional management teams and the area office. Decisions pertaining to the day-to-day operation of the City of Fort Lauderdale's account may be made immediately, at the local level. It is incumbent upon each office to maintain appropriate staffing levels that will enable us to provide the highest degree of professional service in the most cost-effective manner. Area office support includes, but is not limited to, the following:

- Staffing
- Client Relations
- Background Screening
- On-the-job training
- Supervision
- Physical Security Surveys
- Uniforming
- Scheduling – including relief and meal breaks
- Recruitment
- Classroom Training
- Continuing Education
- Inspections
- Post Orders
- Equipment procurement

The Fort Lauderdale local G4S support team (as illustrated below) includes a General Manager, Operations Manager, Operations/Area Supervisor(s), Training Manager, and Human Resources and Administration personnel. Regional support is also depicted (in gray) and will continue to provide operational oversight to your account. The G4S Senior Vice President of the Florida Region, John D'Agata, will also serve as the primary point of escalation for needs beyond the local office. The Fort Lauderdale G4S support team is shown below.



Regional Support: The regional management team is responsible for the supervision of area office operations and the dissemination of corporate policies and procedures throughout all levels of the organization. The G4S Florida regional management team will directly support the City of Fort Lauderdale's account by providing assistance and additional contract oversight to the Fort Lauderdale office, which will be responsible for the delivery and management of all requested services to the City of Fort Lauderdale. Additionally, the regional management team will help facilitate the flow of information to the local and site level regarding our expertise and best practices for the healthcare industry, ensuring the City of Fort Lauderdale's ambassador program will continue to reap the benefits from G4S' extensive experience.

Corporate Support: Within the U.S. G4S operates a tiered organizational structure comprised of our corporate headquarters, regional operations and local area offices. In addition to the resources and management provided by G4S Florida Regional and the Fort Lauderdale Area Office, the City of Fort Lauderdale will also receive the support of G4S corporate headquarters, located in Jupiter, Florida to include:



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- G4S North American Training Institute
- Quality programs
- Experienced transition teams
- Procurement of uniforms, equipment, materials and supplies
- Contract administration support
- Systems integration
- Guidance and instruction in human resources matters
- Safety and Risk management

- Financial functions, including payroll and billing
- Security best practices
- Business processes
- Staff and line supervision
- Employer - employee relations
- Insurance claims, tax data and reports
- Legal guidance and assistance
- Consulting and investigative services
- Availability of short-term and emergency services

TAB 3 – EXPERIENCE & QUALIFICATIONS

Indicate the firm's number of years of experience in providing the professional services as it relates the work contemplated. Provide details of past projects for agencies of similar size and scope, including information on your firm's ability to meet time and budget requirements. Indicate the firm's initiatives towards its own sustainable business practices that demonstrate a commitment to conservation. Indicate business structure, IE: Corp., Partnership, LLC. Firm should be registered as a legal entity in the State of Florida; Minority or Woman owned Business (if applicable); Company address, phone number, fax number, E-Mail address, web site, contact person(s), etc. Relative size of the firm, including management, technical and support staff; licenses and any other pertinent information shall be submitted.

GENERAL COMPANY INFORMATION

- **Company Legal Name:** G4S Secure Solutions (USA) Inc.

- **Parent Company:** G4S plc

G4S Secure Solutions (USA) Inc. is a wholly-owned subsidiary of G4S plc, based in the United Kingdom. G4S plc is traded on the London Stock Exchange (stock symbol GFS) with a secondary listing in Copenhagen.

- **U.S. / Global Headquarters**

G4S Secure Solutions (USA) Inc.
1395 University Boulevard
Jupiter, FL 33458
Main Phone: 561-622-5656
Toll Free: 800-922-6488
Fax: 561-691-6727
Email: info@usa.g4s.com
Internet: www.g4s.com/us

G4S plc
5th Floor, Southside
105 Victoria Street
London SW1E 6QT
United Kingdom
Phone: +44 (0) 20 8722 2000
Internet: www.g4s.com

- **Year(s) Established**

G4S plc: 2004 (history dates back to 1901)
G4S Secure Solutions (USA) Inc.: 1954 in U.S.

- **Brief Company Overview:** G4S is the world's leading global integrated security company, specializing in the delivery of security and related services to customers across six continents. G4S secures your people, property and assets by understanding and mitigating your security risks within your environment. We offer a suite of products and services, including armed and unarmed security personnel, risk consulting and investigations, systems integration, and security software and technology that align to deliver innovative, essential and scalable solutions that span your entire operation.

- **G4S Secure Solutions (USA) Inc. Incorporation Date:** December 4, 1958 in Florida

RELEVANT FLORIDA STATE WORK EXPERIENCE

G4S proven track record was developed over decades of experience in Florida and across the country, as well as globally. We understand our clients' comprehensive security needs and the importance of meeting those needs with cohesive programs that leverage our experience in uniformed security, risk services, hardware and software solutions. Applying best practices learned from our broad range of customers creates a lasting foundation for the quality and value we offer the City of Fort Lauderdale.

In addition to the client references provided in [Tab 5 – References](#), G4S' experience includes successful local and regional engagements with the following public agencies:

Florida Division of Administrative Hearings

G4S provides access control and full courthouse screening services for eighteen (18) courthouses throughout the State of Florida where the Worker's Compensation Judges are housed with armed Custom Protection Officers® totaling 760 weekly hours of service. Our officers replaced the Florida Highway Patrol. We have been providing these services since January 2002.



Florida Department of Health (DOH) | Division of Disability Determinations

G4S' armed CPOs have provided 270 hours per week of screening, access control services, and exterior and interior foot patrol services for the Division of Disability Determination facilities throughout the state of Florida since 2014.

Florida Division of Emergency Management (FDEM)

G4S' CPOs have provided 80 hours per week of access control and interior security services for both FDEM facilities since 2014.

Florida Department of Transportation (FDOT) Headquarters

G4S has provided 60 hours per week of unarmed security personnel for access control monitoring and interior security services at the FDOT headquarters building since 2008. The total number of weekly hours of service is 60 hours per week.

Collier County Government Courthouse

Since 2004, G4S has been providing approximately 1,400 hours per week of security services for the Collier County Government Courthouse and ancillary facilities, representing a security force of 35 full-time security officers. Services include access control and full screening services for the main courthouse, and manning the administration building where county officials are housed, library facilities, County Health Building and other off-site facilities. In 2006, services were upgraded at the administration building with the addition of armed CPOs to provide escort services to public dignitaries.

Sarasota County Clerk of Court (Main Courthouse)/Judicial Building

Since 1999, G4S has provided 300 hours per week of CPO personnel for access control, screening and monitoring of the cleaning service for the clerk of courts.

Orange County and Orange County Sheriff's Office

Since 2002, G4S has provided security for over twenty-six public buildings for Orange County, including water treatment facilities, fire rescue headquarters, landfills, Orange County Juvenile Justice Center, and the Orange County Museum, totaling over 5,110 weekly hours of armed and unarmed officers services. Approximately 1,500 of those hours involve courthouse screening procedures and duties. G4S provides an additional 240 hours per week of armed services that includes statewide inmate transportation services.

Polk County Sheriff's Office

G4S provides access control and full courthouse screening services for courthouses in Polk County totaling over 1,000 weekly hours of security since 1997. G4S provides an additional 1,700 hours per week of armed services that includes inmate transportation and inmate hospital watch services.

Broward County

Since 1987, G4S has been providing security services to over 55 Broward County facilities totaling approximately 3,725 weekly hours of service. Our services include: three courthouses, water treatment plants, landfills, libraries, two airports, parks, revenue collection agencies, bus terminals, and parks. We provide three levels of unarmed security officers to Broward County.

Broward County Main Courthouse

G4S has been providing approximately 703 hours per week of access control and screening services for the Broward County Main Courthouse since 1987.

Charlotte County Sheriff's Office

Since 2013, G4S has been providing approximately 673 hours per week of security services for Charlotte County. Services include access control of the Judicial Center and Control Room, video visitation and inmate transportation.

Duval County Courthouse

G4S has been providing full courthouse screening services at four locations throughout Duval County, which includes courthouses, off-site facilities, and pre-trial detention centers totaling approximately 1,500 weekly hours of service since December 1990. We provide both armed and unarmed officers at these facilities. G4S provides an additional 2,400 hours per week of armed services that includes inmate hospital watch services.

SUSTAINABLE BUSINESS PRACTICES & COMMITMENT TO CONSERVATION

G4S not only coordinates its operational risk management efforts with its sustainability efforts, they are intertwined and do not exist independently from one another. As stated by our CEO in our 2016 Corporate Social Responsibility Report: "As a global company operating in many different and sometimes complex environments it is important that we work in a way which is sustainable and ethical and has a positive economic, social and environmental impact on society."

After our latest materiality review, G4S has focused on the following three priorities related to our corporate sustainability efforts:

- Health and safety – The safety of our employees and those in our care is one of our corporate values and remains a key priority for G4S.



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- Human rights – Our respect for human rights is core to the sustainable success of the business and continues to be an important part of our risk assessment and mitigation process.
- Anti-bribery and corruption – We will continue to develop and encourage a workplace culture in which all employees are clear about the company's standards of ethics and feel confident that they may raise any ethical concerns.

Our operational sustainability efforts can be illustrated by the following highlights for 2016:



- G4S achieved a 3.6% reduction in carbon intensity since 2015
- G4S received 13 "Top Employer" certifications in countries across Africa
- 402 cases were reported and managed via G4S' global whistle-blowing system **Speak Out**
- G4S conducted seven deep dive safety reviews in high-priority countries
- G4S performed four human rights assessments of major business opportunities
- 3,000 G4S managers have completed health and safety training modules

Further details of our sustainability efforts and how they are an integral element of our operations can be found in the ***G4S 2016 Corporate Social Responsibility Report***.



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G4S FORT LAUDERDALE OFFICE LICENSE

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES	
ADAM H. PUTNAM COMMISSIONER	
DIVISION OF LICENSING	
03/07/17 DATE ISSUED	06/30/20 DATE OF EXPIRATION
AB8700014 LICENSE NUMBER	
G4S SECURE SOLUTIONS (USA) INC (FORT LAUDERDALE) DBA G4S	
6499 POWERLINE ROAD SUITE #303 FORT LAUDERDALE, FL 33309	
THE <i>PRIVATE INVESTIGATIVE & SECURITY AGENCY</i> BRANCH OFFICE NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF CHAPTER 493, FLORIDA STATUTES.	
	
	
ADAM H. PUTNAM COMMISSIONER	



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G4S FORT LAUDERDALE OFFICE TRAINING FACILITY LICENSE

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES	
ADAM H. PUTNAM COMMISSIONER	
DIVISION OF LICENSING	
11/01/17 DATE ISSUED	10/25/19 DATE OF EXPIRATION
DS2700060 LICENSE NUMBER	
G4S SECURE SOLUTIONS (USA) INC.	
DBA G4S	
6499 POWERLINE ROAD SUITE 300 FORT LAUDERDALE, FL 33309	
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	
	

TAB 4 – APPROACH TO SCOPE OF WORK

Provide in concise narrative form, your understanding of the City's needs, goals and objectives as they relate to the project, and your overall approach to accomplishing the project. Give an overview on your proposed vision, ideas and methodology. Describe your proposed approach to the project. As part of the project approach, the proposer shall propose a scheduling methodology (time line) for effectively managing and executing the work in the optimum time. Also provide information on your firm's current workload and how this project will fit into your workload. Describe available facilities, technological capabilities and other available resources you offer for the project.

UNDERSTANDING OF THE REQUIREMENTS

G4S' experience in providing security to government facilities is unparalleled in the industry. Our security experience includes both state and governmental agencies throughout the state of Florida. Despite our past experience we refuse to rest on our laurels, we embrace a pro-active approach to growing security needs at all of our facilities with innovative programs developed to meet those changing needs. In response to those changing needs, the G4S Ambassador Program was developed.

The G4S Ambassador Program is a private safety and hospitality service designed to improve the interaction with the residents, business owners and tourists for each Entity. An Ambassador's presence is used to create a friendly and **safe** environment by being knowledgeable of the assigned areas/zones, responding to public inquiries and aiding the Police Department by reporting suspicious activity in the respective areas/zones. Ambassadors shall patrol assign areas/zones according to each Entity's specification.

To be effective, our organization must be oriented towards responding to the critical elements of mission responsibility. Therefore, any discussion of organizational relationships and responsiveness must be accompanied by an analysis of the security needs at each location, as reflected by both an understanding of the project and this RFP's Specifications and a prioritization of mission elements, with safety being of highest priority, but the added uniqueness of different hospitality services.

Obviously, the purpose of the procurement for which the City of Fort Lauderdale is soliciting is to **provide a high level of physical protection to all the various entities**, and to support that physical protection with carefully considered personnel, properly trained and supervised. In addition to safety and security, the G4S Ambassador Program will include the following services:

- Providing a visible presence in the public areas, streets and sidewalks
- Serving as a complimentary resource to the Police Department by communicating issues directly to patrol staff, preferably before the public has to call 911
- Reporting maintenance issues using City mobile application Lauderserv, issues such as garbage overflow, graffiti, and broken sidewalks etc.
- Building relationships with all stakeholders, including business owners and staff, property managers, and the homeless to address immediate needs

- Providing recommendations on things to do, including handing out brochures for shopping, restaurants and special events
- Providing directional information to the public
- Answering questions about the area
- Providing a staffed centralized local dispatch line during shift hours

The critical components of the first function, that of providing effective physical security are, in order of importance: recruiting and retaining the best personnel available; providing up-to-date training programs, establishing a credible response, and finally, implementing physical protection at each of the City's entities.

Recruiting and retaining good personnel are predominant concerns because, quite simply, physical security can only be as good as the individual security officer out on post. Personnel policies and standards must be established which attract good people, rigorously evaluate and test their credentials, and provide for continuing reassessment of their suitability. All this must be conducted in an environment of respect, sensitive to the rights of the employees.

G4S' recruitment policy is geared toward the socioeconomic environment within which the recruiting will take place, assuring a cost-effective source of candidates. Retention and turnover problems should receive a great deal of attention since the effectiveness of the response is in direct proportion to the security officer's familiarity with the facility and training costs are high when turnover is not controlled. Of equal importance is the area of human reliability, running the gamut from ongoing employee behavioral observation programs to meaningful incentives, which address employee morale.

G4S has thoroughly reviewed the documentation provided and fully understands that the goals of this proposed procurement is to provide for the safety and physical protection at all of the City of Fort Lauderdale's entities' building occupants and real and personal property against injury, molestation, loss or damage from any preventable cause including, but not limited to fire, theft, trespassing, espionage and sabotage.

G4S proposes to respond to all security service requirements by providing on a twenty-four hours, seven days a week basis beginning the date of the contract award, all necessary personnel, supervision, management, equipment incorporated into a trained, competent, courteous, professional, licensed, uniformed security/ambassador force to accomplish the assigned contractual functions.

APPROACH AND PROACTIVE MANAGEMENT PLAN

OPERATING AND STAFFING PLAN

G4S has carefully reviewed the manning workload and staffing requirements for this RFP and has developed a detailed staffing plan that will provide for uninterrupted coverage of all posts. Should G4S be awarded the City of Fort Lauderdale's Ambassador Program's contract, it is planned that the staffing for all the entities will be a blend from G4S' current officer force and newly hired and trained officers.

While the resources are in place to provide the staff that is required, employment opportunities would be offered to all incumbent personnel who meet the G4S eligibility requirements, pass the background investigation and complete the training program established for all new officers. All Fort Lauderdale's entities will be assigned to a G4S Area Supervisor from the Fort Lauderdale office. The Area Supervisor would be the key point of contact for facility management and would be responsible for:

- Overall supervision and management of account
- Scheduling of personnel
- Payroll
- Oversee and/or conduct all site-specific training
- Logistical support
- Review and maintain all daily reports
- Prepare monthly recap reports for facility manager and department staff
- Attend security meetings or other meetings as requested
- Maintain current post orders for each post
- Maintaining roster of trained employees
- Maintaining adequate back up force
- Disciplining of officer force including counseling, suspension and termination
- Serve as a liaison between facility management and G4S management
- Respond to employee or building management concerns
- Coordinate enforcement policies and procedures
- Provide assistance and guidance to employees and visitors
- Protect the privacy of the state and the building employees

We wish to point out that we are not always cost competitive with others in our field, however, in this instance, we have provided a sound plan which will provide maximum outlay to security personnel and minimum overhead contributions. We might add, experience has taught us that in order to secure well-qualified personnel, the wage and benefit plan must be sufficient to recruit and maintain qualified personnel and to afford G4S the proper opportunity to maintain stabilization and to minimize turnover within the security force.

PROPOSED PERSONNEL

Our security solution starts with the right selection and choice of security officer/ambassador personnel qualifications for the City of Fort Lauderdale. Based on our analysis of your needs, we've specified our highest level of Security Officer, our **Custom Protection Officer® (CPO)** program for supervisor positions and our **Upscale Security Officer (USO)** program for our ambassador positions.

Our CPO and USO/Ambassador programs provide clients higher quality officers than the industry norm. This higher standard is seen in their appearance, attitude and performance. It's our assurance to you that any of our Security Officers representing your facility will interact with clients and perform their duties with the professionalism you expect.

JOB QUALIFICATIONS

Each potential applicant is provided a form listing the basic qualifications for the level of service for which the individual is making application. If the individual deems him- or she qualified, the form is signed and the application process begins. G4S will only consider applicants who meet the following minimum requirements:

- Must be at least 18 years of age.
- Must be a U.S. citizen, or a legal alien possessing appropriate work permit or visa.
- Must be fluent, both orally and in writing, in English and/or a language appropriate to the assignment, at a high school level and be clearly understandable via radio communication transmissions.
- Must possess a high school diploma or equivalent.
- Must be in good health, emotionally stable, mentally alert and able to perform job responsibilities.
- Must possess a valid driver's license (if motorized patrols are required).
- Must be trained and licensed (where applicable) in accordance with state requirements.
- Must have the ability to successfully complete a written, validated examination indicative of their ability to understand and perform the assigned duties.
- Must have a work and character background that indicates dependability, reliability, and the ability to work harmoniously with others.
- Must have been honorably discharged if served in a branch of the military service. Must not have been terminated from any previous employment for other than honorable circumstances, unless documented extenuating circumstances can be demonstrated.
- Must provide a contact telephone number, have access to reliable transportation, and be available in the event of an emergency.
- Must possess the capacity to acquire a good working knowledge of all aspects of the job.
- Must have the ability to operate under stressful situations.
- Must possess basic computer skills and/or security systems knowledge as required by the position.

Our Security Officers are recruited from a different labor pool than typical commercial Security Officers. To become part of our premier corps of security professionals all candidates must meet at least one of the following qualifications, in addition to the basic qualifications required of all G4S officers:

Custom Protection Officer® (CPO)/Supervisor:

- *Service in Military Occupational Specialty related to law enforcement, security (such as Military Police, Elite Military Forces, combat arms) or any support role in a Combat Zone*
- *Graduate of a Certified Public Safety Academy (military or civilian) in the law enforcement, adult corrections, or firefighter field*
- *Bachelor's degree in law enforcement or criminal justice related studies*

- *A minimum of 8 or more years of active service in any military branch*
- *Associate's degree (or 60 credits) or higher in law enforcement or criminal justice with current or prior active military service*

Upscale Security Officer (USO)/Ambassador:

- *Associate's degree or higher*
- *Service in the active duty military, military reserves, or National Guard*
- *Service in Auxiliary Police or Police Cadets*
- *Minimum of one (1) year verifiable & successful security experience*

RECRUITING

For G4S, hiring the best-qualified individuals begins with recruiting. Since our officers are held to higher qualification standards than traditional security officers, and must possess certain qualifications before consideration may be given for employment, G4S must use a variety of methods for recruiting these individuals. Fluctuating labor markets have led to creative recruitment methods, to include the use of the Internet, job fairs, out-of-area recruiting, employee referral programs, and a full-time Military personnel recruiter in the State of Florida, Brian Reynolds. Our success in finding the right individuals for the job is a testament to our long-standing reputation as a quality employer.

AWARD-WINNING ONLINE G4S CAREER CENTER

To attract and engage the best available job seekers, G4S has a proprietary Career Center. Our online and resource center provides a virtual resume tool, forums, groups, and networking opportunities — all within one simple to use web site. The G4S Career Center has even won as “Best Candidate Service” from *Onrec*, the online recruitment magazine for HR directors, personnel managers, job boards and recruiters.

G4S' online recruiting is highly efficient, cost-effective, fully compliant and best of all, it's an easy and welcoming experience for job seekers. Our extensive social media presence broadens our recruiting reach while our Career Center provides a valuable resource.

FULLY AUTOMATED ONLINE APPLICANT TRACKING SYSTEM

To ensure a timely supply of candidates that match your officer requirements, G4S will use our Applicant Tracking System (ATS). Our proprietary ATS, part of the G4S Career Center, uses artificial intelligence and semantics matching to align candidates with the right G4S job opportunities. This makes the talent community searchable by any G4S hiring manager throughout the world.

Matched candidates are instantly alerted, as are the appropriate G4S hiring managers. This allows a fast and effective hiring process, one consolidated into a single point of access for viewing and managing candidate flow.

Our ATS ensures full regulatory compliance through automated reporting. This means G4S is continually current with all Office of Federal Contract Compliance Programs (OFCCP) reporting requirements.

SPECIALIZED MILITARY RECRUITING PROGRAM

Through an agreement with the U. S. Army, we give preference in hiring to pre-qualified returning veterans when possible, using our award winning Military Transition Program. We have full-time dedicated military recruiters that make overseas' recruiting trips seeking qualified military law enforcement personnel. Additionally, G4S is participating in "Joining Forces," a White House campaign to promote the hiring of returning veterans and their family members.

As a result of our dedicated military recruiting, G4S has been recognized for providing opportunities to former military personnel, including:

- G4S has been named by U.S. Veterans Magazine as a 2015 Top Veteran-Friendly Company.
- For the sixth consecutive year, G4S has been recognized as a Top 100 Military Friendly Employer® by GI Jobs magazine for 2015.
- G4S has been awarded the VetJobs Outstanding.
- Veteran Employer Award (July 2015) 2015 Best Veteran Employers: A Top-35 List (Military.com).
- Most Valuable Employer (MVE) for Military™ by CivilianJobs.com.
- 35 Most Valuable Employers for Military," compiled by Civilian Job News.
- ESGR Patriot Award recipient for two consecutive years (2015-2016).



EMPLOYEE BACKGROUND CHECK PROCESS

G4S performs comprehensive screening of all officer candidates. Our standards are stringent — 75% of candidates are screened out and are not hired. ***This means only one of four candidates will pass all our requirements and become eligible for placement at the City of Fort Lauderdale and each of its entities.***



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G4S is fully compliant with the Uniform Guidelines on Employee Selection Procedures (UGESP) and is proud to have achieved 111 consecutive successful Department of Labor, Office of Contract Compliance Programs (OFCCP) Compliance Reviews. Successful OFCCP Compliance Reviews are the result of years of examining and improving our selection and placement processes, ensuring equality in our hiring and promotion activity, combined with highly detailed documentation of our processes.

Security personnel candidates undergo a comprehensive background investigation. G4S Corporate Risk Services —a separate business unit independent of G4S Secure Solutions (USA) Inc.—conducts our background investigations. Our pre-employment screening includes the following checks:

- **Identity Verification** (Social Security Trace Report and E-Verify): G4S Corporate Risk Services will initiate a social security number confirmation trace to validate the applicant's name(s), social security number and address history. The search will also return possible alias names and confirm month and year of birth.
- **I-9 Verification** Applicant employment eligibility is verified through the U.S. Citizenship and Immigration Services' E-Verify program, which combines information from the Social Security Administration (SSA) and the Department of Homeland Security (DHS). E-Verify is a federal program that allows businesses to determine the eligibility of an employee to work in the United States.
- **Criminal Searches:** G4S Corporate Risk Services uses the candidate's claimed address history as well as address history developed through the social security trace to ascertain in which jurisdictions to order criminal research. G4S Corporate Risk Services conducts criminal research in all jurisdictions where the applicant has resided over the last 10 years by submitting a request to the appropriate state agency for felony and misdemeanor criminal records. In the absence of a statewide repository, criminal checks are performed at the county level through local courthouse checks.
- **National Criminal Check:** G4S Corporate Risk Services conducts a check of multi-jurisdictional and national criminal database records covering aggregated data from nationwide sex offender registries, state and local courts, correctional departments, departments of parole and federal law enforcement/national security-related watch lists. The following terrorism watch lists are also searched as part of this product:

BACKGROUND SCREENING REPORT

Prepared for:

Patricia Mendoza
Website Delivery
tuladmin
G4S-SSUS-Tulsa



Compliance & Investigations

National Research Center
3950 RICA Blvd, Suite 5003
Palm Beach Gardens, FL 33410
Telephone: 800.275.8318
Fax: 800.275.8319

Subject Information:

Subject: Johnson, Jeffrey
Alias(es):
Social Security Number: 111-11-111
File Number(s): 1607343
Program Name(s): New Hire
Date/Time Initial Request: August 6, 2015 10:34 AM
Date/Time Last Update: August 27, 2015 12:26 PM

Report Summary Information:

Component	Status	Last update
Subject Communication, page 2	COMPLETE-clear	8/26/15 12:46 PM Eastern
Education Verification at Beggs High School in Oklahoma, page 2	COMPLETE-discrepancy	8/26/15 12:38 PM Eastern
Employment with MATHIS BROTHERS, page 3	COMPLETE-verified	8/12/15 11:10 AM Eastern
Employment with [k&p] horse training, page 4	COMPLETE-discrepancy	8/12/15 11:56 AM Eastern
Employment with WAL MART, page 5	COMPLETE-verified	8/12/15 11:56 AM Eastern
Employment with Leisure World, page 6	COMPLETE-verified	8/12/15 11:32 AM Eastern
Employment with Marine Corps, page 7	COMPLETE-discrepancy	8/27/15 12:13 PM Eastern
Employment with [u&p] horse training, page 8	COMPLETE-discrepancy	8/12/15 11:52 AM Eastern
Employment with Keystone Excavating Inc., page 9	COMPLETE-verified	8/12/15 11:09 AM Eastern
Employment with A-1 POOLS, page 10	COMPLETE-verified	8/26/15 12:50 PM Eastern
Statewide Criminal History in Oklahoma (7 years) for Jeffrey Johnson, page 11	COMPLETE-clear	8/11/15 02:02 PM Eastern
Statewide Criminal History in North Dakota (7 years) for Jeffrey Johnson, page 11	COMPLETE-clear	8/06/15 05:02 PM Eastern
County Criminal History in ORANGE, California (7 years) for Jeffrey Johnson, page 11	COMPLETE-clear	8/07/15 08:55 AM Eastern
County Criminal History in SAN DIEGO, California (7 years) for Jeffrey Johnson, page 11	COMPLETE-clear	8/06/15 12:38 PM Eastern
Motor Vehicle Report in Oklahoma for Jeffrey Johnson, page 11	COMPLETE-hits	8/11/15 02:45 PM Eastern
Candidate Supplied Address History, page 12	COMPLETE-clear	8/06/15 10:34 AM Eastern
Address to Criminal History (7 year) for Jeffrey Johnson, page 12	COMPLETE	8/06/15 10:34 AM Eastern
SSN Address Trace (credit), page 13	COMPLETE	8/06/15 11:13 AM Eastern
National Criminal History for Jeffrey Johnson, page 13	COMPLETE-clear	8/11/15 02:15 PM Eastern
National Criminal History for Jeff Johnson, page 18	COMPLETE-clear	8/06/15 10:35 AM Eastern
National Criminal History for Jeffrey Johnson, page 22	COMPLETE-clear	8/11/15 02:02 PM Eastern
QA Final, page 26	COMPLETE-clear	8/27/15 12:26 PM Eastern

Notice : The information provided is a consumer report as defined in the federal Fair Credit Reporting Act [15 U.S.C. 1681i]. It contains confidential information on the individual named. It is submitted to the conditions contained in your Subscriber Agreement with G4S Compliance & Investigations and may be used solely as a factor in evaluating the named individual for property renting/leasing, employment, promotion, reassignment or retention as an employee. G4S Compliance & Investigations maintains strict procedures designed to ensure that the information is complete and up to date. While the information furnished is from reliable sources, its accuracy is not guaranteed. Proper use of this report and final verification of the named individual's identity is your sole responsibility. If any adverse action is taken based in whole or in part on this consumer report, a copy of this report and a summary of the consumer's rights must be provided to the consumer prior to taking adverse action.

G4S Compliance & Investigations (G4S) will accurately report all information as received. The information in this report is gathered from sources deemed by G4S to be reliable, however G4S cannot be responsible for the content of information received from an outside source.

SUBJECT DETAILS
Printed: 08/31/15 11:30 AM EDT

Jeffrey Johnson
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- **Office of Foreign Assets Control (Specially Designated Nationals (SDN) and Blocked Persons List – Updated Bi-Weekly)** Description: The Office of Foreign Assets Control (OFAC) administers a series of laws that impose economic sanctions against hostile targets to further U.S. foreign policy and national security objectives. This listing contains the names and description information on those persons identified by the United States to pose a threat to the interests and security of the United States. This data file also includes narcotics traffickers, terrorists, and business and organizations supporting threatening activities. Date of Birth is available for approximately 45% of the records in this source.
- **U.S. Department of State Foreign Terrorist Organizations List (Updated Monthly)** Description: Data contains foreign organizations that are designated by the Secretary of State in accordance with section 219 of the Immigration and Nationality Act. These groups/individuals have been identified as participants in terrorist activity and have been designated as a threat to the security of the United States. Search results may include Name, Alternate Name, Most Recent Designation Date, and Comments. Date of Birth is not available from this source.
- **America's Most Wanted Fugitive List (Wanted Fugitives through July 2012)** Description: Data contains individuals who are currently listed as America's Most Wanted Fugitives. Search results may include Name, Age, Photo, Physical Characteristics, Last Known Location Information, Offense, and Prior Conviction Information.
- **Australian Department of Foreign Affairs and Trade (Current Sanctions – Updated Monthly)** Description: The Australian Department of Foreign Affairs and Trade maintains a list of individuals and entities that have been suspected or identified by the United Nations or Australia as terrorists. The moment an individual or entity is placed on this list, its assets must be frozen under Australian law. Asset holders are under an obligation to freeze the assets or economic resources of persons involved in terrorism as listed in the Consolidated List. Date of Birth or Year of Birth is available for approximately 45% of the records from this source.
- **Canadian Public Safety (Current Listed Entities – Updated Quarterly)** Description: Data contains currently listed entities from the Canadian Public Safety department. The listing of an entity is a public means of identifying a group or individual as being associated with terrorism. Search results may include Name, AKA Name, Description, Listed Date, and Reviewed Date.
- **Directorate of Defense Trade Controls (Debarred Parties List)** Description: National Security Debarred List consists of individuals who have been convicted of violating or conspiracy to violate the Arms Export Control Act (AECA). These persons are prohibited from participating directly or indirectly in the export of defense articles (including technical data) and defense services. This list is a subset of persons who may be "debarred" or ineligible to participate in the export of defense articles and defense services. Date of Birth is not available from this source.
- **European Union Terrorism Sanctions List** Description: List, maintained by the European Union, of known terrorists subject to financial sanctions. Date of Birth is available for approximately 25% of the records from this source.



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- **Immigration and Customs Enforcement (ICE) (Most Wanted/Current Offenders)** Description: List includes the current Most Wanted Fugitives regulated by the US Immigration and Customs Enforcement. These individuals have committed serious crimes in the United States including trafficking, smuggling, murder, and more. Results may include Name, Photo, Aliases, Date of Birth, Height, Weight, Eye Color, Hair Color, Sex, Nationality, Place of Birth, Complexion, Identifying Marks, Occupation, Last Known Residence, Offense, Offense Details, and Warrant Information.
- **Interpol Most Wanted (Updated Monthly)** Description: The persons concerned are wanted by national jurisdictions (or the International Criminal Tribunals, where appropriate) and Interpol's role is to assist the national police forces in identifying or locating those persons with a view to their arrest and extradition.
- **MIPT Terrorism Knowledge Base (Known Terrorists through April 2008)** Description: Developed by the Memorial Institute for the Prevention of Terrorism (MIPT), the Terrorism Knowledge Base offers in-depth information on global terrorist incidents, terrorism-related court cases, and terrorist groups and leaders. Data also covers the history, affiliations, locations, and tactics of terrorist groups operating across the world, with over 35 years of terrorism incident data and hundreds of group and leader profiles and trials. Results may include Alias, Group, Role, Current Location, Education, Marital Status and Photo. Date of Birth is not available from this source.
- **Most Wanted List (Updated Quarterly)** Description: Data from compiled lists containing information on over 1,000 individuals. Data contains most wanted lists from a variety of agencies including Air Force Office of Special Investigations, FBI Crimes Against Children, FBI Criminal Enterprise Investigations, FBI Cyber's Most Wanted, FBI Domestic Terrorism, FBI Terrorism, FBI Top Ten Most Wanted, FBI Violent Crimes – Murders, FBI Additional Violent Crimes, FBI White Collar Crimes, US Secret Service Most Wanted, US Marshalls Most Wanted, USPS Most Wanted, ATF Most Wanted, FBI - Seeking Information – Terrorism, FBI – Counterintelligence, and EPA Fugitives.
- **National Counterterrorism Center (Comprehensive Terrorist List - Updated Semi-Annually)** Description: Data contains individuals listed on the Comprehensive Terrorist List maintained by the National Counterterrorism Center. Search results may include Name, AKA, DOB, Photo, Status, Place of Birth, Physical Description, and Narrative.
- **Naval Criminal Investigative Service (NCIS) (Current Most Wanted Fugitives – Updated Monthly)** Description: Data contains individuals currently wanted by the Naval Criminal Investigative Service (NCIS). Search results may include Name, DOB, Physical Description, Offense, and Photo.
- **Office of the Superintendent of Financial Institutions (OSFI) (Canadian Sanctions List)** Description: List of names, maintained by Canada's Office of the Superintendent of Financial Institutions, of individuals sanctioned under new Canadian and United Nations anti-terrorism measures. Date of Birth or Year of Birth is available for approximately 55% of the records from this source.
- **Palestinian Legislative Council List (Records through September 2008)** Description: United States Department of the Treasury list of 130 Palestinian Legislative Council Members who were elected on the party slate of a foreign terrorist organization, are on the Specially Designated Terrorists or

Specially Designated Global Terrorist Lists. These individuals are not included on the Designated Nationals or Blocked Persons Lists. Transactions involving these individuals must be rejected.

- **Royal Canadian Mounted Police (Current Most Wanted – Updated Monthly)** Description: Data contains individuals currently wanted by the Royal Canadian Mounted Police. Search results may include Name, Date of Birth, Physical Description, Photo, Offense, and Offense Description.
 - **United Nations Consolidated Sanctions List** Description: List of individuals upon whom United Nations Sanctions have been imposed based on new anti-terrorism measures. Date of Birth or Year of Birth is available for approximately 55% of the records from this source.
 - **U.S. Department of State Fugitives from Justice List (Fugitives since March 2014 – Updated Semi-Annually)** Description: Data contains individuals wanted by the US Department of State as fugitives from justice. These individuals are wanted for serious violations of international humanitarian law. Search results may include Name, Photo, and Narrative. Date of Birth is not available from this source.
 - **U.S. Department of State Nonproliferation Sanctions** Description: Data contains nonproliferation sanctions issued by the US Department of State. The United States imposes sanctions under various legal authorities against foreign individuals, private entities, and governments that engage in proliferation activities. Search results may include Name, Sanctioned By, Sanction Type, Imposed Date, Federal Register Notice, Federal Register Notice Date, and Expiration Date. Date of Birth is not available from this source.
- **Activity Check** (Employment, Unemployment, and Education): G4S Corporate Risk Services collects 10 years of claimed activity, including prior employment, education, and periods of unemployment. Activities over the last seven (7) years are verified and the highest level of education completed is also verified, regardless of when the degree was obtained. Unemployment periods of 90 days or more are verified through listed references. In the event G4S Corporate Risk Services is unable to verify activity with a primary source, an alternate source is used to verify the activity. Allowable forms of alternate verification include: W-2, pay stub(s), DD214, high school or college transcript, copy of diploma/degree/GED/certificate, certified letter from state Department of Education or American Council on Education, co-workers, or non-related references.
 - **Driver's License (DMV) Check:** G4S Corporate Risk Services initiates a check of the applicant's driving record through the state department of motor vehicles. This reveals all traffic violations and substantiates a valid operator's license as allowed by state law for employment purposes. In addition, all G4S officers in driving positions will have their driving records checked every year.
 - **Military Service (DD214):** If applicable, based on the candidate's application indicating prior military service, G4S Corporate Risk Services requests from the candidate a copy of their DD214, which provides separation type, character of service, authority and reason for separation, separation and reenlistment eligibility codes. Military is alternatively verified by contacting the applicant's last duty station or branch processing center.
 - **Drug Screening** (10-panel): All candidates undergo a 10-panel urinalysis test conducted by Quest Diagnostics, an independent drug-screening clinic. G4S has contracted Quest Diagnostics to ensure



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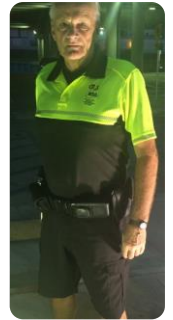
testing consistency and reliability nationwide. Candidates will be sent to a collection location, from where their samples are sent to the designated lab. Due to the importance of this component in the hiring process, chain-of-custody forms are used to ensure testing integrity. The G4S drug screening coordinator will receive the lab results from Quest Diagnostics and forward them to the local G4S office where the candidate is being screened.

- **Physical Examination:** G4S will have a physical examination conducted by a licensed physician to determine if the candidate is physically suited to perform the duties of a G4S security officer.
- **Psychological Examination:** G4S will administer the Minnesota Multiphasic Personality Inventory (MMPI) for CPO applicants prior to employment. G4S has thoroughly vetted and contracted national providers to ensure the integrity of the psychological examinations.

G4S' Human Resources Manager maintains an Employment Record for each employee. The record includes the employment application, attendance reports, training certificates, and background investigation, drug/urinalysis, pre-employment honesty tests, physical examinations, classifiable fingerprints, a recent photograph, and any work related injury reports. G4S will furnish these records to the City of Fort Lauderdale as required.

UNIFORMS

G4S will furnish each officer assigned to City of Fort Lauderdale Ambassador Program with a complete complement of the polo-style security officer uniform to include summer and winter uniforms and foul weather gear. Personnel are required to maintain their uniforms in a neat and orderly manner at all times. **Uniforms are provided to the employee at no cost or deposit.**



TECHNOLOGY – SECURE TRAX®

G4S security officers will communicate, report observations, perform inspections and log incidents immediately from an android smartphone using our proprietary mobile technology, Secure Trax®.

Secure Trax® will allow our officers to communicate with your designated representatives using the methods you prefer, such as:

- **Cell phone with controlled access**
- **Email**
- **Text messages**

Using Secure Trax®, officers will document observations when conducting tours and inspections, record incidents, and Secure Trax® will automatically notify the right people according to your protocols via email (with photos attached) or text message. All data collected from Secure Trax® is available via your secure online reporting portal. Set by access levels, you and your team will have access to histories of officers' observations, reports and locations as well as to other compliance data including check-in/check-out reports.



BENEFITS OF COMMUNICATION USING SECURE TRAX®

With Secure Trax®, our officers will communicate quickly and efficiently to keep you in the loop, and will document their actions and observations thoroughly. You will have easy online access to your Secure Trax® data through our online reporting portal. Secure Trax® benefits include:

- **Confidence knowing the right people will be notified immediately**
- **Your risk management and legal processes supported by documented histories**
- **Optimal use of officers through better communications**
- **Ability to create customized inspections for officer**
- **Responsive and reliable security during and after emergencies**
- **Greater protection of life safety, business continuity, assets and reputation**
- **Safer workplaces from “near misses” captured as areas to improve**

SECURE TRAX® — MORE THAN COMMUNICATION

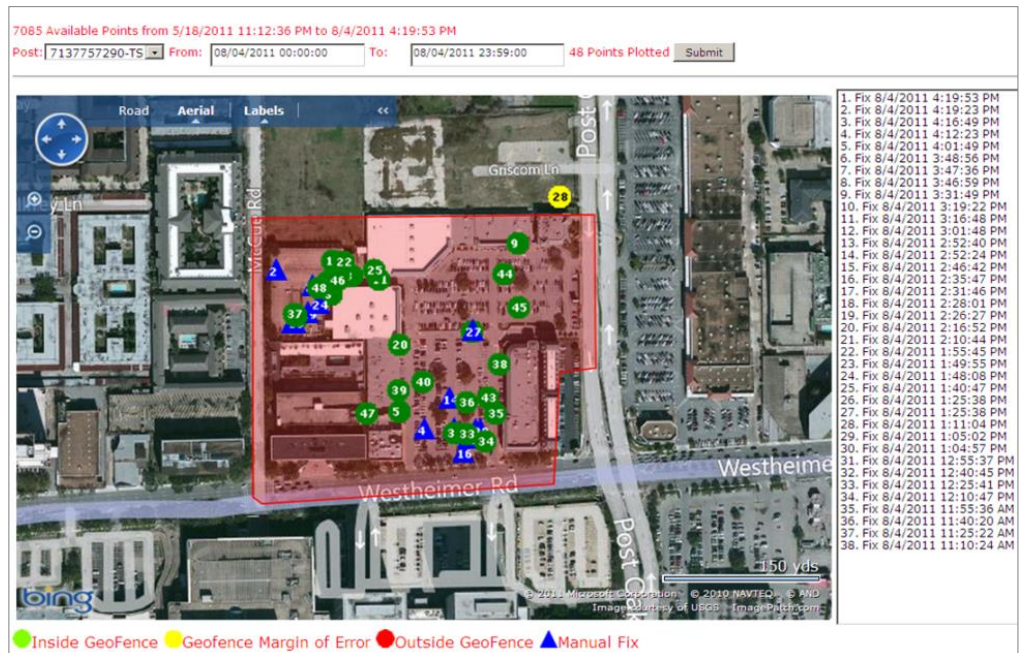
Smarter than a smartphone, Secure Trax® will provide you technologies that keep you notified, safer and more secure. These advanced features are in Secure Trax® at no additional cost, and include:

- **GPS Geo-fence**
- **Automatic Incident Notification**
- **Exterior and Interior Patrol Tracking and Compliance**
- **Full Post Coverage**
- **Safety Inspections, Notifications and Online Results**

GPS GEO-FENCE

Secure Trax® provides a “Geo-fence” feature, a virtual fence around your location, and will automatically email our supervisors and your designated recipients if the officer has gone outside the defined perimeter.

Additionally, you will be able to track officers’ locations in real time at your secure online web portal. Using satellite signals, the units’ locations are plotted on a predetermined frequency, typically every five minutes.



INCIDENT NOTIFICATION

Using a customized drop down list of your site locations and specific incident types G4S officers will quickly enter incidents using Secure Trax®, attach relevant images and details to the incident record.

Secure Trax® automatically sends real-time notifications via e-mail or text message to the right people in your organization, you aren't dependent on the officer remembering or knowing who to notify. This works equally well for facilities maintenance to learn about a lighting issue in the parking lot as it does for security to be alerted about an incident in a building. Prior to the start of service, we will work with you to define your notification protocols and ensure critical incidents are delivered to the right functional groups in your company.

With all incident information in a single online location, Secure Trax® provides:

- ***Real-time notifications sent by e-mail or text message***
- ***Your notification protocols are followed to ensure the right people are notified promptly***
- ***Relevant images and details attached to incident records***
- ***G4S officers quickly and easily enter complete incident data at the location from their android phone.***

EXTERIOR AND INTERIOR PATROL TRACKING AND COMPLIANCE

With your input, interior patrol will be developed to ensure all desired areas are patrolled according to your schedule and frequency. G4S officers will scan NFC (near field communication) tags or bar codes during their interior patrols using Secure Trax®. These location results will be online immediately and provide you the documentation that interior patrols were completed on schedule as contracted. In addition to compliance functionality, each scan can prompt the officer with a series of questions to respond to or customized inspection adding true value to each patrol.

If a scheduled patrol location fails to be scanned within its designated timeframe, G4S supervisors are notified by email and follow established protocols for corrective actions.



By monitoring patrols within your perimeter, we will help you have:

- ***Fewer accidents***
- ***More on-site patrols with more preventive observations***
- ***Fewer officer distractions***
- ***Lower liability and insurance costs***
- ***A searchable record of patrol activities***

Online tracking will provide reports for analyzing tour compliance. This data will provide greater insights into making your location safer and more secure.

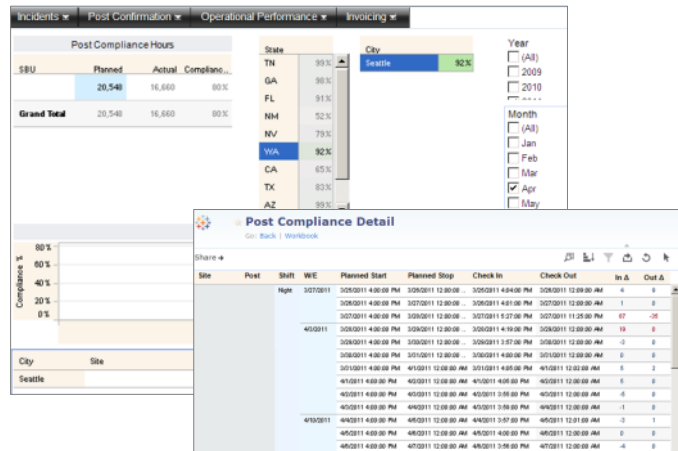
FULL POST COVERAGE AND POST INSPECTION REPORTING

G4S will ensure post coverage at your location through Secure Trax' automated officer check-in/check-out function. Secure Trax® immediately reports online the presence of G4S officers on post at the scheduled time via GPS coordinates for exterior posts, or by officers scanning barcodes at interior posts.

With Secure Trax®, open posts automatically generate an email or text alert to G4S supervisors, who will then perform corrective actions to ensure all posts are filled.

Additionally, Secure Trax® will provide online reports detailing and summarizing post inspections of officers, supervisors, and vehicles. Our online reports present data graphically for easy interpretation and include:

- ***Planned Post Inspections vs. Actual***
- ***Post Inspections by Month and Year***
- ***Percentage of Post Inspections Compliance Stats***
- ***Detail by Site, Post, Shift and Date of Inspection***



SAFETY INSPECTIONS, NOTIFICATIONS AND ONLINE RESULTS

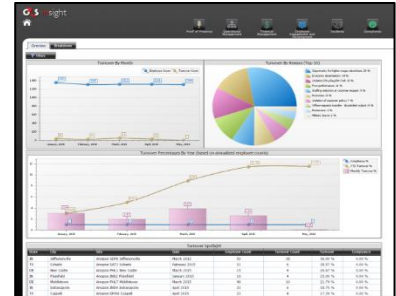
When G4S officers observe a potential safety incident, or an incident occurs, they will notify you immediately through Secure Trax® via the application, phone, text or email message.

We will define notification and escalation protocols with your representatives prior to service start. These protocols ensure the right people within your company and ours are notified immediately and are kept informed. Online documentation of each safety notification is available in real time.

Using Secure Trax®, G4S officers will perform safety inspections per the contract specifications. Results of safety inspections will be available online at the completion of each inspection and can include photos.

TECHNOLOGY – G4S INSIGHT

Understanding our customers required a quick and easy way to access information on demand, G4S created Insight – a web-based online repository of key account information and user-friendly reporting tools available in real-time. With G4S Insight, data is automatically populated from Secure Trax®, Labor Scheduling and our Time and Attendance systems, allowing full transparency and visibility into our overall performance while also offering seamless reporting capabilities in the following areas:



- Compliance - providing access to specific Key Performance Indicators (KPIs) including: post coverage, turnover, training, post/site inspections, payroll accuracy, and invoice accuracy.
- Financial Tracking - The ability to capture budget information to support Budget versus Spend reporting, to include statistical forecasting and overtime analysis reports
- Incident Reporting - All incidents observed by G4S' security personnel are electronically recorded, extending the capabilities of Secure Trax®
- Tour and Inspections - Utilizing Secure Trax®, G4S is able to provide unlimited options for automating and reporting guard tours, facility inspections or any other current manual checklist processes. A portfolio of reports and graphs, including compliance reports (e.g., completed vs. target scans) and detailed reports with filtering and drill-down capabilities are available on demand and can be exported in a variety of formats
- Staffing - Addressing everything from on-time compliance to Daily Activity Reports (DARs) to post orders, G4S Insight provides searchable work schedules, GPS tracking with geo-fence capability for outdoor patrols and the tools needed to ensure full contract compliance and the delivery of service on a daily basis

Together, Secure Trax® and Insight allow G4S officers to do more and G4S customers to see more, with unmatched visibility and functionality for their security operations.

TRAINING PROGRAM

G4S is committed to providing the highest quality training and comprehensive development programs, as we view the development of staff to be integral to the success of safety and security for the City of Fort Lauderdale's entities' operations. All G4S Security Officers assigned to the City of Fort Lauderdale are trained through the ISO-registered G4S North America Training Institute Corporate University; **the only certified corporate university in the industry**. Maintaining this level of infrastructure provides our clients, like the City of Fort Lauderdale with the assurance that:

- *We bring a common culture, loyalty, and belonging to our personnel on being a G4S Security Officer.*
- *We offer valuable training and education to our personnel which is organized and consistent across clients' portfolios.*



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- ***We offer advanced and ongoing training which supports retention and promotion of key personnel as well as commitment to employee development.***
- ***An established third party auditor will attest G4S' training programs are reviewed and audited to ensure we are meeting the security industry minimum requirements and that customer standards are met.***

G4S' corporate university has received numerous accolades, awards and certifications, with the most recent being:

- Eight consecutive years (2008-2015) recognition as Top 125 Training Company by *Training magazine*
- 2015 Learning Elite Award by Chief Learning Officer Magazine
- 2015 Top 20 HR Leadership 500 Excellence Award (Large Company) by HR.com
- 2015 The American Society for Training & Development (ASTD) Best Award winner
- Workforce Magazine Workforce 100 Company
- Brandon Hall Bronze Award for Best Inclusion and Diversity Strategy, the Bronze Award for Best in Rewards and Recognition and the Silver Award for Best Talent Acquisition Process



Our awards and ISO-registration attest to the world-class training we provide our officers – giving you the confidence in knowing our personnel are competent, professional, efficient and fully prepared to serve the City of Fort Lauderdale. It further underscores our commitment to providing personnel training that exceeds industry standards and opportunities that support professional career development to retain the highest caliber personnel.

We have designed a training and development program for the City of Fort Lauderdale's Ambassador Program that includes:

- Pre-Assignment Classroom Training & On-the-Job Training
- Annual Refresher Training
- Supervisory Development Training
- Training Resources & Compliance

Additional training needed for the specialized Ambassador Program includes:

- 6 hour training course facilitated by Fort Lauderdale Police Department
- Customer service training program similar to the Broward County and Greater Fort Lauderdale Convention and Visitors Bureau (CVB) SUNsational Service Training Module

CLASSROOM BASED, INSTRUCTOR-LED TRAINING

While online training modules have become a standard platform for officer training throughout the industry, G4S firmly believes that our live training is the only way to adequately prepare officers for any scenario that may arise while on duty. Our in-house training instructors are fully certified and licensed by the state in all topics that they teach, and they are absolutely qualified to train highly skilled security officers. These individuals also serve as a last-line quality control measure, observing their students' behavior, attentiveness and attitude to ensure that only the most adept, most personable and most professional candidates wear the G4S uniform and represent the City of Fort Lauderdale.



Assigned officers and supervisors will complete a 40-hour pre-assignment curriculum in the classroom led by a dedicated Fort Lauderdale Office Training Manager. All assignees will also complete a certified course in (8 hours), which will be required every two (2) years. Topics included are shown in the chart below.

40 HOUR PRE-ASSIGNMENT TRAINING PROGRAM – LIVE CLASSROOM INSTRUCTION

LESSON PLAN AND SUBJECT	HOURS
<u>INTRODUCTION</u>	1
<ul style="list-style-type: none"> LP-63-Serving the Security Customer 	
<u>BASIC PREPAREDNESS</u>	2
<ul style="list-style-type: none"> LP- 1 - Basic Duties of Private Security Personnel LP-33 - Shift Work, Sleep and Alertness 	
<u>LIFE SAFETY</u>	6
<ul style="list-style-type: none"> LP-25 - Fire Detection, Suppression and Life Safety LP-32 - Accident Prevention and Investigation LP-48 - OSHA First Responder – Awareness Level LP-36 - Basic Emergency First Aid LP-52 - Emergency Response LP-30 - Patrol Vehicle Driving Safety 	
<u>LEGALITIES</u>	5
<ul style="list-style-type: none"> LP- 3 - Legal Authority of the Security Officer LP-38 - Powers of Arrest LP- 5 - Search and Seizure LP- 4 - Protecting Crime Scenes and Preserving Evidence LP-11 - Courtroom Testimony 	
<u>PROFESSIONAL COMMUNICATIONS</u>	5
<ul style="list-style-type: none"> LP-22 - Field Note-Taking LP- 7 - Report Writing LP-14 - Two-Way Radio Operations LP-13 - Telephone Procedures and Etiquette 	



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LESSON PLAN AND SUBJECT	HOURS
<ul style="list-style-type: none"> LP-56 - Security Interviewing Techniques 	
<u>PHYSICAL SECURITY</u> <ul style="list-style-type: none"> LP- 6 – Techniques of Effective Patrol LP-10 - Night Vision Techniques for Patrol LP-18 - Access Control LP-19 - Information Protection LP-29 - Protective Alarm Systems LP- 9 - Crowd Management LP- 8 - Bomb Threats LP-12 - Traffic Control LP-44 - Controlled Substances 	9
<u>INTERPERSONAL RELATIONS</u> <ul style="list-style-type: none"> LP- 2 - Human, Public and Media Relations LP-72 - Effective Assertion LP-58 - Private Security and Police Relations LP-35 - Abnormal Behavior LP-53 - Violence in the Workplace 	5
<u>COURSE ADMINISTRATION</u> <ul style="list-style-type: none"> CPR/AED/First Aid Through American Heart Association LP-46 - Firearms Safety – Armed Personnel only Final Exam and Review 	7
Total Pre-Assignment Training Hours	
	40

DALE CARNEGIE TRAINING

As a further commitment to ensure our officers are providing the highest customer service, G4S recently partnered with **Dale Carnegie Training** to provide advanced customer-service training to our employees with specific emphasis on building customer loyalty, creating effective first impressions, and managing customer expectations. This innovative industry-first program further set us apart from competitors by developing enhanced customer service skills that will not only improve their interactions with the City of Fort Lauderdale clients and visitors but also provides G4S employees with a greater sense of engagement and commitment to their jobs.



G4S' customized Dale Carnegie training topics include:

- **Customer Experience** – Creating an environment with customers to maintain a positive long-term relationship. Leveraging positive experiences to create customer loyalty and a desire for them to be a champion for your organization. Making customers feel important.
- **Attitude** – Maintaining a friendly, positive, and enthusiastic outlook.
- **External Awareness** – Seeing situations from multiple points of view and remaining mindful of how actions impact others. Keeping up to date with issues that affect area of responsibility.

- **Professionalism** – Projecting an image of maturity and integrity that creates credibility. Creating an unforgettable first impression.

Please note that in addition to Dale Carnegie training, the G4S Ambassadors will receive customer service training program similar to the Broward County and Greater Fort Lauderdale Convention and Visitors Bureau (CVB) SUNsational Service Training Module.

ON-THE-JOB TRAINING & ANNUAL REFRESHER TRAINING

All assigned Custom Protection Officers® and security supervisors will receive 40 hours of on-the-job training on post. This training will focus on application of classroom-taught material and specific security needs of the City of Fort Lauderdale, such as special equipment use and conduct for each post. All assigned personnel will receive 48 hours of annual training to ensure competence of equipment use and procedures. Supervisors' refresher training will include security topics and transit security policies and procedures.

SUPERVISOR LEADERSHIP TRAINING PROGRAM

Each supervisor assigned to the City of Fort Lauderdale's account will complete the G4S Leadership Manual course within six months of assignment as a supervisor. The University of Maryland recognizes this self-study program as an 80-hour course and will award the learner eight continuing education units (CEUs) upon completion of the course.

LEARNING MANAGEMENT SYSTEM

G4S' Learning Management System (LMS) is a centralized on-line training website designed for easy access by our employees through the G4S North American Training Institute corporate university. The LMS has 25 interactive security training modules, management skills programs produced by American Management Association®, over 100 Microsoft Office training courses and 42 safety courses. These are value-added training offered to all employees. After each course is successfully completed, employees receive a certificate of completion and their training record is automatically updated with the course title, the date and time completed.

ENVIRONMENTAL HEALTH & SAFETY (EHS) PLAN

The health and safety of our employees comes first at G4S. In 2013-2015 our focus on safety has demonstrated true measurable results with a more than 37% reduction in recordable injuries in the U.S. We know that safety begins with a commitment from management and it also involves Supervisors and their personnel. Our Safety Committee conducts monthly conference calls to discuss and share best practices. Our health and safety performance is reviewed at every board meeting.

To achieve our aims for health and safety beyond compliance with local laws and regulations, G4S established the following minimum standards:

- Comply with published Health & Safety strategy country-specific and account-specific
- Monitor account-specific KPIs and provide reports on any work-related fatalities or serious incidents, e.g., what happened, the cause, and the measures to prevent recurrence, and ensure appropriate follow-up action

- Review the account-specific health and safety performance and strategy at least quarterly during review meetings
- Maintain proactive communication and consultation with employees on health and safety
- Ongoing health and safety training for personnel on general t and account-specific topics

Safety Program

G4S has developed a safety program to help assist field personnel achieve safety excellence which consists of the following key initiatives:

Safety Road Map: This is a company-wide documented safety program which all personnel are required to read and sign acknowledgement of receipt. The road map that includes:

- Policy statement
- Defined roles with safety responsibilities of each key individual (i.e. General Manager, Supervisors, and Security Officers)
- Measurement process and incentive program
- Safety Condition Reports – Various safety reports (e.g., PPE assessment)
- Defines the Accident Investigation/Root-Cause Analysis process
- Outlines Workers Compensation/Return to Work Program
- Outlines motor vehicle program

The **Employee Safety Handbook** is distributed to all personnel and provides basic safety training. Personnel must pass a written test consisting of 25 questions and receive a minimum score of 70% to demonstrate competency. This is conducted during their pre-assignment training. Employee Safety Handbook topics include:

<i>Accident and Injury Reporting</i>	<i>Lifting – Material Handling</i>
<i>Driver Requirements</i>	<i>Personal Protective Equipment</i>
<i>Emergency Response Planning</i>	<i>Slips and Falls</i>
<i>Fire Protections/Prevention</i>	<i>Hazard Communications</i>
<i>Traffic Control</i>	<i>First Aid Procedures</i>

The **Safety Newsletter** is distributed monthly to all G4S field locations and personnel. “Safety Matters” covers a safety topic and safety related information.

Safety Briefs is comprised of a collection of one-page safety topics distributed weekly and can be used for a safety meeting. If a site is experiencing a particular safety-related issue, pertinent information can be sent to the site.

Bi-Monthly Safety Conference Calls: On a bi-monthly basis, online safety conference calls cover topics, such as: Back Injuries, Ergonomics, First Aid & Medical Emergency, and Safety Leadership.

SAFETY TRAINING

All personnel receive site-specific training on their Post Orders, topics based on client-specific work environment, and other required safety training. We recognize that many of our clients have contractor

safety programs and may prefer that G4S use the client safety training program. G4S is happy to incorporate all of the safety standards and programs established by the City of City of Fort Lauderdale.

Behavioral Based Safety Process: As part of G4S' continuous improvement process in safety performance, a behavioral-based safety process was initiated. As part of this process, our personnel assigned to the City of City of Fort Lauderdale will always carry safety observation cards or use the safety feature on Secure Trax®. The safety observation cards must be completed when a near miss takes place or a safety hazard is observed. All completed safety observation cards are submitted to the Supervisor on duty for further action to include communication with the City of City of Fort Lauderdale. By focusing on the antecedents that drive unsafe behavior, we can realize dramatic safety improvements.

READINESS AND TIMELINE

TRANSITION PLAN

Our goal for the City of Fort Lauderdale's project startup will be to ensure each of your locations and stakeholders are kept in the loop on our activities and feel confident of a smooth and seamless startup with G4S and avoid interruptions. G4S has successfully transitioned some of the largest and most operationally challenging accounts in the industry such as General Motors and Department of Homeland Security. Our methodology focuses the following:

- **The Right Roles & Experience — Transition Team:** The transition team will bring together senior management and experienced local resources from within both G4S and the City of Fort Lauderdale and will establish the formalized roles and specific transition tasks, responsibilities and timelines. The G4S team will take all steps necessary to ensure your business is uninterrupted during the implementation period. Transition roles will be defined by functional area to include:
 - Operations: Post Orders, scheduling, communication – *G4S Ft. Lauderdale Office Operations Manager*
 - Purchasing: Equipment and uniforms ordering/delivery – *G4S Ft. Lauderdale Office, Office Manager*
 - Technology: Secure Trax® and Insight setup – *G4S Headquarters, Information Technology Division*
 - Account Management: Setup billing and reporting protocols – *G4S Headquarters Accounting Division*
 - Human Resources: Recruiting officers, orientation and payroll setup – *G4S Ft. Lauderdale Office, HR Manager*
 - Training: Schedule resources/setup compliance reporting – *G4S Ft. Lauderdale Office, Training Manager*
- **Fully Mapped Process — Transition Plan:** Our step-by-step plan outlines each individual task, assigns team members, establishes milestones and monitors the weekly progress. The chart provided below summarizes the transition activities and timeline for G4S, and we will adapt it based on the City of Fort Lauderdale's specific requirements.

TASK	WEEKS BEFORE START				SERVICE STARTS
	4	3	2	1	
Contract award					
Meeting of start-up team					
Start-up team meets with the City of Fort Lauderdale					
Recruit incumbent & new personnel					
Interview personnel					
Conduct background investigations					
Offers of employment					
Conduct surveys					
Review/Write Post Orders					
Order uniforms/equipment					
Train supervisors (as necessary)					
Create contract masters					
Issue uniforms/equipment					
Classroom training					
Create master schedules/assign personnel					
Place equipment/forms on posts					
On-the-job training					
Contract commences					
Contract compliance/quality control					

G4S Transition Plan starts upon award to ensure performance satisfaction and 100% contract compliance. We know transitions do not stop the day the contract starts.

Constant & Proactive Communications — Transition Reporting: G4S will keep the City of Fort Lauderdale informed of the status of pre-start up activities, and updated during the implementation process. We will do this through daily in-person meetings on-site; by phone, email and text; and, weekly recruitment reports to address site specific staffing progress.

TRANSITION PLAN TASKS

Upon contract award, G4S will assign local and regional and corporate transition team members and schedule task completion dates. Once on site, the following activities are a priority:

Recruitment and Applicant Processing

- **Prepare recruitment packages and post job listings.**
- **Recruit available incumbent personnel** - G4S will immediately contact incumbent security officers to initiate the application process. G4S will distribute our Transition Newsletter.
- **Review applications, schedule and conduct interviews** - Human Resources (HR) Specialists will review all applications for the appropriate qualifications relative to current openings. HR Specialists will then interview all qualified applicants and determine which position is most suited to the applicant's background and skill sets. Conditional job offers may be extended to applicants at this time.
- **Submit forms to G4S Compliance and Investigations to initiate Background Investigation.**
- **Send applicants for drug screening and review results.**
- **Obtain Local and State Licenses/ Certifications/Training Certificates and transit badges as applicable** - Potential candidates will complete the appropriate regulatory license applications.
- **Make job offers and conduct new hire orientation** - Qualified applicants will be extended formal job offers. All newly hired personnel will attend a new hire orientation that will give them information such as the benefits, a full overview of G4S policies and procedures, and welcome letters giving an overview of the transition.

Operations Teams / Site Evaluations

- **Conduct operational evaluation of each post per site** – Our Operational team will identify all posts and positions to transition and thoroughly evaluate the processes the security officers are required to accomplish during their shift. From these evaluations our team will develop an in-depth checklist of specific requirements and skill sets for security officers.
- **Create Post Orders** – We will create detailed Post Orders based on the information from conducting their site evaluations, including all Post Orders and Instructions (O&I's), laws and applicable procedures. Once completed, we will ask the Safety and Security Director to review. Once approved, we will place Post Order instructions on each site. We will also submit the Quality Inspection Report and Incident Report for approval.
- **Develop detailed Training Checklist** – We will develop a detailed training checklist based on the information from the post evaluations.
- **Confirm schedules for each Post** - During the second meeting with the City of City of Fort Lauderdale and other the City of City of Fort Lauderdale's representatives, our Operational team will determine and confirm the schedules for their assigned locations.

Training

- Conduct Classroom Training & Testing (including First Aid/CPR/AED Certification)
- Conduct Supervisory Training
- Conduct On-the-Job (OJT) Training

Internal Quality Control Meeting

Review status of Transition - The Account Manager, Site Supervisors, Training Manager and other personnel as appropriate will participate in weekly meetings with the City of City of Fort Lauderdale. Topics will include thorough status updates for each location and any issues they may be having. We will document these meetings and share with the City of City of Fort Lauderdale. Once the transition is complete, we will solicit the City of City of Fort Lauderdale's feedback via a questionnaire.

Customer Meetings

G4S' local management team will meet with the City of Fort Lauderdale and/or designees. These weekly meetings will allow all contacts to have up-to-date status of the transition for their location.

Administrative Function

- Data Entry Personnel Information into Human Resource Module
- Complete Uniform and Accessories Forms
- Confirm and Input Billing Information

G4S FORT LAUDERDALE CURRENT WORKLOAD

CONTRACTS	TERM DATES	# OF GUARDS	HPW	TYPE OF SERVICE
Broward County	11/10/2020	143	5,713.00	Combination of Armed and Unarmed Security Services (CPO & USO)
Harbor Islands P O A	4/25/2017	15	600.00	Combination of Armed and Unarmed Security Services (CPO & USO)
Memorial Healthcare System	4/30/2018	221	8,461.90	Unarmed CPO, USO and TSO security services
Bank of America	National Account	10	396.45	Armed Security Services (CPO & USO)
RTA	10/31/2020	99	3,457.00	Armed Security Service (TPO)
Villas Lakes Association	11/1/2018	2	94.00	Armed Security Service (CPO)
Windmill Ranch Estates	12/14/2017	4	168.00	Armed CPO
Country Glen Assoc	1/1/2017	4	168.00	Unarmed Security Services CPO & USO
West Lake Village	1/1/2018	12.6	504.00	Combination of Armed and Unarmed Security Services (CPO & USO)
Weingarten Realty	National Account	8.92	357.00	Unarmed USO Security Services
Fox Ridge Hoa Inc	1/1/2018	4	168.00	Unarmed Security Services CPO & USO
Broadspire Services, Inc.	6/20/2017	6	208.00	Unarmed CPO
State of Florida D O A H	6/30/2017	1	40.00	Armed CPO
Lauderhill City Hall	11/10/2020	1	44.00	Unarmed CPO
Stonebrook Estates	1/1/2017	5.6	224.00	Unarmed Security Services CPO & USO
RiverStone HOA	1/1/2018	4	168.00	Unarmed Security Services CPO & USO



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CONTRACTS	TERM DATES	# OF GUARDS	HPW	TYPE OF SERVICE
Broward County Sheriff's Office	4/1/2017	25	929.00	Combination of Armed and Unarmed Security Services (CPO & USO)
Peak 10	11/1/2017	4	168.00	Armed Security Service (CPO)
Citigroup	6/29/2021	5	180.00	Unarmed USO Security Services
Catholic Health East	7/9/2017	11	445.00	Unarmed USO Security Services
South Florida HIDTA	7/1/2017	5.32	213.00	Armed Security Service (CPO)
American National Bank	11/1/2017	1	40.00	Armed Security Service (CPO)
Keiser University	2/2/2017	6	251.25	Armed Security Service (CPO)
Gardens at Palm Aire	1/1/2018	2	80.00	Unarmed Security Services CPO & USO
Parkland Golf & Country Club	5/27/2017	14	544.00	Unarmed Security Services CPO & USO
Holiday Park Plaza LTD	1/1/2017	4	140.00	Unarmed Security Services CPO & USO
Motorola Solutions, Inc.	6/1/2017	2	60.00	Unarmed USO Security Services
Reagan Wireless	7/15/2017	4	159.50	Unarmed Security Services CPO & USO
Extended Stay Hotels	National Account	2.52	140.00	Unarmed USO Security Services
Emerald Estates CAI	2/1/2018	6	247.00	Unarmed Security Services CPO & USO
DHL Express	1/31/2017	7	268.00	Unarmed USO Security Services
Marketplace Plaza	6/30/2017	2	70.00	Armed Security Service (CPO)
Broward Community & Family Health Center	7/11/2017	1	30.00	Armed Security Service (CPO)
The Lakes at Weston	1/1/2018	4	168.00	Unarmed USO Security Services
Ann Storck Center	11/22/2017	1	49.00	Unarmed USO Security Services
Torburn Partners	2/1/2018	9	336.00	Unarmed Security Services CPO & USO
Motel 6	National Account	4.5	182.00	Unarmed Security Services CPO
CSL Plasma Services	6/30/2017	77	2.00	Armed Security Service (CPO)
Midas Plantation, LLC	9/10/2017	42	1.00	Unarmed USO Security Services
Imagination Farms Community Association	12/31/2017	4	168.00	Unarmed USO Security Services
Sheridan HealthPlex	8/8/2017	4	168.00	Unarmed Security Services USO
Chewy	6/13/2017	13.45	538.30	Unarmed Security Services CPO
Douglas Gardens North I, II & III	7/31/2017	3	105.00	Unarmed Security Services USO
Kimco Realty	3/31/2018	7	281.00	Unarmed Security Services USO
Las Olas Isles	2/1/2017	1	42.00	Unarmed Security Services CPO
Marriott Resort & SPA	3/4/2017	1	40.00	Unarmed Security Services USO
Qlink Wireless	6/30/2017	7.67	307.00	Unarmed Security Services USO
San Messina Maintenance	7/24/2017	2.1	84.00	Unarmed Security Services USO

TAB 5 – REFERENCES

Provide at least three references, preferably government agencies, for projects with similar scope as listed in this RFP. Information should include:

- Client Name, address, contact person telephone and E-mail addresses.
- Description of work.
- Year the project was completed.
- Total cost of the project, estimated and actual.

Note: Do not include City of Fort Lauderdale work or staff as references to demonstrate your capabilities. The Committee is interested in work experience and references other than the City of Fort Lauderdale.

REFERENCE 1 – CITY OF MIAMI BEACH

Address: 1100 Washington Ave., Miami Beach, FL 33139

Contact Person: Charles Tear

Telephone: (305) 673-7776 ext. 5449

Email: charlestear@miamibeachfl.gov

Description of Work: G4S was awarded the contract in 2012 to provide unarmed security officers and crowd control services during Memorial Day weekend. From this experience, we then became the city's premier security partner with the Miami Beach Police Department. We patrol the beach boardwalk, parks, pier, marinas, public beaches and garages. We assist residents, general public and tourists by providing guidance and directions when needed. We assist tourists exiting the garage with the payment machines. We report unsecured vehicles, areas of concern, remove homeless people and panhandlers making the areas safer. We greet and welcome all people we encounter and make sure they make it to their destination.

Year the project was completed: Ongoing (current)

Total cost of the project, estimated and actual: \$4,800,000 (total contract amount)



REFERENCE 2 – DISTRICT OF EASTOVER – JACKSON, MISSISSIPPI

Address: 308 East Pearl Street, Jackson, Mississippi 39201

Contact Person: Charlie Saums

Telephone: (601) 940-0121

Email: charlie@securitysupportservices.com

Description of Work: Officers provide armed CPO service and patrol the district's buildings, hotel and parking garages. They also provide various hospitality/ambassador services. They support local law enforcement and have extensive interaction with public providing customer and community service and ensuring a welcoming and approachable environment for the district's residents, shoppers and diners.



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Year the project was completed: Ongoing (current)

Total cost of the project, estimated and actual: \$845,254 (total contract amount)

REFERENCE 3 – MILWAUKEE DOWNTOWN BUSINESS DISTRICT

Address: 600 East Wells Street, Milwaukee, WI 53202

Contact Person: Beth Weirick, Executive Director

Telephone: (414) 220-4700 ext. 24

Email: bethn@milwaukeedowntown.com

Description of Work: Officers patrol via vehicle, bike, and foot throughout the downtown area assisting residents, visitors and business owners. G4S Secure Solutions' Public Service Ambassadors (PSAs) patrol parking garages, city parks, the River Walk, etc. providing directions, information and interact with local law enforcement, extensive interaction with public with focus on customer and community service.

Year the project was completed: Ongoing (current)

Total cost of the project, estimated and actual: \$3,665,376 (total contract amount)

TAB 6 – REQUIRED FORMS

PROPOSAL CERTIFICATION

BID/PROPOSAL CERTIFICATION

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

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §807.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) G4S Secure Solutions (USA) Inc. EIN (Optional): 59-0857245

Address: 6499 Powerline Road, Suite 300

City: Fort Lauderdale State: FL Zip: 33309

Telephone No. (954) 771-5005 FAX No. (954) 771-5005 Email: michael.boss@usa.g4s.com

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

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

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

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

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
<u>1</u>	<u>10/5/17</u>	<u>3</u>	<u>11/01/17</u>	_____	_____
<u>2</u>	<u>10/12/17</u>	_____	_____	_____	_____

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

Please see G4S RFP response document – Appendix A. Exceptions

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

Submitted by:

Michael Boss

Name (printed)

Signature

November 17, 2017

Date:

General Manager G4S Fort Lauderdale

Title

revised 04/10/15



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COST PROPOSAL

City
100
954-



of Fort Lauderdale • Procurement Services Division
N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

SECTION VI - COST PROPOSAL PAGE - REVISED

Proposer Name: G4S Secure Solutions (USA) Inc.

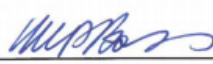
- 6.1** Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.
- 6.2** **Cost to each Entity:** Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.
- 6.3** Contractor shall factor all cost associated with providing ambassador services in the final price for each entity, including requested items listed under sub-section 3.1. General Information/Intent.
- 6.4** **Ambassador Cost by Entity:** **ESTIMATED ANNUAL HOURS**
- 6.4.1** **BID Area/Zones**
- Ambassadors, Regular Hours 4,536 hrs X \$23.80 /hr = \$107,956.80 annually
 - Supervisor, (non-shared) Hours 1,320 hrs X \$26.73 /hr = \$ 35,283.60 annually
- 6.4.2** **The NPF-CRA Area/Zones:**
- Ambassadors, Regular Hours 9,516 hrs X \$23.80 /hr = \$226,480.80 annually
 - Supervisor, (non-shared) Hours 2,224 hrs X \$26.73 /hr = \$59,447.52 annually
- 6.4.3** **DDA Areas/Zones:**
- Ambassadors, Regular Hours 8,944 hrs X \$23.80 /hr = \$212,867.20 annually
 - Supervisor, Regular Hours 2,080 hrs X \$26.73 /hr = \$55,598.40 annually
- 6.5** **Shared Services between the BID and NPF-CRA:**
- 6.5.1** Shared Supervisor, Regular Hours 948 total hours breakdown:
- **BID** 474 hrs X \$26.73 /hr = \$12,670.02 annually
 - **NPF-CRA** 474 hrs X \$ 26.73 /hr = \$12,670.02 annually
- 6.5.2** **Shared Vehicle between the BID and NPF-CRA:**
- BID Portion 42% \$12,085.92
 - NPF-CRA Portion 58% \$16,690.08 Cost \$28,776.00 annually

TOTAL COST \$751,749.64 ANNUALLY

Submitted by:

Michael Boss
Name (printed)

November 30, 2017
Date


Signature

General Manager – G4S Fort Lauderdale
Title



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NON-COLLUSION STATEMENT

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>
_____	_____
_____	_____
_____	_____
_____	_____

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.

Name: Michael Boss
Title: General Manager – G4S Fort Lauderdale

Signature: 

CONTRACT PAYMENT METHOD

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

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

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


Please indicate which credit card payment you prefer:

☒ Master Card

☒ Visa Card

Company Name: G4S Secure Solutions (USA) Inc.

Michael Boss
Name (printed)


Signature

11. 20. 17
Date:

General Manager – G4S Fort Lauderdale
Title



Securing Your World

SAMPLE CERTIFICATE OF INSURANCE

ACORD [®]		CERTIFICATE OF LIABILITY INSURANCE		DATE(MM/DD/YYYY) 10/03/2017			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER Aon Risk Services, Inc of Florida 1001 Brickell Bay Drive Suite 1100 Miami FL 33131 USA			CONTACT NAME PHONE (A/C. No. Ex): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:		Holder Identifier :		
INSURED G4S Secure Solutions (USA) Inc. 1395 University Blvd Jupiter FL 33458 USA			INSURER(S) AFFORDING COVERAGE NAIC #				
			INSURER A: National Union Fire Ins Co of Pittsburgh 19445				
			INSURER B: American Home Assurance Co. 19380				
			INSURER C: Illinois National Insurance Co 23817				
			INSURER D: New Hampshire Insurance Company 23841				
			INSURER E:				
			INSURER F:				
COVERAGES			CERTIFICATE NUMBER: 570068851961			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. Limits shown are as requested							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			GL6939023	10/01/2017	10/01/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) Excluded PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$1,000,000 PRODUCTS - COM/OP AGG \$1,000,000
A	AUTOMOBILE LIABILITY			CA 709-32-80 AOS	10/01/2017	10/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000
A	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRE/AUTOS ONLY			CA 709-32-81 MA	10/01/2017	10/01/2018	BODILY INJURY (Per person) BODILY INJURY (Per accident)
A	<input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			CA 709-32-82 VA	10/01/2017	10/01/2018	PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB						EACH OCCURRENCE AGGREGATE
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory to NA)	Y/N	N/A	WC086326400 AOS	10/01/2017	10/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000
B	DESCRIPTION OF OPERATIONS below			WC086326395 CA	10/01/2017	10/01/2018	E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Re: Evidence of insurance							
CERTIFICATE HOLDER				CANCELLATION			
G4S Secure Solutions (USA) Inc. 1395 University Blvd. Jupiter FL 33458 USA				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 <i>Aon Risk Services Inc. of Florida</i>			

ACORD 25 (2016/03)

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City of Fort Lauderdale RFP # 12054-585 — November 30, 2016

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AGENCY CUSTOMER ID: 10515775

LOC #:



ADDITIONAL REMARKS SCHEDULE

Page _ of _

AGENCY Aon Risk Services, Inc of Florida		NAMED INSURED G4S Secure Solutions (USA) Inc.	
POLICY NUMBER See Certificate Number: 570068851961			
CARRIER See Certificate Number: 570068851961	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

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

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL ENSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	WORKERS COMPENSATION							
C		N/A		WC086326396 FL	10/01/2017	10/01/2018		
D		N/A		WC086326402 MA, WI - incl. Stop Gap	10/01/2017	10/01/2018		
D		N/A		WC086326401 AK, AZ, IL, KY, NC, NH, UT, VA	10/01/2017	10/01/2018		
D		N/A		WC086326397 ME	10/01/2017	10/01/2018		
D		N/A		WC086326403 NJ, PA	10/01/2017	10/01/2018		

ACORD 101 (2008/01)

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ADDENDUM 1



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchases@fortlauderdale.gov

ADDENDUM NO. 1

RFP No. 12054-585

TITLE: City Ambassador Program

ISSUED: October 3, 2017

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

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

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

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

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

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

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



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954-828-5933 Fax 954-828-5576
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All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: G4S Secure Solutions (USA) Inc.
(please print)

Bidder's Signature: 

Date: 11.20.17



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ADDENDUM 2



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchases@fortlauderdale.gov

ADDENDUM NO. 2

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: October 18, 2017

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

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

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

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: G4S Secure Solutions (USA) Inc.
(please print)

Bidder's Signature: 

Date: 11.20.17



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ADDENDUM 3



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

ADDENDUM NO. 3

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: November 1, 2017

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

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



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

All other terms, conditions and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: G4S Secure Solutions (USA) Inc.
(please print)

Bidder's Signature: 

Date: 11-30-17