

Security



Proposal

RFP# 12054-585

City Ambassador Program

City of Fort Lauderdale (City)

**Indemnity Security &
Investigations, Inc. (ISI)**

**7951 Riviera Blvd. #104
Miramar, FL. 33023
(786) 759-1192**

Point of Contact: Steven Sarduy, President
steven@isimiami.com

Submitted on November 30th, 2017



Cover Sheet:

Solicitation Number: **12054-585**

Project Name: **City Ambassador Program (City)**

Organization: **City of Fort Lauderdale**

Date of Submission: **November 30th, 2017**

Name of Offeror: **Indemnity Security & Investigations, Inc. (ISI)**

Address of Offeror: **7951 Riviera Blvd. #104, Miramar, Florida 33023**

Website: **www.isimiami.com**

Phone Number: **(786) 759-1192**

CAGE Code: **6TA84**

DUNS #: **078665681**

Legally Registered in the State of Florida: **YES**

Licenses: **Florida Department of Agriculture and Consumer Services - #A 1200184; B 1200154**

Business Size/Type: **Medium/Corporation**

Staff Size: **Management – 5 persons**

Technical Staff – 45 persons

Support Staff – 2 persons

POC Name: **Steven Sarduy, President**

POC Phone Number: **(786) 486-1289**

POC Email: **steven@isimiami.com**

Authorized Representative Name: **Steven Sarduy**

Authorized Representative Title: **President**


Authorized Representative Signature: _____




Table of Contents

Cover Sheet.....	2
Table of Contents	3
Cover Letter	4
1.0 Introduction	5
1.1 Executive Summary	5
1.1.1 The Executive Team	5
1.1.2 Proposal Summary	7
1.2 Indemnity Security & Investigations, Inc.'s Unique Value to the City of Fort Lauderdale	7
2.0 Experience and Qualifications.....	10
2.1 Recruiting Methodology	10
2.2 Training.....	12
2.3 Minority/Women (M/WBE) Participation	12
2.4 Past Performance/Experience	12
3.0 Understanding of Requirements and Approach to Scope of Work	18
3.1 Background and Purpose	18
3.2 Scopes of Services	18
3.2.1 ISI Ambassador Services.....	18
3.2.2 Uniform, Equipment and Accessories	20
3.2.3 Ambassador/Staffing Requirements	22
3.3 Contract & Risk Management Plan.....	26
3.3.1 Contract Management.....	26
3.3.2 Risk Management Plan	28
3.3.3 Contract Administration Plan.....	29
4.0 Conclusion.....	30
ATTACHMENT 1	31
REQUIRED DOCUMENTS	41



Cover Letter

Submission Method: Mail Delivery

City of Fort Lauderdale
100 North Andrews Avenue
Fort Lauderdale, Florida 33301

RE: Request for Proposal (RFP): 12054-585 – City Ambassador Program

Dear Ms. Diaz and Mr. Fausto,

Indemnity Security & Investigations, Inc. (ISI) appreciates this opportunity to submit proposal for RFP #12054-585 – City Ambassador Program. We're dedicated to providing first-class security services and have an unwavering commitment to complete this contract to the City of Fort Lauderdale's (City) satisfaction.

ISI accepts all the terms and conditions stated in the RFP and our offer stands for a period of at least 150 days from the date of the receipt by the City. Additionally, ISI has the financial capacity, working capital and other resources to fulfill the requirements of the project.

Should you have any questions regarding our proposed accounting system, please contact Steven Sarduy at the following email address: steven@isimiami.com or by phone at (786) 759-1192.

We look forward to working with the City on this contract.

Sincerely,

Steven Sarduy
President



1.0 Introduction

1.1 Executive Summary

Established in 2012, Indemnity Security & Investigations Inc. (ISI) is a licensed and insured international security firm. ISI's main office and headquarters is located at 7951 Riviera Blvd. #104, Miramar, Florida 33023.

1.1.1 The Executive Team



Our team of **45** licensed, highly trained and dedicated personnel are headed by our Founder and President, Steven Sarduy. Steven is a graduate of Florida State University, Jim Moran School of Entrepreneurship and the SBA Emerging Leaders program and has worked in the security and investigation industry for over 17 years. He has led his team in security operations with artists and organizations such as:

<u>People/Artists</u>	<u>Organizations/Firms</u>
<ul style="list-style-type: none">❖ Dwayne Wade❖ Jamie Foxx❖ LeBron James❖ Lou La Vie❖ Metallica❖ Natalie Cole❖ Tony Bennett❖ U2❖ Zion and Lennox	<ul style="list-style-type: none">❖ 5 Star Island – South Beach❖ Haute Living Magazine❖ Housewives of Miami❖ Live Like Bella Foundation❖ Miami Dolphins & Miami Hurricanes❖ Miami Marine Stadium❖ Mario Chalmers Foundation❖ Miramar Pembroke Pines Chamber of Commerce❖ Roy and Lea Blacks Annual Gala❖ Saudi Princess Protection Detail❖ South Florida Residential/Commercial Properties❖ White House

As an investigator, Steven has partnered up with other organizations that assist families and communities in facilitating the search and location of missing children worldwide. As a Florida investigator, he donates his time to assist families with gathering information, interviewing witnesses and/or any person(s) of



interest, following-up on leads, conducting surveillance, and staying in communication with officers/agents. Steven has assisted in bringing **20** children back home safely.



Our Managing Director and partner is Patrick Guerbette. He is the founder of the Eamus Cork Group and has managed it since its establishment in 2004. Patrick specializes in development missions, strategic planning, transport security and has experience with port security and border protection.

From 2012 to 2015 he chaired the Working Maritime Security Committee as President and was a member of the Board of Directors of COESS (Confederation of European Security Services) in Brussels, Europe. He is still an active member of this organization and of the Sagma's Group within the European Community.

Patrick is also an expert assessor in airport security. He worked many years within the French Police Force (Police Nationale Francaise), and afterwards for Eurotunnel as Supervisor Manager of detection and security equipment, where he has retained privileged contacts with Eurotunnel's management teams and British and French authorities. He has access to the confidential French Ministry of Defense file attributed by high-ranking officials at the Ministry of Defense.

Together, Steven and Patrick, as ISI's executive team have more than 30 years of combined experience in the security industry. Our executive team will be involved in all aspects of the Ambassador program. Our mission is to serve the City and protect Florida residents and our society by providing top-notch, dedicated and tailored security services. Our services include, but are not limited to:

- | | |
|----------------------|-------------------------------|
| ✓ Background Checks | ✓ Private Investigation |
| ✓ Executive Security | ✓ Surveillance |
| ✓ Personal Security | ✓ Uniformed Security Officers |
| ✓ Foot Patrols | ✓ First Aid/CPR/AED |
| ✓ Vehicle Patrols | ✓ Loss Prevention |
| ✓ Concierge | ✓ Emergency Medical Techs |
| ✓ Receptionist | ✓ And more... |

At ISI, we pride ourselves on being members of **Pembroke Pines Miramar Chamber of Commerce, Pembroke Pines Citizens on Patrol, Pembroke Pines / FEMA Community Response Team, Florida Association of Licensed Investigators, Florida Association of Security Companies, Center for Search & Investigations and State Emergency Response Team.** We are also part of the **Florida**



Emergency Response network. Thus, proving that we are vetted and qualified international security vendor that can be trusted to fulfill the requirements of this contract.

1.1.2 Proposal Summary

This proposal will do the following:

1. Introduction of ISI to the City and explanation of why we're the best vendor
2. Highlight ISI's experience and qualifications
3. Highlight our understanding of the City's need and how ISI will approach it including our assessment of all three areas/zones
4. Highlight relevant past performance/references of similar scope

1.2 Indemnity Security & Investigations, Inc.'s Unique Value to the City of Fort Lauderdale

ISI offers the following unique value to the City under this requirement:

➤ **Corporate Location**

Our corporate headquarters is in Miramar, FL., allowing our executives, supervisors and ambassadors to be immediately available locally to answer client concerns and resolve problems as they occur. You will see as you review this proposal that we are innovative, aggressive in meeting goals and always seeking to be challenged.

But, our greatest strength is and will always be, that we are fundamentally dedicated to reaching excellence for our clients and every employee.

➤ **Exceptional Service**

Providing exceptional Security Officer service has become one of the hallmarks of ISI. As a company, we believe that we have mastered the art and science of providing exceptional service by closely examining our past experiences, understanding industry best practices and seeking continuous client feedback.

We have found that there are four (4) keys to providing exceptional service:

- **Well-Documented Quality Control Plan for Continuous Improvement**
- **Highly-Trained Officers and Supervisors**
- **Retaining Highly-Trained Security Officers**
- **Steadfast Commitment to Customer Satisfaction.**



➤ Community Involvement

The ISI's executive team are residents of Pembroke Pines and are actively involved with their community through the Pembroke Pines / Miramar Chamber of Commerce and by providing Patrol services through "Pembroke Pines Citizens on Patrol" and Emergency Disaster response through the "Citizens Emergency Response Team in Pembroke Pines".

In addition, our team is involved in the investigations of missing children in South Florida. Our team is proud to mention we have helped **20** families in bringing their children back home safe. Just recently, we helped find a girl who ran away in time for the Thanksgiving holiday. See a clip of the article below.



Girl who ran away found in time for Thanksgiving



BY CARLI TEPROFF

cteproff@miamiherald.com



NOVEMBER 23, 2016 10:07 PM



UPDATED NOVEMBER 23, 2016 10:10 PM



After being on the run for a week, a 14-year-old girl was reunited with her parents Wednesday just in time for Thanksgiving.

"It was very emotional," said Steven Sarduy, a private investigator who helped find her. "There was a lot of crying and hugging."

Jayden Henry was last seen a week ago Wednesday at Inspiration for Youth and Families, 757 SE 17th St. in Fort Lauderdale. The teen, who is from Wichita Falls, Texas, was being treated for behavioral issues.

To read the article in its entirety, please visit:

<http://www.miamiherald.com/news/local/community/broward/article116842958.html>

Lastly, ISI is giving back is by providing for free the state mandatory 40-hour course in security to Veterans, so they can get into the security workforce free of charge.



➤ Notable Current and Past Clients



KW PROPERTY MANAGEMENT & CONSULTING



PRIME GROUP
REPAIR/REBUILDERS - PRIVATE HOSPITALITY GROUP
WE COMMERCIAL DEVELOPERS - PHG ASSETS SERVICES

APOTEX
ADVANCING GENERICS



HL
HAUTE LIVING



LOU LAVIE
RENT THE LIFE



VENUE
magazine





2.0 Experience and Qualifications

Indemnity Security & Investigations, Inc. has been in operation for over **5** years. We have the financial capacity, working capital and other resources to fulfill the requirements of the project.

2.1 Recruiting Methodology

ISI uses thorough recruiting method to ensure that everyone we hire is above standard. We utilize various methods to identify candidates that match the profile, character, and skills required for each client's unique needs.

These candidates may include prior service military personnel, police, active security officers, and college law enforcement students and/or graduates as well as local law enforcement and military reservists. Thus, the City can rest assured that their Ambassador program is in highly-qualified and capable hands.

ISI's recruitment methods include:



Paychex

To increase the efficiency of ISI's online recruiting, we utilize the Paychex Applicant Tracking System (ATS). This software integrates with ISI's website and allows applicants to apply online, 24 hours a day and 365 days a year. Since implementing our online ATS, we have seen a dramatic increase in the volume of applicants, the caliber of officers, and the retention rate of our employees. Using this application, we:

- Select from a larger group of applicants
- Quickly locate highly qualified candidates
- Pre-qualify applicants prior to a selection for the interview process
- Match applicants with the appropriate job openings based on their online responses

Pre-employment Screening

Prior to employment all candidates are screened using criminal, personal, and professional background checks, medical examinations, and a minimum 7-panel drug screening. Additionally, the validity of each



candidate's state credentials is also verified. In addition to the initial drug screen, ALL employees are subject to random and targeted drug screening requirements, in accordance with our "Drug Free Workplace" policy, a copy of which is available for inspection.

To conduct comprehensive background checks and employment verification, we utilize Tracers info, a leading worldwide background screening provider. Through their state-of-the-art solutions, we complete criminal records checks (by county, state, or nationally), sex or gender registry checks, social security trace searches, as well as other various employment screenings.

Background Screening Process

Our policies prohibit us from employing convicted felons or candidates with misdemeanor convictions relating to domestic violence or aggressive behavior. As an additional screening measure, prior to placement at a client site, we can review individual candidates with the client to assess suitability. In addition to the screenings, we also conduct:

- Literacy assessments
- Employment verifications through work and personal references for up to the past 5 years

Indemnity Security further verifies that each candidate:

- Is a citizen or Lawful Permanent Resident and has a valid Social Security Number
- Meets the minimum age requirement (18 years of age or older)
- Has attained a high school diploma or equivalent
- Speaks English fluently
- Received a favorably medical assessment
- Has a valid copy of all required licensing credentials
- Possesses the minimum educational and experiences required in the Scope of Services

Health & Physical Fitness Standards

All officers can be medically screened prior to assignment by a qualified M.D. specializing in occupational health assessments. We also conduct Physical Fitness & Agility Tests when required by government or client standards.

Post-Employment Screenings

Following hire, all ISI employees are subject to random drug, background, and driving checks annually. In fact, ISI requires that 25% of its total workforce to undergo random drug screening quarterly. Any



arrests, convictions, incarcerations, traffic violations, citations, or arrests will be immediately reported to the clients.

2.2 Training

Each of our officers have gone through our rigorous 40-hour training program in which includes:

- Florida State Statutes Section 493
- Legal Issues and Liabilities
- Basic First Aid
- Fire Suppression
- Emergency Procedures
- Crime & Accident Prevention
- Professional Communication
- Terrorism Awareness
- Ethics and Professional Conduct
- Patrol Techniques
- Observation Techniques & Report Writing
- Interview Techniques and more...

Our officers receive classroom and field training prior to assignment at any location. Permanently assigned officers receive additional site-specific training to understand your requirements and expectations. Refresher training is provided to all officers yearly.

The skills developed in our training courses coupled with our customized orientation and training program make our officers well-suited to serve as highly-qualified and capable Ambassadors for Beach Business Improvement District (BID), the Northwest Progresso Flagler Heights Community Redevelopment Agency (NPF-CRA) and the Downtown Development Authority (DDA).

2.3 Minority/Women (M/WBE) Participation

ISI is certified as a minority business enterprise as 51% of our firm is owned by a person of Hispanic descent. Please see copy of certification in Attachment I.

2.4 Past Performance/Experience

ISI has provided the same services that the City is requesting to the following clients: American Red Cross, Tier I, Elite Show Services and LPS productions which afforded us the opportunity work side by side with the Secret Service for The White House.

Please see the next page for more details.



Past Performance & Reference #1

Name of Company	Indemnity Security & Investigations, Inc. (SUB)
Company Address, Telephone and Email:	7951 Riviera Blvd. #104 Miramar, FL. 33023 Telephone: 786-759-1192 Email: info@isimiami.com
CAGE Code:	6TA84
Company DUNS:	078665681
Name of the Contracting Organization:	Apotex Pharmaceutical
Contract Number:	N/A
Contract Estimated Value:	\$550,000.00
Contract Actual Value:	\$800,000.00
Contracting Officer Information: (or equivalent at the commercial client organization)	Tom Kral 423-490-7400
Contract Type (firm-fixed, cost-plus-fixed-fee, etc.):	Firm-Fixed
Period of Performance:	March 2017-Present
Place of Performance:	Miramar, Florida
The number and type of personnel assigned in the performance of the contract:	13 officers
Information on problems encountered on the identified contracts and the Offeror's corrective actions:	<p>Problem #1: Huge issues with Pharmacy breaking and entering. Solution #1: Our presence and logging of all activity helps to deter crime. Since we were awarded this contract, we have had zero incidents.</p> <p>Problem #2: Parking lots were having issues with constant trespassing. Solution #2: We stationed patrol vehicles there after hours and have had zero incidents since then.</p>
Description of services provided under the contract:	<p>-Working along Miramar Police Department and the DEA</p> <p>-Provided protection for the exterior, perimeter, access control and logging of all activity.</p>
Ways the services rendered are relevant to the services required under this RFP:	<p>-Both require highly-qualified security officers to keep designated areas safe</p> <p>-Working alongside of the local Police Department</p>

**Past Performance & Reference #2**

Name of Company	Indemnity Security & Investigations, Inc. (SUB)
Company Address, Telephone and Email:	7951 Riviera Blvd. #104 Miramar, FL. 33023 Telephone: 786-759-1192 Email: info@isimiami.com
CAGE Code:	6TA84
Company DUNS:	078665681
Name of the Contracting Organization:	American Red Cross
Contract Number:	N/A
Contract Estimated Value:	\$150,000.00
Contract Actual Value:	\$100,000.00
Contracting Officer Information: (or equivalent at the commercial client organization)	Randy Newman 402-560-9200
Contract Type (firm-fixed, cost-plus-fixed-fee, etc.):	Firm-Fixed
Period of Performance:	September 2017-October 2017
Place of Performance:	Florida Keys
The number and type of personnel assigned in the performance of the contract:	14 officers
Information on problems encountered on the identified contracts and the Offeror's corrective actions:	Problem: Upon arrival, the scene was chaotic, many people were in the wrong application lines. Solution: We established order; spoke with people to make sure they met requirements and had needed documentation; crowd control.
Description of services provided under the contract: -Post Irma Disaster Response -Worked side by side with the National Guard and Fema patrolling and securing the area -Provided customer service and assistance to Florida Residents -Increased application processing productivity from 2500/day to 4500/day	
Ways the services rendered are relevant to the services required under this RFP: Both require highly-qualified security officers to keep designated areas safe while providing customer service to Florida residents	



Past Performance & Reference #3

Name of Company	Indemnity Security & Investigations, Inc. (SUB)
Company Address, Telephone and Email:	7951 Riviera Blvd. #104 Miramar, FL. 33023 Telephone: 786-759-1192 Email: info@isimiami.com
CAGE Code:	6TA84
Company DUNS:	078665681
Name of the Contracting Organization:	Tier 1
Contract Number:	N/A
Contract Estimated Value:	\$120,000.00
Contract Actual Value:	\$75,000.00
Contracting Officer Information: (or equivalent at the commercial client organization)	Alfredo Muñoz 786-488-9378
Contract Type (firm-fixed, cost-plus-fixed-fee, etc.):	Firm-Fixed
Period of Performance:	September 2017-October 2017
Place of Performance:	Florida Keys
The number and type of personnel assigned in the performance of the contract:	14 officers
Information on problems encountered on the identified contracts and the Offeror's corrective actions:	No issues. The level of organization was exceptional resulting in zero incidents.
Description of services provided under the contract: -Post Irma Disaster Response -Worked side by side with the National Guard patrolling and securing the area -Provided customer service and assistance to Florida Residents	
Ways the services rendered are relevant to the services required under this RFP: Both require highly-qualified security officers to keep designated areas safe while providing customer service to Florida residents	

**Past Performance & Reference #4**

Name of Company	Indemnity Security & Investigations, Inc. (SUB)
Company Address, Telephone and Email:	7951 Riviera Blvd. #104 Miramar, FL. 33023 Telephone: 786-759-1192 Email: info@isimiami.com
CAGE Code:	6TA84
Company DUNS:	078665681
Name of the Contracting Organization:	Elite Show Services
Contract Number:	N/A
Contract Estimated Value:	\$500,000.00
Contract Actual Value:	\$450,000.00
Contracting Officer Information: (or equivalent at the commercial client organization)	Karen Calderwood 619-574-1589
Contract Type (firm-fixed, cost-plus-fixed-fee, etc.):	Firm-Fixed
Period of Performance:	2012-2017
Place of Performance:	Miami, Florida
The number and type of personnel assigned in the performance of the contract:	300 officers
Information on problems encountered on the identified contracts and the Offeror's corrective actions:	Problem: Stadium provided unqualified, untrained personnel. Solution: Our highly-trained and qualified officers were posted at all critical access points
Description of services provided under the contract: -Provided security and patrol services to Hard Rock Stadium -Emergency Response Services -Security escorts for coaches from locker to play-calling booth -Access control of tunnels to main gets of stadium	
Ways the services rendered are relevant to the services required under this RFP: -Patrol services -Customer interaction/service	

**Past Performance and Reference #5**

Name of Company	Indemnity Security & Investigations, Inc. (SUB)
Company Address, Telephone and Email:	7951 Riviera Blvd. #104 Miramar, FL. 33023 Telephone: 786-759-1192 Email: info@isimiami.com
CAGE Code:	6TA84
Company DUNS:	078665681
Name of the Contracting Organization:	LPS Productions
Contract Number:	N/A
Contract Estimated Value:	\$4,800.00
Contract Actual Value:	\$3,120.00
Contracting Officer Information: (or equivalent at the commercial client organization)	Josh Laria 786-208-6217
Contract Type (firm-fixed, cost-plus-fixed-fee, etc.):	Firm-Fixed
Period of Performance:	April 20-22, 2015
Place of Performance:	Everglades National Park Visitor Center, Florida
The number and type of personnel assigned in the performance of the contract:	3 officers
Information on problems encountered on the identified contracts and the Offeror's corrective actions:	Problem: Stadium provided unqualified, untrained personnel. Solution: Our highly-trained and qualified officers were posted at all critical access points
Description of services provided under the contract:	-Work along with the Secret Services providing security and patrol services for President Obama arrival -Provided 48-hour security for white house equipment
Ways the services rendered are relevant to the services required under this RFP:	-Patrol & Security services



3.0 Understanding of Requirements and Approach to Scope of Work

3.1 Background and Purpose

The City of Fort Lauderdale requires qualified contractors to serve as part of the Ambassador program, providing private safety and hospitality services to improve the interaction with residents, business owners and tourists.

The purpose of the Ambassador program is to provide a safe and welcoming environment to both residents and visitors 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.

The three areas/zones that will benefit from this program are the Beach Business Improvement District (BID), the Northwest Progresso Flagler Heights Community Redevelopment Agency (NPF-CRA) and the Downtown Development Authority (DDA).

3.2 Scopes of Services

ISI understands the important role that this program will have on the economy of Fort Lauderdale and has the qualifications, experience, highly-trained personnel, equipment and unwavering commitment to fulfill requirements of Fort Lauderdale's Ambassador program for each area/zone.

3.2.1 ISI Ambassador Services

ISI is committed to providing the following services that will not only allow the public to feel secure, but will add to the welcoming atmosphere of each area/zone:

- **Visible Presence**

Ambassadors will be present and visible to all public areas, streets and sidewalks.

- **Complimentary Resource to Police Department**

ISI believes that a unified effort with Fort Lauderdale Police Department is important to ensure public safety.

We will do this by:

- Building a rapport with the Police Department, Shift Commanders and On-Duty Patrol Officers
- Sharing any information or intelligence that is gathered with Fort Lauderdale P.D.

- **Maintenance Reports**

To provide proper maintenance reporting, ISI will provide all Ambassadors with handheld or mobile devices that utilize the mobile application called **Lauderserv** to report any issues such as:





graffiti, garbage overflow, broken sidewalks, etc.

ISI will provide training on the proper use of the Lauderserv application during orientation to all Ambassadors. Additionally, to ensure that application will be used properly, supervisors will be made available to assist Ambassadors.

Additional handheld or mobile devices will be available should an Ambassador's device get damaged or for if more Ambassadors are needed in the future.

- **Stakeholder Relationship Builders**

Building a good rapport with the businesses owners and staff, property managers and the homeless in all three locations is key to ensuring that both residents and visitors feel secure. Orientation will train Ambassadors on the proper way meet and greet people.

Additionally, ISI will provide each Ambassador with business cards containing contact information for the Ambassador, Supervisory Staff and the company. These business cards will be given to the business owners and staff when the initial meet and greet takes place.

Establishing a good relationship with the homeless is essential when it comes to public safety since they are familiar with the area. ISI's Ambassadors will be sure to respect the homeless while ensuring they do not interfere or pose a threat to public safety.

- **Recommendation, Public Information & Answer Providers**

During Orientation, Ambassadors will learn the best practices of proactively assisting the public, asking if they need help and providing a great customer service experience. They will also study marketing materials, such as: brochures and pamphlets and maps pertinent to each area/zone and perform walk-throughs of the properties to ensure that they are able to correctly answer the public's questions and provide the best recommendations possible.

- **Centralized Local Dispatch Center**

ISI's dispatch center is open 24-hours a day, 7 days a week, 52 weeks a year including holidays, spring breaks and during natural disasters. Access to dispatch will be via mobile device or wide area coverage portable two-way radio.

After physically assessing all three areas and speaking with police officers stationed those areas, ISI will add the following measures to ensure public safety and add to the welcoming atmosphere:



- ❖ Divide each area/zone into smaller subsections for easier location of any incidents, should any occur.
 - For example: Beach Business Improvement District (BID) would be considered Zone A. ISI will break Zone A into smaller subsections, such as Zone A1, A2 and A3.
- ❖ Establish checkpoints within each area/zone to ensure accountability of Ambassadors while on patrol and to increase the overall presence of Ambassadors within each area/zone.
- ❖ Provide Fort Lauderdale P.D. with a radio from our dispatch centers to ensure direct lines of communication and faster response times.
- ❖ Ambassadors will go to heavily populated areas within each area/zone and hand out business contact information of the site-specific mobile device numbers to ensure all residents and guests have direct access to Ambassadors.

3.2.2 Uniform, Equipment and Accessories

Uniform

Uniform type and use will conform to the standards as described in the RFP. See below:



- ✓ All Ambassadors will wear the same color and style of uniform in all three zones. Female Ambassadors will wear the style of uniform appropriate for them (feminine style).
 - ✓ All uniforms will be reflective and will have a designated logo: this includes shirts, shorts, pants, jackets, vests, rain and head gear.
 - ✓ ISI will ensure that there is a sufficient supply of uniforms so that each Ambassador has a uniform to wear while on post and to equip any additional Ambassadors that may be added in the future.
- ✓ Uniforms will only be worn when the Ambassador is on official duty. Uniforms will also be worn when the Ambassador is in transit from his/hers place of residence and the duty station.
 - ✓ Shoes will be low-quarter or high-topped, with police or plain toe and standard heel.



Accessories and Equipment

The type of equipment and accessories use by each Ambassador will comply with the standards as described in the RFP. Each Ambassador will be equipped with the following:

✓ Communications devices include:

- Smartphones
- Wide area coverage portable two-way radios: ISI has teamed up with Nextel to provide our officers with nationwide coverage allowing all ISI Ambassadors to connect with dispatch no matter their location at the touch of a button.
- Spare batteries¹



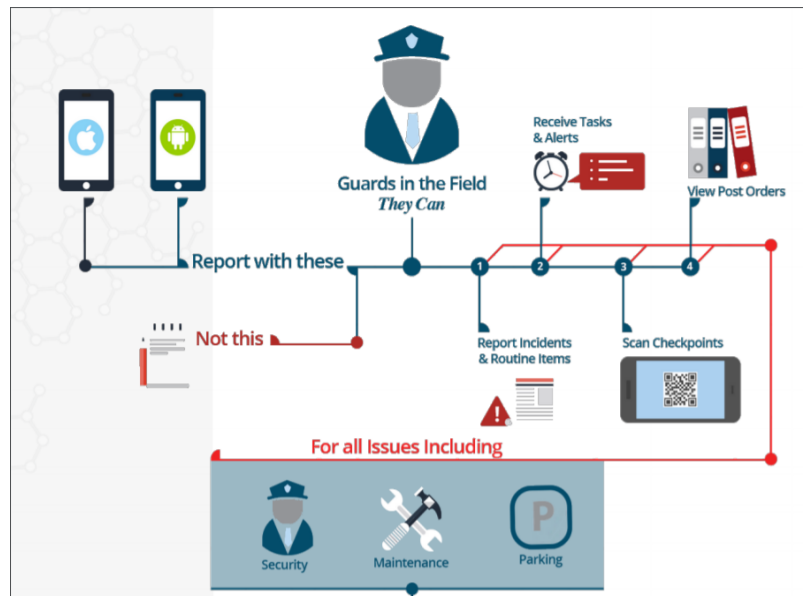
✓ Equipment will include:

- Flashlights
- Identification Badges
- Regular Patrol Mountain Bikes (one per Ambassador on duty)
- Helmets
- Locks, Racks and Storage
- Patrol Vehicles (Supervisors Only)

✓ Our Software

- Indemnity Security Investigation's Guard Management Technology: this software utilizes the latest technologies and integrates them into practical and functional solutions that will make the Ambassadors' job easier when it comes to the following:

- Reporting including: Daily Activity Reports, Incident Reports, Checkpoint Timeline Reports, etc.
- Checkpoints
- Receipt of Tasks and Reminders



¹ ISI will provide and maintain an adequate supply of batteries for all flashlights and other equipment that require it.



For information regarding our software, please see Attachment I of this proposal.

3.2.3 Ambassador/Staffing Requirements

Indemnity Security & Investigations, Inc. has 45 full-time officers on staff and access to 250 part-time/freelance officers. Thus, we have the man power to post as many Ambassadors as the City requires and will not need to subcontract out any portion of the City's contract to another company.

In addition to the regularly scheduled staff, ISI also develops and maintains a reserve force equal to 20% of the clients' regularly scheduled staff to ensure coverage for vacations, sickness, workforce turnover, or other temporary staff.

Ambassador & Supervisor Shift Schedules

With the scheduled shifts below, ISI will ensure that the number of requested Ambassadors for each area/zone. Please see charts below for Ambassadors' schedule for the duration of the contract.

These schedules are subject to change based on the fluctuation of peak pedestrian hours for each zone.

A. Beach Business Improvement District (BID) – Ambassadors

Days	Shift	Hours	Number of Ambassadors
Friday	6:00PM – 4:00AM	10	2
Saturday	12:00PM – 8:00PM	8	2
Saturday	8:00PM – 4:00AM	8	2
Sunday	12:00PM – 8:00PM	8	2
Spring Break (Mondays – Thursdays)	12:00PM – 8:00PM	8	2
Spring Break (Mondays – Thursdays)	8:00PM – 4:00AM	8	2
Dec. 15 – Jan. 2 (Mondays – Thursdays)	12:00PM – 8:00PM	8	2
Martin Luther King Day	12:00PM – 8:00PM	8	2
Memorial Day	12:00PM – 8:00PM	8	2
July 4 th (if not on weekend)	12:00PM – 6:00PM	6	2
July 4 th (if not on weekend)	6:00PM – 12:00AM	6	2
Labor Day	12:00PM – 8:00PM	8	2

**B. Beach Business Improvement District (BID) – Supervisor**

Days	Shift	Hours	Number of Supervisors
Friday	6:00PM – 4:00AM	10	1
Saturday	12:00PM – 8:00PM	8	1
Saturday	8:00PM – 4:00AM	8	1
Sunday	12:00PM – 8:00PM	8	1
Spring Break (Mondays – Thursdays)	12:00PM – 8:00PM	8	1
Spring Break (Mondays – Thursdays)	8:00PM – 4:00AM	8	1
Dec. 15 – Jan. 2 (Mondays – Thursdays)	12:00PM – 8:00PM	8	1
Martin Luther King Day	12:00PM – 8:00PM	8	1
Memorial Day	12:00PM – 8:00PM	8	1
July 4 th (if not on weekend)	12:00PM – 6:00PM	6	1
July 4 th (if not on weekend)	6:00PM – 12:00AM	6	1
Labor Day	12:00PM – 8:00PM	8	1

The BID will always have 2 Ambassadors and 1 Supervisor that will maintain high alert during shift hours.

C. Northwest Progresso Flagler Heights CRA (NPF-CRA) – Ambassadors

Days	Shift	Hours	Number of Ambassadors
Monday	11:00AM – 8:00PM	9	4
Tuesday	11:00AM – 8:00PM	9	4
Wednesday	11:00AM – 8:00PM	9	4
Thursday	11:00AM – 8:00PM	9	4
Friday	11:00AM – 9:00PM	10	4
Saturday	11:00AM – 9:00PM	10	4
Sunday	12:00PM – 5:00PM	5	4

**D. Northwest Progresso Flagler Heights CRA (NPF-CRA) – Supervisor**

Days	Shift	Hours	Number of Supervisors
Monday	11:00AM – 8:00PM	9	1
Tuesday	11:00AM – 8:00PM	9	1
Wednesday	11:00AM – 8:00PM	9	1
Thursday	11:00AM – 8:00PM	9	1
Friday	11:00AM – 9:00PM	10	1
Saturday	11:00AM – 9:00PM	10	1
Sunday	12:00PM – 5:00PM	5	1

The NPF-CRA will always have 4 Ambassadors one of which will also serve as a Supervisor that will maintain high alert during shift hours.

E. Overlap Supervisor Hours of BID and NPF-CRA – Zones A and B

Days	Shift	Hours	Number of Supervisors
Friday	6:00PM – 8:00PM	2	1
Saturday	12:00PM – 8:00PM	8	1
Sunday	12:00PM – 5:00PM	5	1
Spring Break (Mondays – Thursdays)	12:00PM – 4:00PM	4	1
Dec. 15 – Jan. 2 (Mondays – Thursdays)	12:00PM – 4:00PM	4	1
Martin Luther King Day	12:00PM – 8:00PM	8	1
Memorial Day	12:00PM – 8:00PM	8	1
July 4 th (if not on weekend)	12:00PM – 8:00PM	6	1
Labor Day	12:00PM – 8:00PM	8	1

**F. Downtown Development Authority (DDA) – Ambassadors**

Days	Shift	Hours	Number of Ambassadors
Sunday	10:00AM – 4:00PM	6	3
Sunday	4:00PM – 10:00PM	6	3
Monday	10:00AM – 4:00PM	6	3
Monday	4:00PM – 10:00PM	6	3
Tuesday	10:00AM – 4:00PM	6	3
Tuesday	4:00PM – 10:00PM	6	3
Thursday	10:00AM – 4:00PM	6	3
Thursday	4:00PM – 10:00PM	6	3
Friday	9:00AM – 4:30PM	7.5	3
Friday	4:30PM – 12:00AM	7.5	3
Saturday	9:00AM – 4:30PM	7.5	3
Saturday	4:30PM – 12:00AM	7.5	3

F. Downtown Development Authority (DDA) – Supervisors

Days	Shift	Hours	Number of Supervisors
Sunday	10:00AM – 4:00PM	6	1
Sunday	4:00PM – 10:00PM	6	1
Monday	10:00AM – 4:00PM	6	1
Monday	4:00PM – 10:00PM	6	1
Tuesday	10:00AM – 4:00PM	6	1
Tuesday	4:00PM – 10:00PM	6	1
Thursday	10:00AM – 4:00PM	6	1
Thursday	4:00PM – 10:00PM	6	1
Friday	9:00AM – 4:30PM	7.5	1
Friday	4:30PM – 12:00AM	7.5	1
Saturday	9:00AM – 4:30PM	7.5	1
Saturday	4:30PM – 12:00AM	7.5	1

The BID will have 3 Ambassadors, one of which will serve as a Supervisor that will maintain high alert during shift hours.



3.3 Contract & Risk Management Plan

ISI has been in business since 2012 and currently employs over **50** employees. ISI has applied lessons learned while managing other contracts of similar size and scope as this City requirement, project management principles and risk mitigation best practices into all aspects of our Program Management Plan, detailed in this section.

3.3.1 Contract Management

Our Program Management Plan will enable us to **manage and fulfill the scope of** the City contract effectively, **on time and on budget**, while upholding impeccable standards always. Our Program Management Plan will also enable ISI to enhance the contract performance and to make the City's contract a model for delivering superior security services.

A. Organizational Structure

ISI, based on our experience in successfully managing several contracts of similar size, scope and complexity, has instituted an organizational structure that is tailored and dedicated to managing the City contract, fulfilling all requirements awarded under the contract, on time and within budget. We accomplish this through **dedicated and sustained management oversight** and well defined, **direct and clear lines of reporting, authority and communication**.

Executive Leadership

ISI's President and corporate headquarters will provide Executive Leadership to our City contract team. This hands-on approach by our Executive Team will ensure prompt resolution of all issues that may arise during the execution of this contract, and demonstrates ISI's steadfast commitment toward the success of the City contract.

Supervision of Work and Project Oversight

ISI's will use a Contract Project Manager (CPM) that be dedicated to this contract alone. The CPM will provide overall project oversight and supervise the work and performance of our City contract team personnel.

Contract Project Manager (CPM)

Our CPM will be completely responsible and held accountable for meeting the contract cost, schedule and technical objectives of the City contract. Our CPM has over **17** years of project management experience. Please see our CPM's resume in Attachment I of this proposal.



The key roles and responsibilities of ISI's CPM are detailed below:

- Maintain communications open lines with the City/Contract Coordinator
- Coordinate and/or make schedules for Ambassadors and Supervisors
- Oversee Ambassadors and Supervisors adherence to shift schedules
- Resolve any disputes and/or issues
- Assure consistency and quality performance of Ambassadors and Supervisors
- Generate and submit all invoices for work performed

Quality Management

The CPM will conduct random quality assurance audits and maintain the quality of all contract services in accordance with our personalized Quality Assurance Program (QAP). The CPM will also identify the root causes of variances and recommend measures to eliminate such variances to the City contract in a timely manner.

Lines of Authority and Communication Flow

The lines of reporting authority and communication for the City contract will be clear and direct. ISI's City CPM will have ultimate authority, responsibility and accountability to manage all our resources, including the contract team staff and subcontractors; and meet the cost, schedule and technical objectives under the City contract.

The CPM will also be the sole authority on all aspects related to the City contract management, including: communication, risk management, issue resolution, staffing, subcontractor and quality management. Issues that cannot be resolved at the CPM level will be escalated and resolved by the Executive Leadership. The CPM will communicate directly with City's Contracting Officer (CO) as well as other related agency representatives.

B. Labor Categories

The tables below show the labor categories used for each phase of the project (Base Period)

BASE PERIOD	
Labor Category	Amount
Contract Project Manager	1
Ambassador Supervisors	14
Ambassadors	6
Total:	21



C. Current Contracts

Below you will see a table listing our current contract/projects. These contracts in no way affect our ability to fulfill the requirements of the City's contract. As mentioned before, we will have a Contract Project Manager specifically for this contract to ensure the City receives the highest-quality service.

ISI's Current Contracts/Projects				
Name of Firm	Contract Description	Point of Contact	Start Date	End Date
KW Property	Patrol residential communities and education residents on safety and security issues	Ernesto Kattengell Property Manager 305-776-7321	02/2016	Ongoing
Apotex Pharmaceuticals	Provide security for the exterior perimeter of building during construction	Tom Kral 423-298-2017	03/2017	Ongoing

3.3.2 Risk Management Plan

A. Communication Management and Issue Resolution Process

ISI's PM is experienced in managing multiple contracts of similar nature to the City and will work hard to develop a close working relationship with the City personnel, including the CO. ISI is familiar with the vocabulary and language of City, which enables us to cultivate strong working relationships and communicated effectively with the contract, management and technical personnel at City and its related divisions.

ISI will communicate in an **effective, continuous, clear and accurate manner** with City personnel to identify, react, report, escalate (if need be) and resolve any arising issues promptly. Our CPM will submit a detailed Monthly Status Report to the City CO. Our clear understanding of the requirements, internal decision and execution procedures will avoid divergence between the ISI and City and result in better technical and management decision-making.

All issues will be documented and resolved in a timely manner. When an issue or problem arises and has been identified, ISI's CPM will take prompt action to document the issue in the Issue Log.



The CPM will also bring the issue to the attention of the City CO in writing. All open issues along with actions taken to eradicate them will be reported in detail in the CPM's monthly status reports.

B. Identification, Mitigation Management and Risk Control

ISI's Risk Management Methodology is intertwined into our Contract Management Approach and is composed of **continuous risk identification, analysis, planning, tracking and risk control**. Our Risk Management process will focus on identifying the risk that may potentially interfere with successful completion of each deliverable within the contract. The objective is to proactively identify and mitigate any risks on each of the deliverables before they become major issues. Risk Management will highlight and identify threats to each deliverable as early as possible, allowing for a successful outcome and better contract performance without any operation disruptions.

C. Problem Mitigation Approach

ISI's CPM will perform ongoing Quality Assurance activities on all deliverables that will focus on **identifying problems before they occur, performing root-cause analysis to avoid problems reoccurrence and soliciting direct feedback**. Our CPM will perform random quality spot checks, ongoing performance reviews, trend and root-cause analyses, prepare monthly reports, and investigate and address performance issues. This will ensure that contract team stays on target, resulting in the successful execution of this contract.

3.3.3 Contract Administration Plan

Contract Tasks		Days			
		1-10	10-20	20-30	30-60
Contract Administration					
Award Notification	Executive Team	X			
Meet with Client Management, Facility Management		X			
Contract Review, Determine Start Date and Schedules		X			
Educate Branch Staff on Client Expectations		X			
Determine Meeting Times and Schedules to develop updates		X			
Review all contract requirements to be sure of compliance					X
Human Resources Conversion Task Coordinator:					
Develop Post Assignment Job Analysis		X			
Accept Applications and Contracting Recruiting Sources		X	X		
Background check, physical fitness and drug screen on all new hires		X	X		
Area Manager/Account Supervisor, Client interviews and selection of Security Personnel			X		
Progress Meeting			X		
License and Compliance to all state, county and local requirements				X	
New Officers, Advertise and other Recruiting Efforts (w/A/M)			X	X	



Confirm Status of all training certificates of security officers hired and personnel files			X	X
Operations Conversion Task Coordinator:				
Site Familiarization/Site Security Survey and Audit	X			
Review Current Post Orders/Develop Site Specific Post Orders	X	X		
Write Job Description and Develop site specific Training Curriculum	X			
Customer Review of Post Orders	X			
Establish Communication Flow	X			
Submit Security Officer Work Schedules to Client Contact		X	X	
Progress Meeting			X	
Start Up				X
Equipment and Uniform Conversion Task Coordinator:				
Order and Prepare Uniforms, Electronics & Equipment and Vehicles		X		
Vehicle, Uniform and Equipment Distribution			X	
Fit Uniform—Reorder as Necessary			X	
Training Conversion Task Coordinator:				
Onsite Account Supervisor Training		X	X	
Develop Training Schedule for Security Officers including refresher training	X	X		
Classroom Training and Specific On-The-Job-Training			X	X

4.0 Conclusion

Indemnity Security & Investigations, Inc. is fully capable of fulfilling the requirements of the RFP #12054-585 and providing first-class security services by means of highly-trained officers to serve as Supervisors and Ambassadors. We look forward to proving our capabilities and providing high-quality services to the City on this important requirement.



ATTACHMENT 1



State of Florida

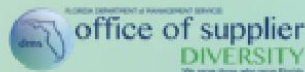
Minority Business Certification

Indemnity Security & Investigations Inc

Is certified under the provisions of
287 and 295.187, Florida Statutes, for a period from:

10/05/2017 to 10/05/2019

Erin Rock, Secretary
Florida Department of Management Services



Office of Supplier Diversity • 4050 Esplanade Way, Suite 380 • Tallahassee, FL 32399 • 850-487-0915 • www.dms.myflorida.com/osd



The Miramar Pembroke Pines Regional Chamber of Commerce

Proudly Presents

Steve Sarduy
Indemnity Security & Investigations



2017 Small Businessperson of the Year

May 25, 2017

Renaissance Ft. Lauderdale - Plantation Hotel

MIRAMAR  **PEMBROKE PINES**
REGIONAL CHAMBER OF COMMERCE



President/CEO



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**ADAM H. PUTNAM
COMMISSIONER**

DIVISION OF LICENSING

09/03/15
DATE ISSUED

08/08/18
DATE OF EXPIRATION

A 1200184
LICENSE NUMBER

**INDEMNITY SECURITY & INVESTIGATIONS INC.
DBA ISI SECURITY & INVESTIGATIONS**

15800 PINES BLVD. STE 3038
PEMBROKE PINES, FL 33027

BUY, STEVEN S, PRESIDENT

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



**ADAM H. PUTNAM
COMMISSIONER**



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**ADAM H. PUTNAM
COMMISSIONER**

DIVISION OF LICENSING

11/05/15
DATE ISSUED

10/23/18
DATE OF EXPIRATION

B 1200154
LICENSE NUMBER

**INDEMNITY SECURITY & INVESTIGATIONS INC.
DBA ISI SECURITY & INVESTIGATIONS**

15800 PINES BLVD. STE 3038
PEMBROKE PINES, FL 33027

SARDUY, STEVEN S, PRESIDENT

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



**ADAM H. PUTNAM
COMMISSIONER**



The New Property Template

This is a template you can use to gather the essential information needed to setup a new account within Indemnity Security

Step 1 - Adding a Management Company

Fill out the following section with your client's contact information..

Management Company: _____

Contact Phone Number: _____

Additional Notes: _____

Step 2 - Adding a Property

Fill out the following section with information about the property you are working at.

Property Name: _____

Main Property Address: _____

Emergency Contacts (With Phone Numbers): _____

List the locations for this property:

*Locations are specific points of interest at a specific property or address. **For example: Pool, Trash Area, Electrical Room, Etc.** These will be used to provide additional detail to your reports.*

1. _____
 2. _____
 3. _____
-

Step 3 - Reviewing Property Details

Will you be reporting maintenance issues at this property?

Yes / No



Will you be reporting parking issues at this property? (Only applies if you've purchased the parking program)

Yes / No

Step 4 – Adding New Issue Types

Security Issue Types (or Incidents)

Please list all of the security issues you will be reporting at this property. **For example: Noise Disturbance, Trespassing, Vandalism, Checking Doors, etc.** You may also reference past reports to see the incidents and issues that have been reported on this property before.

	Issue Name	Priority Level (1-Critical, 2-Cautionary, 3-Routine)
1	Example: Vandalism	1
2	Example: Door Left Open	2
3	Example: Perimeter Check	3
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

Maintenance Issue Types (If Applicable)

Please list all of the maintenance issues you will be reporting at this property. **For example: Lighting Inspection, Water Leak, HVAC Issue, etc.** Reference the existing post orders for specific items the client has requested. You may also reference past reports to see the incidents and issues that have been reported on this property before.

	Issue Name	Priority Level (1-Critical, 2-Cautionary, 3-Routine)
1	Example: Broken Sprinkler	1
2	Example: Light out	2
3	Example: Door Fault	2
4		
5		
6		
7		
8		
9		
10		



Parking Issue Types *(If Applicable)*

Please list all of the parking issues you will be reporting at this property. **For example: Vehicle Not Registered, Fire Lane Violation, Overnight Parking, Obstructing Traffic, etc.** Reference the existing post orders for specific items the client has requested. You may also reference past reports to see the incidents and issues that have been reported on this property before.

	Issue Name	Priority Level (1-Critical, 2-Cautionary, 3-Routine)
1	Violation: Not Registered	1
2	Violation: Overnight Parking	2
3	Violation: Fire Lane	1
4		
5		
6		
7		
8		
9		
10		

Step 5 – Adding Checkpoints

Please list all of the routine patrols that are currently completed at this property.

	Area Patrolled (Location, Zone, Department, Floor, etc.)	Checkpoint Notes (The note that goes into the Daily Activity Report)	Checkpoint Instructions (The instructions shown to the officer after the Checkpoint is scanned)
1	Example – Patrol: Front Gate	Officer patrolled the front gate to make sure there was no unwanted activity.	Please check the gate to make sure there is no damage and no signs of forced entry.
2			
3			
4			
5			
6			
7			
8			
9			
10			



Step 6 – Adding Tasks or Reminders:

Please list all of the scheduled tasks the officer is required to complete at specific times.

	Task Name	Points of interest (What is the officer required to do?)	Time to Be Sent	Days To Be Sent (S,M,T,W,TH,F,S)
1				
2				
3				
4				
5				

Step 7 – Adding Users:

Please list all users associated with this property including officers, supervisors, dispatch, clients, etc.

	User's First and Last Name	User's Email Address	User's Role (Officer, Supervisor, Client, etc.)	Password for the User
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



STATE OF FLORIDA



DEPARTMENT OF MANAGEMENT SERVICES
DIVISION OF STATE PURCHASING

recognizes

Indemnity Security & Investigations Inc

as a member of the

Florida Emergency Supplier Network

2016-2018

Deputy Director of State Purchasing & Chief of Procurement
Operations Department of Management Services

Certification Number: 061



REQUIRED DOCUMENTS



INDESEC-01

MMELTON

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/10/2017

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 Cottage Grove Office PayneWest Insurance, Inc. 1645 East Main Cottage Grove, OR 97424		CONTACT NAME: PHONE (A/C, No, Ext): (541) 942-0555 FAX (A/C, No): (541) 942-9860 E-MAIL: ADDRESS:		
INSURED Indemnity Security & Investigations, Inc 7951 Riviera Blvd Suite 104 Hollywood, FL 33023		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Scottsdale Insurance Company		41297
		INSURER B:		
		INSURER C:		
		INSURER D:		
		INSURER E:		
		INSURER F:		

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X	X	RBS0009494	10/15/2017	10/15/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			RBS0009494	10/15/2017	10/15/2018	COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> EL, EACH ACCIDENT \$ EL, DISEASE - EA EMPLOYEE \$ EL, DISEASE - POLICY LIMIT \$
A	Errors & Omissions	X	X	RBS0009494	10/15/2017	10/15/2018	each claim 1,000,000
A	Errors & Omissions	X	X	RBS0009494	10/15/2017	10/15/2018	Aggregate 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate holder is additional insured per attached form GLS-487

CERTIFICATE HOLDER

CANCELLATION

Pembroke Shores and KW Property Management LLC
13794 NW 4th St, Ste 208
Sunrise, FL 33325

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

© 1988-2015 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD



SCOTTSDALE INSURANCE COMPANY®

**ENDORSEMENT
NO.** _____

ATTACHED TO AND FORMING A PART OF POLICY NUMBER	ENDORSEMENT EFFECTIVE DATE (12:01 A.M. STANDARD TIME)	NAMED INSURED	AGENT NO.
RBS-0009494	10/15/2017	Indemnity Security & Investigations Inc	46722

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED—OWNERS, LESSEES OR CONTRACTORS—
AUTOMATIC STATUS WHEN REQUIRED IN CONSTRUCTION AGREEMENT
WITH YOU INCLUDING PRIMARY OR PRIMARY AND NON-CONTRIBUTORY
AND LIMITED WAIVER OF SUBROGATION**

This endorsement modifies insurance provided under the following:

**COMMERCIAL GENERAL LIABILITY COVERAGE PART
ERRORS AND OMISSIONS COVERAGE PART**

A. SECTION II—WHO IS AN INSURED is amended to include as an additional insured any person or organization for whom you are performing operations and you and such person or organization have executed a written contract or agreement prior to the time of an "occurrence" giving rise to a claim that such person or organization be added as an additional insured on your policy. Such person or organization is an additional insured only with respect to liability for "bodily injury," "property damage," "error or omission" or "personal and advertising injury" caused, in whole or in part, by:

1. Your negligent acts or omissions; or
 2. The negligent acts or omissions of those acting on your behalf;
- in the performance of your ongoing operations for the additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

1. "Bodily injury," "property damage," "error or omission" or "personal and advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:
 - a. The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; and
 - b. Supervisory, inspection, architectural or engineering activities.
2. "Bodily injury" or "property damage" occurring after:
 - a. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the site of the covered operations has been completed; or
 - b. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

Includes copyrighted material of ISO Properties, Inc., with its permission.
Copyright, ISO Properties, Inc., 2004



C. With respect to the insurance afforded to these additional insureds, the following is added to SECTION III—LIMITS OF INSURANCE:

The most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement you have entered into with the additional insured; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

D. Under SECTION IV—COMMERCIAL GENERAL LIABILITY CONDITIONS; subparagraphs a. Primary Insurance and b. Excess Insurance of paragraph 4. Other Insurance are amended as follows:

If you have agreed in a written contract and executed such a contract or agreement prior to the time of an "occurrence" giving rise to a claim, that this policy will be afforded on a primary or primary and non-contributory basis and without right of contribution from any insurance in force for the liability in the performance of your ongoing operations for the additional insured(s), then this insurance will be afforded on a primary or primary and non-contributory basis, and we will not seek contribution from any other such insurance.

E. Under SECTION IV—COMMERCIAL GENERAL LIABILITY CONDITIONS, the following is added to paragraph 8. Transfer Of Rights Of Recovery Against Others To Us:

We waive any right of recovery we may have against an additional insured if you have agreed in a written contract, and executed such a contract or agreement prior to the time of an "occurrence" giving rise to a claim, but only with respect to liability for "bodily injury," "property damage," "error or omission" or "personal and advertising injury" caused by:

1. The named insured's negligent acts or omissions; or
2. The negligent acts or omissions of those acting on the named insured's behalf;

in the performance of the named insured's ongoing operations for the additional insured.

All other Terms and Conditions of this Policy remain unchanged.

AUTHORIZED REPRESENTATIVE

DATE

Includes copyrighted material of ISO Properties, Inc., with its permission.
Copyright, ISO Properties, Inc., 2004



NON-COLLUSION STATEMENT:

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

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

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

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

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

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

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

NAME

RELATIONSHIPS

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

**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

 X Visa Card

Company Name: Indemnity Security & Investigations, Inc.

Steven Sarduy

Name (printed)


Signature

November 27, 2017

Date:

President

Title

**LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT**

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

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

Business Name

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

Business Name

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

Business Name

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

Business Name

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

Business Name

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

Business Name

BIDDER'S COMPANY: Indemnity Security & Investigations Inc.

AUTHORIZED COMPANY PERSON: Steven Sarduy

NAME


SIGNATURE

November 27, 2017

DATE

**BID/PROPOSAL CERTIFICATION**

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

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

Company: (Legal Registration) Indemnity Security & Investigations Inc. EIN (Optional): 45-5618793

Address: 7951 Riviera Blvd #104

City: Miramar State: FL Zip: 33023

Telephone No. 786-759-1192 FAX No. _____ Email: steven@isimiami.com

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

Total Bid Discount (section 1.05 of General Conditions): _____

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): MBE X 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
#1	Oct. 5, 2017	_____	_____	_____	_____
#2	Oct. 12, 2017	_____	_____	_____	_____

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 BIDSYNCR you must also click the "Take Exception" button.

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:

Steven Sarduy

Name (printed)

November 27, 2017

Date:

Steven Sarduy

Signature

President

Title

revised 04/10/15



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. 1

RFP No. 12054-585
TITLE: City Ambassador Program

ISSUED: October 3, 2017

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

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

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

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

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

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

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



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

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: Indemnity Security & Investigations Inc.
(please print)

Bidder's Signature: 

Date: November 27, 2017



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

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):

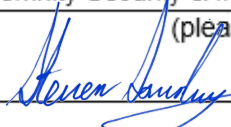
1. The opening date has been changed to Tuesday, November 14, 2017.

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: Indemnity Security & Investigations Inc.

(please print)

Bidder's Signature: 

Date: November 27, 2017



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

ADDENDUM NO. 3

RFP No. 12054-585

TITLE: City Ambassador Program

ISSUED: November 1, 2017

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

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



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

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: Indemnity Security & Investigations Inc.

(please print)

Bidder's Signature: 

Date: November 27, 2017



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

SECTION VI - COST PROPOSAL PAGE - REVISED**Proposer Name:** _____

- 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 \$ <u>20.41</u> /hr = <u>92,579.76</u> annually |
| • Supervisor, (non-shared) Hours | 1,320 hrs X \$ <u>24.79</u> /hr = <u>32,722.80</u> annually |
| 6.4.2 The NPF-CRA Area/Zones: | |
| • Ambassadors, Regular Hours | 9,516 hrs X \$ <u>20.41</u> /hr = <u>194,221.56</u> annually |
| • Supervisor, (non-shared) Hours | 2,224 hrs X \$ <u>24.79</u> /hr = <u>55,132.96</u> annually |
| 6.4.3 DDA Areas/Zones: | |
| • Ambassadors, Regular Hours | 8,944 hrs X \$ <u>20.41</u> /hr = <u>182,547.04</u> annually |
| • Supervisor, Regular Hours | 2,080 hrs X \$ <u>24.79</u> /hr = <u>51,563.20</u> 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 \$ <u>24.79</u> /hr = <u>11,570.46</u> annually |
| • NPF-CRA | 474 hrs X \$ <u>24.79</u> /hr = <u>11,570.46</u> annually |
- 6.5.2 **Shared Vehicle between the BID and NPF-CRA:**
- | | | | |
|-------------------|--------------------|-------------|----------------------------------|
| ○ BID Portion | 42% \$ <u>2.75</u> | 787.5 Hrs | |
| ○ NPF-CRA Portion | 58% \$ <u>2.75</u> | 1,087.5 Hrs | Cost \$ <u>5,156.26</u> annually |

TOTAL COST \$ 631,908.24 ANNUALLY**Submitted by:**

Steven Sarduy
Name (printed)

November 27, 2017
Date


Signature

President
Title