

QUALITY SECURITY SERVICES



REGIONS SECURITY

"Ensuring A Safer Tomorrow"

OUR MISSION IS TO OPTIMIZE THE PROTECTION OF OUR CLIENTS' ASSETS BY DEVELOPING AND IMPLEMENTING A STRATEGIC PLAN.

Security Officers Who
Welcome and Protect



Regions Security Services, Inc

OUR VISION IS TO BECOME THE MOST DYNAMIC AND RESOURCEFUL SECURITY PROVIDER FOR OUR CLIENTS.

Proposal Response for: City of Ft. Lauderdale City Ambassador Program Solicitation 12054-585



Regions Security Services – 1100 NW 72nd Ave Miami, Florida 33126
By: David J Rodriguez - Tel. 305-801-2340 – drodriguez@RegionsSecurity.us

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EXHIBIT 10
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TRANSMITTAL LETTER

Thursday, November 30, 2017

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

RFP # 12054-585 TITLED: City Ambassador Program

Thank you for allowing Regions Security Services, Inc. (Regions Security) the opportunity to present you with this security program to meet the requirements for the City of Fort Lauderdale in the Ambassador Program. We know that the City takes the safety and security of its employees, patrons and visitors very seriously. That being said, it is essential that a qualified, experienced and committed staff be selected and I firmly believe that Regions Security can handle that effectively.

Today's security needs are dictated by numerous state laws and protocols. Fortunately, Regions Security has maintained itself abreast of all such requirements and is involved in the field to provide our clients with the level and commitment of service necessary to meet or exceed their needs. At Regions Security Services, we care about protecting our client's assets by understanding their security concerns and overall site objectives. Keeping this simple approach in mind, I am honored to present you with this security proposal that meets your security expectations and provides you the peace of mind of knowing that your property is being monitored by well trained and monitored professionals.

Within our credentials, we will explain our origins, motivations, commitment to service and how Regions Security makes and maintains the conscious decision of elevating itself above the traditional "guard" industry. We accomplish it through our recruitment, selection process, site training and assignment protocols as well as through continuous improvement and service excellence.

In closing, we know you have many choices to consider when it comes to hiring a new security provider. I invite you to review our credentials where we identify key elements of our success and regimen to ensure client satisfaction and adherence to security standards. In closing, we stand ready and welcome the opportunity to address any questions you may have about this proposal.

Our Area Manager Mr. David J Rodriguez is hereby authorized by me as a legal representative to produce and present these materials on behalf of Regions Security Services. He can be reached at Tel. 305-801-2340, or via email at: drodriguez@RegionsSecurity.us

Cordially,

Carlos Rivero, Jr.
CEO / President

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EXECUTIVE SUMMARY



Regions Security is a Service-Disabled Veteran-Owned Small Business and a specialized provider of security and ancillary services. Regions Security was born out of the desire and need to address unresponsive and substandard services, red-tape and service delays often offered by other companies.

Regions Security was formed in 2010 by its President & CEO Carlos Rivero, Jr. after serving in the U.S. Army and managing numerous security companies.

Mr. Rivero is a highly recognized service-disabled veteran who served in Operation Iraqi Freedom and Operation Enduring Freedom military initiatives.

At Regions Security, we care about protecting our clients' assets. By understanding their concerns and overall security objective, we develop and implement a strategic plan for their peace of mind. In other words – doing the job and doing it right!

Regions Security is an S Corporation and complies with all applicable regulatory requirements including federal, state, special district, and local laws, rules, regulations, orders, codes, criteria, standards, and permits. Regions Security is comprised of almost 300 security professionals and anticipates a growth of 125% in the subsequent 2 years. Regions Security is a licensed and insured security company which meets all of the required licensing and insurance guidelines required by the State of Florida.

Commitment counts and Regions Security is committed to serve.

OUR MISSION

Our mission is to optimize the protection of our clients' assets by developing and implementing a strategic plan.

OUR VISION

Our vision is to become the most dynamic and resourceful security provider for our clients.

OUR VALUES

Regions Security demands that its administrative and security personnel identify with the organization and assume its values as their own, in order to achieve our mission.

Loyalty: Bear true faith and allegiance to Regions and its clients.

Duty: Fulfill your obligations.

Respect: Treat people as they should be treated.

Integrity: Do what's right, legally and morally.

Honor: Live up to Regions' values.

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CAPABILITY STATEMENT



REGIONS SECURITY SERVICES, INC.

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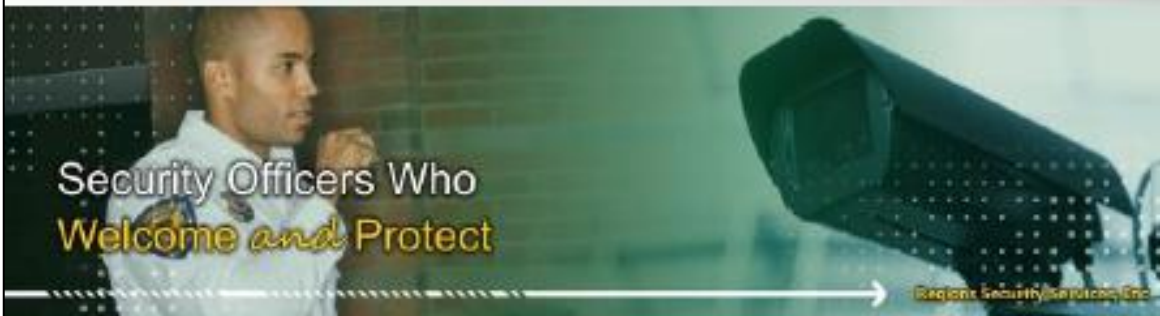
Company Profile

Regions Security Services, Inc. is a Service-Disabled Veteran-Owned Small Business specializing in security and ancillary services. Residential communities, hotels, commercial, retail, industrial, and construction businesses have benefited from our services. Government and educational agencies have experienced the value of using our services. Regions Security protects customers assets by helping them understand the criminal mindset and developing a strategic plan for their peace of mind. In other words – doing the job and doing it right!

Services We Provide

- Armed / Unarmed Security Guards
- Concierge / Front Desk
- Electronic Security
- Security Training & Licensing
- Executive Protection
- Loss Prevention
- Criminal Background Checks
- Logistics Support
- Alarm Response

Our Mission is to protect our client's assets by providing reliable security services and alternative solutions.



Security Officers Who
Welcome and Protect

Regions Security Services, Inc.

Our Vision is to be identified as a leading provider of reliable security services.

Certifications and Registrations

- Service-Disabled Veteran-Owned Small Business
- Disadvantage Business Enterprise
- Micro/Small Business Enterprise
- Minority Owned Small Business
- SBA Certified 8(a) Firm
- FEIN: 27-2169908
- Duns: 961972440
- Cage: 62A57

Primary NAICS

561612	561720	611519	492110
561613	561621	812930	492210

Point of Contact

Name: Carlos Rivero, Jr.
Title: President
Address: 7925 NW 12th Street
Suite 306
Doral, Florida 33172
Phone: (305) 517-1266
Fax: (305) 517-1267
Toll Free: (877) 505-7774
Email: info@RegionsSecurity.us
Website: www.RegionsSecurity.us
Links:    

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EXPERIENCE AND QUALIFICATIONS



President & CEO

Carlos Rivero, Jr.

Years with Regions Security : 6 Years

Years in the Industry: 14 Years

Industry Experience

President & CEO, Regions Security Services, Inc.	2010-Present
Business Development Manager, SMI Security Management, Inc.	2009-2010
Director of Operations, Sereca Security Corporation	2007-2009
Account Manager, Sereca Security Corporation	2006-2007
Director of Security, The Towers of Key Biscayne	2003-2006
Security Professional, Pinkerton & Burns Security	2002-2003
Specialist 63W10H8, United States Army	1999-2002

Experience

President & CEO of Regions Security , Carlos Rivero, Jr., is a service-disabled veteran of the U.S. Armed Forces with a distinguished background. As a young Army Specialist, Rivero was deployed to Afghanistan in 2001, serving in both the Iraqi Freedom and Enduring Freedom military initiatives, where he was promoted and received numerous commendations and awards. Since then, Mr. Rivero has amassed over 15 years of security industry experience.

Under his leadership, direction, and participation, Regions Security has grown from a small local security services related company to a successful, progressive and admired regional security company. Mr. Carlos Rivero' s many years of experience in the military and private contract security have provided him with the credentials to forge new standards and procedures for his company and the contract security industry.

Awards & Certificates in the Past 3 Years

2015 Rising Star Award - Commercial Industrial Association of South Florida
2014 Young Professional of the Year - Building Owners and Managers Association
2013 Member of the Year Award - Latin Builders Association
2013 Certificate of Appreciation - Greater Kendall Business Association
2012 Security Agency of the Year Award - Minority Chamber of Commerce
2012 Certificate of Appreciation - City of Doral
2012 Member of the Month Certificate - Latin Builders Association
2011 Certificate of Special Congressional Recognition - Congress, Senator Marco Rubio

Affiliations

Chair of the City of Doral Military Affairs Advisory Board (COD MAAB)
Board Member of the Commercial Industrial Association of South Florida (CIASF)
Member of the Building Owners and Managers Association (BOMA)

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Regions Security Services, Inc.



Certificate of Special Congressional Recognition

Presented to

Mr. Carlos Rivero

*in recognition of outstanding and invaluable
service to the community.*

October 13, 2011

DATE

Mr. N. [Signature]
MEMBER OF CONGRESS
[Signature]

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AREA MANAGER BIO



Area Manager

David J. Rodriguez

Years with Regions Security Services: 2 years

Years in the Industry: 22 Years

Industry Experience

Area Manager, Regions Security Services, Inc.	2015-Present
Business Manager, Security Management Innovations, Inc.	2013-2015
Branch Manager, Paramount Security Services	2008-2013
Business Development Manager, McRoberts Protective Agency	2005-2008
Director of Business Development, Garrison Protective Services	1997-2005
Security Consultant, Wells Fargo Guard Services	1994-1997

Experience

Area Manager, David Rodriguez, is a 22-year veteran as a security professional. David has a solid understanding of every aspect of the physical security industry and extensive knowledge of the South Florida market. David has taken part on the development of some of the most complex security programs in the region and is able to match a successful security solution for each of the client's particular needs. An avid gadget person he stays in tune with electronic solutions that emerge in the market which enhance physical security. David is also responsible for the philanthropy programs that Regions Security is involved in.

Industry Affiliations

BOMA Miami – Committee member, industry partner
CIASF – Industry Partner – Sponsor Member
Member of ASIS International – A worldwide association for Security Professionals
CAI South East Florida (Community Association Institute) – Member
BOMA – Sponsor Member of Building Owners and Managers Association
CAMP – Community Association Management Professionals –Member

Education & Licensing

International Profit Associates - Chicago, IL January, 2002
Business Analyst

Bellevue College – Bellevue, NE August, 1990
Bachelor's Degree Human Resource Management - Minor in Business Administration.

University of Nebraska at Omaha - Omaha, NE May, 1985
Associate Degree Two years in Computer Science and one year of prerequisite courses.

Certified by the ATA / Aviation screener of bombs, explosives and contraband

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REGIONAL OPERATIONS MANAGER BIO



Regional Operations Manager

Jose L. Rubio

Years with Regions Security : 5 Years

Years in the Industry: 14 Years

Industry Experience

Regional Operations Manager, Regions Security Services, Inc.	2011-Present
Operations Manager, Sereca Security Corporation	2010-2011
Operations Manager, SMI Security Management, Inc.	2009-2010
Operations Coordinator, Sereca Security Corporation	2007-2009
Security Professional, The Towers of Key Biscayne	2003-2007

Experience

Regional Operations Manager, Jose Rubio, has amassed 13 year in the security industry as a professional in different operational roles. He has developed incredible customer service skills having worked with property managers, business owners, and others in the industry. Rubio has supervised over 8,000 hours of scheduling for almost 300 employees.

He has taken on a role of workplace counsel helping guide employees to work more efficiently and professionally. By means of annual trainings he has helped keep employees up to date with new procedures or changes in the industry.

Industry Associations

Member of Doral Business Council (DBC)
Member of Building Owners and Managers Association (BOMA)
Member of Latin Builders Association (LBA)
Member of the Greater Kendall Business Association (GKBA)
Member of Minority Chamber of Commerce (MCC)

Education & Licensing

Florida National College, A.S.
Security Agency Manager
Security Officer Instructor

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Regions Security Services, Inc.

AVAILABLE CORPORATE HUMAN ASSETS

CHAIN OF COMMAND



- President & CEO: Carlos Rivero, Jr.
- Corporate Manager: Victor Guembes
- Area Manager: David J. Rodriguez
- Regional Operations Manager: Jose L. Rubio
- Operations Manager: **Javier Saavedra**
- Operations Coordinator: Pablo Verde
- Finance Manager: Monica Rodriguez
- Human Resource Manager: Natalia Restrepo
- Human Resource Specialist: Eli LaCroix
- Account Managers
- Field Supervisors
- Dispatchers
- Security Personnel



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OTHER AVAILABLE SERVICES

Executive Protection: This service, provided by specially trained executive protection professionals, can be offered for a one-time event or on an ongoing basis, and can be provided for private individuals, corporate executives and other at-risk employees within the United States and around the world.

Background and Career Verification: We help companies make effective hiring decisions and assist in reducing the problems associated with employee dishonesty. Our services include employee screening, past employment record as well as the development of theft prevention and ethical behavior programs and other education and awareness programs.

Special Events: For your guests comfort and enjoyment, we provide protection services in high-profile events in the entertainment and sports sectors. Coverage can include access and perimeter control, credentialing, crowd and traffic (parking) control, valet parking, transportation, explosives sweeps with K-9 control and executive protection.

Canine Support (K-9): We provide canine support in drug and explosives detection with specialized trained handlers. We can provide dogs specially trained to protect people and their assets. The dogs can help security personnel in their patrol routine, especially in difficult or extensive areas.

Corporate In-House Training and Workshops: We can develop your employee and executive in-house security training programs. Attorneys, Certified Protection Professionals (CPP), Certified Fraud Examiners (CFE) and other experts have developed practical workshops to enhance your staff's capabilities with superior training and effectiveness. Many of our instructors are fluent in English and Spanish. Some of our programs include:

- Emergency and Disaster Planning
- Risk Analysis
- Business Impact Analysis
- Hotel Security
- Bank Security
- Travel Security and Safety
- Airport Security
- Physical Security
- Theft Prevention
- Security Awareness & Preparedness
- Violence in the Workplace
- Sexual Harassment

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Regions Security Services, Inc.



REGIONS SECURITY

"Ensuring A Safer Tomorrow"



LOYALTY



DUTY



RESPECT



HONOR



INTEGRITY

OUR DIFFERENCE

Regions' proactive security professionals demonstrate their commitment, exceptional skills and performance.

At Regions Security, we are committed to keeping a local touch and insist on a system of checks and balances to monitor our service deliverables. We pride ourselves in establishing long-term partnerships and believe in winning a client for life.



Our clients have a direct line of communication with local management at all times.

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Regions Security Services, Inc.

EXPERIENCE COUNTS

With over 75 years of combined experience, Regions Security provides security solutions to all vertical markets, with over 300 employees, 24/7 dispatch center, vehicle patrols, and both armed and unarmed guards.

A seasoned Security Consultant can provide you with a risk-free and professional security evaluation for your property or business.

Our unique Customer Service training program ensures our security professionals meet your security goals with a smile and operate courteously and professionally.



// CUTTING-EDGE // SECURITY SOLUTIONS

REGIONS

SERVICES



SECURITY OFFICERS
Armed & Unarmed



CUSTOMER SERVICE
Concierge & Front Desk



TECHNOLOGY
CCTV & Access Control



PATROL SERVICES
Roving & Alarm Response

HISTORY

Regions Security is a Veteran-Owned Business and a specialized provider of security and ancillary services. Regions Security was formed in 2010 by its President & CEO Carlos Rivero, Jr. after serving in the U.S. Army and managing numerous security companies. Mr. Rivero is a highly-recognized service-disabled veteran who served in Operation Iraqi Freedom and Operation Enduring Freedom military initiatives.

Commitment counts and Regions Security is committed to serve.

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Regions Security Services, Inc.

CORPORATE RESPONSIBILITY AND COMMUNITY IMPACT

Regions Security meets the needs of the community and actively participates in activities which involve their top tier management with hands-on experiences to enrich our corporate culture within well recognized charitable organizations as well as with creative philanthropic efforts.

Executives, management, and employees alike are allowed to bring to the table ideas for sponsoring activities that promote helping the needy, homeless, sick, elderly or otherwise more vulnerable within the communities that we proudly serve. Working with organizations such as the Red Cross, the Miami Rescue Mission, The Wounded Warrior Project, Best Buddies International we can help to make our communities better and creating a work environment where our success is shared both financially and through our own personal efforts and giving of time.

So far in 2016, Regions Security was named and recognized for the single largest donation to the Miami Rescue Mission, empowering the entity to provide warm meals to over 200 of their most needy clients during the annual “Thanksgiving in March” organized event. Miami Rescue Mission



Above from Left to Right: Victor Guembes, Corporate Manager
Monica Rodriguez, Finance Administrator
Natalia Restrepo, Human Resource Manager



CEO Carlos Rivero, Jr. Chair of the City of Doral Military
Advisory Board. Carlos served in the Iraqi Freedom Initiative

“We make a living by what we get, but we make a life by what we give” – Winston Churchill.

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PERSONNEL RECRUITMENT

Regions Security has always believed and been involved in developing and maintaining a sound employee base staffed by motivated, trained and well compensated security personnel. As such, Regions Security has demonstrated its expertise in managing labor relations, offering the best possible human talent to serve our diverse client base while being fiscally responsible to itself and its clients.



PERSONNEL PROCESSING

Candidate personnel undergo a screening process and must demonstrate basic skills in reading, writing, and speaking and successfully pass a series of job-related orientation sessions to qualify for a position with Regions Security. Applicants must complete a qualification process which consists of the following fundamental steps:

Verification of Employment Standards to Include:

- That the applicant is 21 years of age or older.
- A U.S. citizen or possess the necessary authorization for employment.
- Have a high school diploma or equivalent.
- Ability to interact with the general public.
- Ability to maintain poise and self-control.
- Possess good oral and written communication skills.
- Be in good mental and physical health.
- Have no felony convictions or patterns of irresponsible behavior.
- Not use any illicit drugs or narcotics and will not abuse alcohol.

These standards of performance are agreed to at the time of application for employment, and all candidates for employment must acknowledge their compliance.

Employment Application

An application for employment must be completed in person by the applicant. It requests all preliminary information needed to begin the interview process. The application requests information required to verify prior employment and requires documentation of education, medical history, military service, personal references, etc.

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Regions Security Services, Inc.

REGIONS TRAINING APPROACH

Regions has extensive experience delivering and managing armed and unarmed guard's access control security training programs. This experience includes our Florida-Certified Security Training Academy where Regions trains licensed security officers throughout South Florida (including the training of other company's officers).



Regions is approved by the Florida Department of Veterans Affairs as a Veterans training school for our Armed Forces veterans.

Regions is licensed by the State of Florida as a security officer school and has both the DS facility license and DI instructor license with two certified instructors. Regions is currently approved to provide training for the D licensed officers, and are on the final stages of receiving approval for the G license instruction. Regions is also approved by the Florida Department of Veteran Affairs as a Training School for our Armed Forces veterans. Our approach for conducting officer training includes:

Regions Security Training Approach	
Features	Benefits
<ul style="list-style-type: none"> • Develop/submit Training Plan for approval. • Execute the Training Plan using experienced trainers. • Use site-provided officer training program, curricula, and equipment. • Conduct major training activities. • Provide workforce training (i.e. professional development, other training such as invoicing and records management). • Maintain officer training records documentation. • Provide clients with required training status reports. 	<ul style="list-style-type: none"> • Ensures only site-approved training curricula and equipment are used. • Ensures standardization of all officer training activities. • Officers continuously assessed. • Officer qualification and training documentation maintained using an online database system. • All required training deliverables provided on time.

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TRAINING REQUIREMENTS

Regions Security will pay its personnel a minimum of the current living wage, as established by living wage ordinance, during all mandated trainings and described in the scope of services. The Regions Security will provide all required training at no direct cost to you.

1. Employee Orientation Training

The clients have the choice to implement an Employee Orientation Program for Regions Security personnel assigned to the Contract. Employee Orientation Training length and content will be solely determined by each client as a means for the Officers to take on added ownership of the account and get a better understanding of the company culture. Upon completion of Employee Orientation Training, Regions Security will submit invoices for all personnel, who attended said training for the time spent during said training. We can also assist clients put together the orientation course.

2. Site Orientation Training for Security Officers

Regions Security will provide a mandatory site orientation training to all security officers as specified in site specific post orders. Training will be conducted by a Regions Security Project Manager or Site Supervisor. Trainees will not be in an "active duty" status and may not be placed on duty at that site until said training has been completed. This training will be conducted at each individual site to which the Security Officer is assigned. The measure of success for the training will be the effectiveness with which the trained employee is able to perform post duties.

- General and specific orders for the facility
- Policy and specific procedures for responding to emergency alarms, bomb threats, etc.
- Procedures for access control and operation of the security system within the facility
- National or regional DHS threats
- Behavior pattern recognition



3. Job Enrichment Training

The job enrichment training program will include an approach to the protection of critical assets such as electrical switchgear, plant generation, disinfection systems, and in particular, receipt of and storage of hazardous or toxic chemicals, perimeter fencing, and wiring systems feeding the facilities.

4. Advancement Training

Personnel may become eligible for the next level of security officer by successfully completing a comprehensive security officer course of study. Subsequent to the successful completion of the required courses. All related costs for said training are not passed to the employee.

REGIONS SECURITY IS A PROUD SPONSOR OF SEVERAL TRAINING PROGRAMS FOR OUR

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Regions Security Services, Inc.

IN-SERVICE (ONGOING) TRAINING PROGRAM

We continuously train our guards to ensure operational readiness, reduce work errors and improve overall security operations performance (i.e. roll call briefings on training issues and on-duty performance testing).

Regions believes that a well-trained employee better serves the interests of our clients and Regions Security. Additionally, it has been proven that well trained employees reduce risk, cost of turnover and

A cornerstone of our success has been initial, recurrent and specific training on key aspects of the ever-evolving security field and its applications. This training both instructs and motivates, ensuring the delivery Key to training is the availability of a facility, which can deliver the content and quality of training required. A way to ensure this was the creation of the Regions Security Academy. Based in Doral, adjacent to Regions Security's office, this facility is a State of Florida licensed facility authorized to provide required State of Florida Class D (and soon Class G) training and certification to security personnel. Training is conducted covering all areas of the state requirements as well as other, more advanced areas including crime prevention, evacuations, crowd control, access control, customer service, screening and detection techniques and devices, reports, forms and protocols.



It is through the experience, initiative and qualifications of our executives, key staff, personnel and resources, that we believe we can be an invaluable asset to your operations. Of course, part of our success has been being available to evaluate needs on a case-by-case process and offer tailored solutions. We look forward to providing you our commitment and interest in your security and overall success.

Activation of these programs require a training policy which has a well-developed training outline and supporting materials which reflect a state-of-the-art and professional curriculum and staff who can effectively impact the trainees so they are technically prepared to handle their assigned duties with performance excellence. We offer the following tiered approach to our training philosophy.



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Regions Armed/Unarmed Security Guard Training Requirements

New Officer Training

New officer training will include initial job (i.e. Florida Class D & G Security License and customer service training) and Regions orientation training. Regions initial training stresses superior customer service, performing at a high level of professionalism, and conducting vigilant and attentive security. Training covers the employee's role in the security system, brief history of terrorism, SOP, customer service, and practical training including an Active Shooter course. Each guard will receive 8 hours of contractor-provided training in addition to any required by each specific client as per their needs.

Contractor Standard Classroom Training	Type	Hours
General Orientation on Regions Contracted Responsibilities	Class	.5
Introduction to Security Regulations and Terrorism 101 <ul style="list-style-type: none"> Your role in the security system Brief history of Terrorism and Ongoing Threats 	Class	.5
Standard Operating Procedures and Regulations <ul style="list-style-type: none"> Prevention of unauthorized access to a restricted area Controlling movement of personnel and vehicles Patrols and Observations Vehicle Searches (if required) Vehicle Escorts (if required) Handling emergency situations at security posts, etc. Report Writing 	Class	2
Safety, OSHA, and Worksite Hazards	Class	.5
Customer Service & Cultural Awareness Training, includes detailed site review	Class	.5
Standards of Conduct, Employee Handbook (Discipline Policy, Conflict Resolution, Preventing Sexual Harassment)	Class	1
Practical Training: <ul style="list-style-type: none"> FEMA Active Shooter Course IED/Prohibited Items Review Post Specific Duties: <ul style="list-style-type: none"> Fixed Post Site Operations 	Practical	3



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Regions Security Services, Inc.

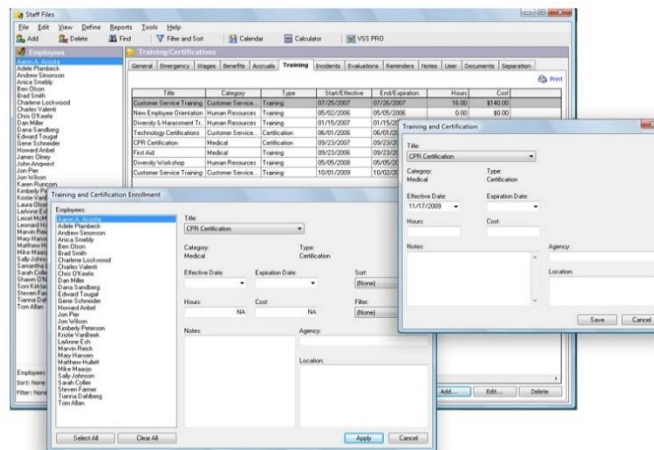
New Supervisor Training

All supervisors (after receiving the above Guard training) will receive on-the-job training, which will include an overview of the security procedures and protocols and operation of all equipment and facilities along with the following training modules to improve their employee and administrative skills.

Supervisor Training Module	Description
Overview	Operations and entities involved and general rules
Scheduling	Definition and distribution of labor hours
Customer Service	Importance of at all levels
Time and Labor Sheets	Procedures
Supervisor Daily Reports	Requirements and procedures
Leadership Principles	General supervisory skills
Attendance Deficiency	How to fill staff shortages
Incident Reporting	Client Policy and company procedures
Disciplinary Action	Client Policy and company procedures
Conflict Resolution	How to handle
Emergency Preparedness and Crisis Mgt	Client Policy and company Procedures

Maintaining Required Training and Certifications:

Regions Security uses specialized software to track all required training, and compliance with all guard certification requirements and maintain training documentation. Our database maintains security license dates, initial training and all required annual and recurrent training. This system will assure the accuracy of all training data along with maintaining hard copies of training records as a backup, which will also be made available for the client's management to review.



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CUSTOMER SERVICE TRAINING

In today's environment, customer service response has to be balanced with various security protocols. This balance must be part and parcel of all employees. We are in an environment and time where security is everyone's business.

Regions Security is committed to always inspecting what we expect out of ourselves and all of our security personnel on-site. We are dedicated to learning a client's desired work culture and security expectations. Establishing an open communication line between client and vendor assures us that we have a positive business partnership in place. In the end our main goal is to uphold our client's image and reputation when it comes to security officer interaction between guests, company personnel, on-site tenants and approved vendors.

PERSONNEL EMPLOYEE HANDBOOK

Regions Security's Policy and Procedures Manual is reviewed with security personnel prior to assignment. It must be kept available for consultation at all times. Various topics covered in this manual are:

- Uniform and appearance
- Care and use of vehicles
- Training
- Firearms and Weapons
- Emergency Procedures
- Protection of Property
- Benefits
- First Aid and Illness

SECURITY SURVEY

Regions Security is committed to providing each of our clients with a quality security program. In keeping with this philosophy, our managers and supervisors will conduct a security survey for all new permanent clients during the first few weeks of the contract. In continuation of our commitment to a quality security program, we will update the "survey" on an annual basis.

PRE-ASSIGNMENT TRAINING

Regions Security takes pride in being a leader in the training of professional security personnel. We base our success on detailed needs assessment and analysis of training requirements though curriculum development, expert instruction, constant quality assurance, and the most advantageous use of each training opportunity. A critical factor in the management of training program will be the frequent coordination and consultation with our clients on the issues of training goals and objectives and requirements for additional security personnel proficiency. All of Regions Security's personnel will undergo 40 hours of initial training.

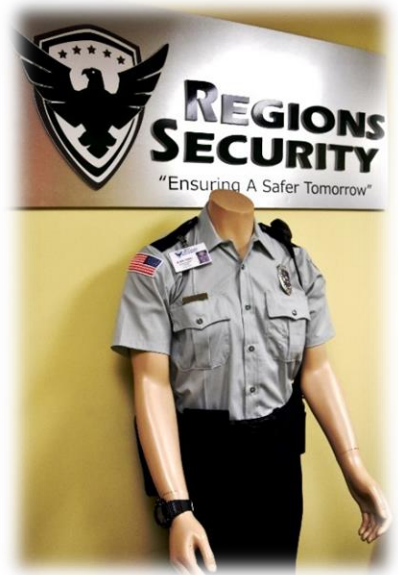
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UNIFORMS

Regions Security will provide and ensure that all personnel will constantly wear and use the required uniforms and equipment noted below:

- Light Green, Navy Blue, or White short or long sleeved shirt
- Dark Green, Navy Blue, or Black trousers
- Shoulder patch with company's logo and client's logo (optional)
- Company ID and Name Tag
- Silver in color badge
- Silver in color whistle, whistle chain, and hook
- Black neck tie (optional)
- Black Belt
- Black Socks
- Black Shoes
- Navy blazer, pleated grey pants, white dress shirt, and silk tie (for Concierge Personnel)

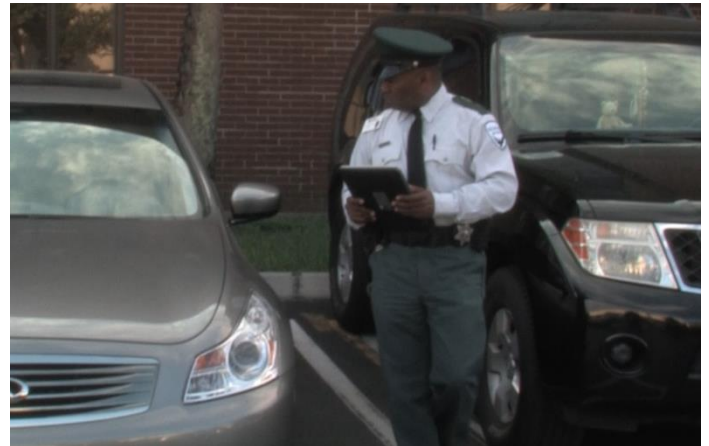


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UNIFORMS OPTIONS

Our goal is always to meet and need the tactical and practical goals of each client. Whether a soft, customer service look is appropriate, or a military, full gear is required, Regions Security delivers with ample assortment of gear options and looks to meet the most demanding of environments.



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Regions Security Services, Inc.

EQUIPMENT

Regions Security will furnish security personnel with the required equipment to ensure safety and completeness of duties. Security personnel will be familiar with the use of all equipment.



OPTIONAL GOLF CARTS & VEHICLES

Security personnel will be familiar with the use of automobiles and off-street motorized and non-motorized vehicles to perform patrol rounds of the premises.



Bicycle



ProxiRover



Electric/Gas Golf Cart



All-Terrain Golf Cart

Marked Patrol Automobiles



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TECHNOLOGY

24-Hour Dispatch Center

Regions Security has its Corporate Headquarters and Central Dispatch Center located right in the heart of Miami-Dade county in the centralized city of Doral. Using both proven communication protocols and the latest technology available in the market today, Regions Security dispatch and supervisory team works closely with the Operation's Management team to respond to issues as they are communicated by the Officers and Field Supervisory personnel to quickly meet and exceed our client's expectations, often resolving issues before the client even realizes that there is one.

Our proprietary software enables advance features such as location tracking, attendance Check-In / Check-Out records, Online Reporting, Video Conferencing, Voice over IP, Access to Online Post Orders and many more features. The beauty of having our own software is that we can actually customize many of the features to meet specific client's requirements.



With Regions Security you will never reach an After-Hours service who is not aware of your needs, you will never have to page or "beep" anyone. All calls are professionally handled locally by a well trained staff that is familiar with all of our clients and with each of their unique needs.

An Emergency Call Tree is available for each of the clients allowing the Dispatchers to know exactly who needs to be contacted when emergencies occur and depending on the nature of the incident.

Regions Security Dispatch Center is backed up by a contingency energy plan and equipment that allows the center to maintain full operation of its systems and communications throughout a power outage due to foul weather or storm. Dispatchers are able to continue to operate without disruption of service. Our Dispatchers are carefully vetted to be fully bi-lingual, highly articulate and well versed in problem solving and conflict resolution techniques.



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TECHNOLOGY –REAL-TIME SECURITY MANAGEMENT SYSTEM

Security Management Software Features



Easy Reporting

With just the touch of a few buttons, Officers are able to complete a full detailed Incident Report and Shift Activity Report.

Additionally, our SOS online reporting system allows Officers to register everything that happens during their Shift, as often as necessary with full details, and SOS, will automatically notify the Site Managers and/or administrators on a daily, weekly, by-weekly or

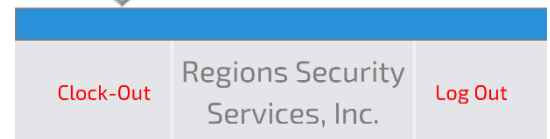
User-Friendly Menu

Through this complete but easy to use menu the Officers are able to:

- **Log In** – Used for attendance purposes, the system monitors their shift entry time and breaks.
- **Shift Activity Reports** -No longer do you have to wait until the next day to view what activity the Officer completed. These reports are available to Management in real time through the client portal.
- **Incident Reports** – No more confusing or hard to read hand written reports, the Officers include photos of the incidents to fully document what is happening on site.
- **Tour System** – Officers use printed QR Checkpoints to document their presence in any particular location using GPS and in real time.
- **Post Orders** – Officers have online access to Post Orders to review the approved Instructions and react appropriately to each situation.



David Rodriguez



Employee Interface



Shift Activity



Incident Report



Internal Issue



QR Scan



Unit Search



License Plate
Search



Post Orders



Device Info
Solutions.LLC

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TECHNOLOGY – SCHEDULING AND ACCOUNTABILITY

Our industry is all about people, staffing and managing trained personnel to adequately provide our clients with qualified security officers that meet the requirements to fulfill a specific security need. Managing hundreds of Officers, ensuring that the assignments not only meet the client requirements but that also meets the Officer's availability, keeping accurate records of their worked hours and tying it all together for accurate billing and payroll can be a daunting task.

Regions Security relies on the proven track record of specialized software that allows our Operations and Accounting Departments to simultaneously manage this data. Our selected software also keeps track of expiring licenses, achieved training records, Officers emergency contacts, and helps to reduce overtime by allowing dispatchers to first contact employees that have not yet reached their full time status to fill in for extra coverage as requested.

All of this simply translates to: Accurate Billing, Accurate Payroll, Officers who are not overworked, higher efficiency, well maintained training and attendance records.

This modern workforce management solutions is deployed by Regions Security at every site to provide enterprise-class technology that streamlines our business processes and reduces costs and encourages better managed employees.



Celayix Software
Workforce Management Solutions

“As a client, you probably won't ever notice that is there, but that's precisely the point. This software allows Regions correct and accurate staffing of security personnel that math the required training, certifications, and client profile”

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MANAGEMENT APPROACH & UNDERSTANDING OF THE AMBASSADOR PROJECT

Regions Security fully understand the Ambassador project as presented by The City of Fort Lauderdale to provide safety and hospitality services for three distinct and separately funded entities and its' respective areas/zones. Those being: The Beach Business Improvement District (BID) for the Central Beach area, the Northwest Progresso Flagler Heights Community Redevelopment Agency (NPF-CRA) for the Northwest Progresso Flagler area and the Downtown Development Authority (DDA) for the downtown area. The primary function of the Ambassador Program is to ensure a safe and welcoming environment to residents and visitors.

Program Description

The 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 assigned areas/zones according to each Entity's specification.

Ambassador Services in respective Entities areas/zones shall include:

- Maintain a visible presence in the public areas, streets and sidewalks,
- Serve as a complimentary resource to the Police Department by communicating issues directly to patrol staff, preferably before the public has to call 911,
- Report maintenance issues such as garbage overflow, graffiti, and broken sidewalks
- Establish relationship with all stakeholders, including business owners and staff, property managers, and the homeless to address immediate needs,
- Provide recommendations on things to do, including handing out brochures for shopping, restaurants and special events,
- Provide directional information to the public,
- Answer questions about the area,
- Provide a staffed centralized local dispatch line during shift hours.

Regions Security will provide Ambassadors that possess adequate interpersonal, communication and customer service skills to meet the needs of the Ambassador Program and the respective Entity area/zones specifications. Ambassadors will be able to work with and appreciate individuals from a wide range of economic and social backgrounds. Ambassadors and assigned supervisors must have the ability to prepare concise and comprehensible written reports and will be:

- 1) outgoing
- 2) social
- 3) cordial
- 4) friendly
- 5) diplomatic
- 6) good-natured
- 7) pleasant

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MANAGEMENT APPROACH TO THE PROJECT

Regions Security has the ability, capacity and qualifications to successfully perform in accordance with your specification. We believe that Regions Security will be a valuable contributor in the overall delivery of services to your organization. These abilities include:

- An established company with structured management and experience.
- Assignment of fully licensed, insured and trained security personnel.
- Centralized facilities with Dispatch Communication Center (DCC) availability.
- Local decision making and administrative and support offices.
- Availability of vehicles, golf carts, bicycles and foot patrols.
- Resourceful and responsive management available 24/7.
- The financial strength necessary to support the operation
- Availability of necessary equipment and personnel.
- The wherewithal to coordinate and control all aspects of the assignments.

The monitoring and supervision of on duty personnel is an integral part of our mission. We deliver a direct management approach to ensure your needs and objectives are being met. This approach consists of five (5) main components:

- An involved management approach.
- Enforcement of our Quality Assurance Program.
- Deployment of Field (Roving) Supervisory Inspections
- Electronic check-in to ensure personnel are as assigned.
- On-Line Reporting Systems and Computerized Tour Management.

The Regions Team has the armed and unarmed guard experience necessary to fulfill you, while meeting and exceeding the specified goals in several key areas:

- *Regions is Congressionally recognized as a leader in security and the small business arena.*
- *Regions was the 2012 Security Agency of the Year in Miami-Dade City attesting to their security knowledge and professional level of security services.*
- *Regions team, brings valuable experience to the table including:*
 - *The Regions Management and Operational Team has ample experience and has successfully performed in several government contracts providing similar services*
 - *Low-transition risk*
 - *Low performance risk*
 - *Low-financial risk*

As in every business, we know it is the bottom line that counts. The Bottom Line is: Make it work and make it work **right!**

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Regions Security Services, Inc.

SITE SPECIFIC APPROACH TO THE PROJECT

I. Objective:

The purpose of this plan is to provide a quality ambassadors program for security/hospitality related services performed for the City of Fort Lauderdale. This plan provides a basis for the City of Fort Lauderdale to evaluate the quality of Regions Security's performance. The oversight provided for in the contract and in this plan shall ensure service levels reach and maintain the required levels throughout the contract term. This plan shall provide the City of Fort Lauderdale with a proactive way to avoid unacceptable or deficient performance, and provide verifiable input for the required annual past performance evaluations.

II. Performance Standards:

A. Frequency: The City of Fort Lauderdale shall evaluate the current levels of performance according to the standards set forth in this contract. During performance of this contract, the City of Fort Lauderdale shall take periodic measurements as specified and shall analyze whether negotiated frequency of measurement is appropriate for the work being performed.

B. Management Responsiveness: The City of Fort Lauderdale shall determine whether Regions Security has managed the contract effectively and efficiently with successful and timely response.

III. Evaluation Methods:

The City of Fort Lauderdale shall conduct performance evaluations based on the required performance levels as set forth in the contract.

A. Service Level Monitoring: Regions Security shall provide sufficient qualified personnel to provide security/hospitality related services. Customer/visitor feedback shall be sought to ensure complaints, investigative reports, and responses to alarmed sites are resolved as quickly and efficiently as possible.

B. Certification: Prior to contract award, Regions Security shall provide the City of Fort Lauderdale all certificates, medical evaluations, and other required permits for all personnel if necessary.

C. Visual Inspections: The City of Fort Lauderdale shall conduct routine visual inspections to ensure uniforms are worn properly, and routine checks to make sure firearms are returned to and inspected by the supervisor at the end of the day.

D. Safety Precautions: Regions Security shall provide the City of Fort Lauderdale, safety procedures to ensure operations are performed in a safe manner. This includes methods that ensure continuous strict adherence to proper safety procedures.



1. ENTRANCE CONTROL

Performance Objective: Regions Security shall respond in a courteous and professional manner to information requests by anyone at all times. Regions Security shall verify identification of all persons. Through technical direction, the City of Fort Lauderdale, may require Regions Security to inspect packages, handbags, vehicles, etc., to detect weapons, contraband and the like by use of Magnetometers, X-Ray and/or hand wands.

Performance measures:

- a. Respond to information requests immediately.
- b. Review of identification is timely accurate and complete.
- c. Personnel shall submit a daily report to the supervisor, reporting any entrance violations.

2. FIXED POSTS

Performance Objective: Regions Security shall cover fixed posts, stationary positions at the entrances to a building or at other designated areas as directed by the City of Fort Lauderdale to ensure only authorized access. Regions Security shall monitor closed-circuit televisions and alarm monitoring equipment or other such equipment in order to dispatch personnel promptly to respond to emergency situations.

Performance measures:

- a. Fixed posts shall be manned at all times.
- b. Notice is given immediately to the Supervisor of all incidents.
- c. Personnel shall submit a written incident report to the Supervisor.
- d. All written incident reports must be clear, accurate and complete.

3. ROVING PATROL

Performance Objective: Regions Security shall assign Roving Patrol Personnel in accordance with routes and schedules established in the Post Orders. Procedures for Roving Patrol Personnel shall include, but are not limited to the following:

- a. Hazardous Conditions: Report, in written format, daily, in accordance with procedures in the Officer Duty Book any hazardous or potentially hazardous conditions and items in need of repair, including but not limited to; inoperative lights, emergency equipment (strobes/horns) not operating properly, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.
- a. Additional Duties may include: Turning off unnecessary lights, securing empty offices, opening and closing (secure) doors, windows and gates, etc.



Performance measure:

Personnel shall immediately report to the Supervisor any deficient areas. A report shall be submitted daily to the Supervisor, by the end of the shift. Report shall be accurate and complete.

4. INJURIES AND ILLNESSES

Performance Objective: Regions Security shall obtain medical assistance when necessary in the event of injury or illness to anyone. Regions Security shall escort medical personnel to the scene and control the scene so medical personnel can perform duties unhindered.

Performance measures:

- b. Personnel shall report immediately to the Supervisor all incidents.
- c. Personnel shall prepare a report after reporting the incident.
- d. A report shall be submitted to the Supervisor by the end of the shift. Report shall be accurate and complete.

5. PERSONAL ESCORT DUTIES

Performance Objective: Regions Security shall provide a personal escort for designated personnel, when the City of Fort Lauderdale or duly authorized representative gives direction, to deter threats to the personal safety of these individuals.

Performance measures:

- a. Regions Security shall log in all escorted personnel and their destination, prior to beginning the escort and log out the escorted personnel upon exiting the property.
- b. A daily report is submitted to the Supervisor, by the end of the shift of all escorted parties, report is complete and accurate.

6. RULES AND REGULATIONS

Performance Objective: Regions Security shall monitor occupants and visitors' behavior to ensure compliance with posted rules and regulations.

Performance measures:

- a. Notifications of building rule violations are made immediately to the Supervisor.
- b. Verbal notification is made immediately to the City of Fort Lauderdale.
- c. A written report is submitted to the City of Fort Lauderdale, through the Supervisor, by close of business the next business day. Report shall be accurate and complete.



7. LAW AND ORDER

Performance Objective: Regions Security shall enforce law and order in accordance with the contract and regulations. In performance of the prescribed physical security duties, Regions Security shall be responsible for the detection and reporting of any person or persons attempting to gain unauthorized access to any facilities.

Performance measures:

- a. Notification is made immediately to the Supervisor when an unauthorized attempt occurs.
- b. Incident reports are submitted to the Supervisor. Report shall be accurate and complete.

8. EMERGENCY/SPECIAL KEYS

Performance Objective: Regions security shall have control and storage of Emergency/Special Keys issued by the City of Fort Lauderdale. Regions Security shall receive, issue, and account for all emergency/special keys to various offices, gates, perimeter doors, etc.

Performance measures:

- a. A daily report is submitted to the Supervisor, specifying all keys issued and to whom and forwarded by close of business to the City of Fort Lauderdale.
- b. Contractor shall complete Key Usage Accountability Form accurately.

9. SECURITY AND FIRE SYSTEMS

Performance Objective: Regions Security shall monitor the fire alarm enunciator panels and intrusion detection systems and other protection devices or building equipment, responding to all emergency alarms.

Performance measures:

- a. Report immediately to the Supervisor all security and fire systems incidents.
- b. Reports are submitted at the end of shift to the Supervisor of security and fire incidents and forwarded to the City of Fort Lauderdale by close of business. Report shall be accurate and complete.

10. LOST AND FOUND

Performance Objective: When Regions Security receives notification of a found item Regions Security shall make a receipt for the item, store and notify the City of Fort Lauderdale of the found item(s).

Performance measures:

- a. Personnel shall immediately log in the item upon possession.

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11. FLYING FLAGS (if applicable)

Performance Objective: Regions Security shall fly the United States flag in locations directed by the City of Fort Lauderdale (which includes taking the flags down at sunset and putting them up at sunrise). Frayed and worn flags shall be reported to the City of Fort Lauderdale, for replacement by the City of Fort Lauderdale.

Performance measures:

- a. Flags shall be raised and lowered, in accordance with the terms of the contract.
- b. Personnel shall immediately report frayed and worn flags to the Supervisor.
- c. A report of frayed and worn flags is submitted to the Supervisor by the end of the shift. Report shall be accurate and complete.

12. CIVIL DISTURBANCES/CRIMINAL ACTS

Performance Objective: Regions Security shall perform other security functions, as may be necessary, in the event of situations or occurrences such as civil disturbances or attempts to commit other criminal acts adversely affecting the security and/or safety of the City of Fort Lauderdale, its employees, property, and the general public.

Performance measures:

- a. Immediately report all disturbances to the Supervisor.
- b. A report shall be submitted to the Supervisor two hours after the disturbance, report shall include events, locations and any other pertinent information. . Report shall be accurate and complete.

13. EMERGENCIES

Performance Objective: In case of an emergency situation, the Supervisor has the right to direct the activities of the personnel force in order to coordinate the timely response to the emergency. All such direction shall be issued through the City of Fort Lauderdale. Examples of emergencies include; such things as bomb threats, hazmat situations, fire, imminent or the potential for imminent personal danger to employees, visitors, etc.

- a. Preferred Response - The Supervisor and personnel on roving patrol shall be used to respond to emergencies before using personnel at fixed posts. Emergency response shall not extend beyond four (4) hours without oral or written authorization from the City of Fort Lauderdale.
- b. Notifications - The Supervisor shall immediately notify the City of Fort Lauderdale of action(s) taken during normal business hours, i.e., emergency situations such as hazmat reports, fire, injuries, thefts, etc.
- c. No additional costs shall be charged to the City of Fort Lauderdale for the diversion of manpower and Regions Security shall not be penalized for the normal daily work not performed, which was otherwise scheduled, during the authorized diversion. A record of the



diversion, with explanation, shall be prepared and forwarded to the City of Fort Lauderdale the next duty day.

Performance measures:

- a. Immediately report emergency situations to the Supervisor.
- b. Immediately notify the City of Fort Lauderdale of the situation and action taken.
- c. Emergency procedures are followed in accordance with the terms of the contract.
- d. A report is submitted to the Supervisor, who includes a report of diversions with an explanation, report is complete, accurate and timely.

14. INCIDENT REPORTS

Performance Objective: Regions Security shall prepare all necessary reports concerning accidents, hazmat situations, fires, bomb threats, unusual incidents, or unlawful acts for submission to the City of Fort Lauderdale, or Alternate City of Fort Lauderdale. Such incidents shall be entered in the personnel's duty log and an Incident Report prepared. All such reports shall be recorded on forms furnished by the City of Fort Lauderdale or Regions Security, and shall be completed prior to the personnel leaving. All personnel who respond shall prepare separate reports giving their knowledge of the incident. For most instances, two or more personnel shall prepare reports on the same incident. The Supervisor shall review all reports and prepare a summary of the total response to an incident within twenty-four hours.

Performance measures:

Incident reports are submitted to the Supervisor within 2 hours of incident. Report shall be accurate and complete.

15. PROPERTY MOVEMENT CONTROL (if applicable)

Performance Objectives: Regions Security shall receive and account for property passes from persons removing property. Verify information on the property pass in accordance with rules and regulations.

Performance measures:

- a. Regions Security shall record all property passes received.
- b. A report is submitted weekly to the Supervisor of property passes received. Report shall be accurate and complete.

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MANAGEMENT APPROACH (Continued)

Regions Security has the ability to perform in accordance with your specifications. We believe that Regions Security will be a valuable contributor in the overall delivery of services to your organization. These abilities include:

- An established company with structured management and experience.
- Assignment of fully licensed, insured and trained security personnel.
- Centralized facilities with Dispatch Communication Center (DCC) availability.
- Local decision making and administrative and support offices.
- Availability of vehicles, golf carts, bicycles and foot patrols.
- Resourceful and responsive management available 24/7.
- The financial strength necessary to support the operation
- Availability of necessary equipment and personnel.
- The wherewithal to coordinate and control all aspects of the assignments.

The monitoring and supervision of on duty personnel is an integral part of our mission. We deliver a direct management approach to ensure your needs and objectives are being met. This approach consists of five (5) main components:

- An involved management approach.
- Enforcement of our Quality Assurance Program.
- Deployment of Field (Roving) Supervisory Inspections
- Electronic on duty check-in to ensure personnel are as assigned.
- Reporting systems and computerized tour management.

As in every business, we know it is the bottom line that counts. The Bottom Line is:



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MANAGEMENT & SUPERVISORY PERSONNEL

Regions Security's management and supervisory personnel are fully trained on the personnel criteria needed for each assignment. They have a clear understanding of the level of service and performance expected by our clients in all areas of service, in essence they are the first layer of service delivery. To ensure their success, supervisors have the ability to change security personnel when considered necessary to maintain work-culture ethics.

At Regions Security, we constantly identify challenges and develop solutions to the increasingly complex issues facing the security industry. Regions Security is uniquely qualified to provide Public Safety and Security Services and support to your facility's operations through the credible and diverse security knowledge of our Management Team.

Experience does count, and Regions Security has it.

ACCOUNT MANAGERS & FIELD SUPERVISORS

Account Mangers and Field Supervisors are assigned to inspect and monitor all on-duty personnel. Additionally, Regions Security will comply with any additional requirements for supervision and supervisory protocols. Account Managers and Field Supervisors are on call and able to respond to any request from the on-duty personnel or the client.

The Supervisor's duties are also monitored through Supervisory Inspection Reports (SIR) which include written, computerized and personal inspections reporting on the status of the site including:

- Personnel appearance.
- Organization and cleanliness of work area.
- Equipment availability and service status.
- Personnel's alertness and knowledge of post orders.
- Review and perform training if necessary.
- Exchange information, new orders or instructions.
- Other relevant information.

Responsibilities often include checking in with the client contact or manager of the facility(s) serviced.

DISPATCH & COMMUNICATION CENTER (DCC)

Regions Security currently maintains a centralized DCC from a stationary base station staffed with experienced personnel on a 24/7/365 basis. Our assigned personnel to the DCC have the ability and authority to take immediate action on behalf of the company, as required. The DCC is monitored and has auxiliary power systems in case of electrical failure. Additionally, generators are available.

EMERGENCY PREPAREDNESS & MANAGEMENT PLAN

Key to a prepared management response to any emergency, whether natural or manmade, is the establishment of an Emergency Management Plan. Regions Security has developed a plan which outlines the various protocols to take depending on the nature of the emergency.

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From natural disasters like tropical cyclones and hurricanes to civil unrest and terrorist actions, Regions Security has addressed these issues. Additionally, we make it part of our clients security assessment to ensure we develop and implement a specific plan for our client's location.

Our headquarters is equipped with power generators to feed our communications and scheduling systems during electrical outages. And, many of our assigned locations have battery backup systems as well as enough battery operated systems and supplies to ensure their relevance.

Components of our Plan:

- Hurricane Preparedness and Management
 - o Pre-Storm Preparations
 - o During Storm Protocols
 - o Post Storm Assessment and Management
 - o Emergency Supplies
 - o Transportation and Logistics
 - o Provisions
- Civil Unrest Scenario
 - o Equipment and Safety
 - o Deployment and Staffing
 - o News and Information
 - o Shift Coverage
 - o Transportation and Logistics
- Threat or Act of Terrorism
 - o Assess situation
 - o Advise client of status of personnel
 - o Evaluate need for additional personnel
 - o Emergency response
 - o Additional equipment needs
 - o Coordinate with Law Enforcement personnel
 - o Assign liaison with Law Enforcement personnel
 - o Transportation and Logistics
 - o Activate 24 Hour Command Center

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CLIENTELE R CLIENTELE REFERENCES – GOVERMENT

City of Hollywood

Contact: Mr. Paul Bassar, Compliance Manager
Address: 2600 Hollywood Blvd., Hollywood, FL 33022
Phone: 954-921-3223
Email: pbassar@hollywoodfl.org
Description: Armed/Unarmed Access & Roving Guard Services
Accomplishments: Developed a Security Plan that improved the protection of employees, residents, and guests throughout all facilities within the City of Hollywood.



United States Department of Agriculture

Contracting Officer: Corinne Nygren
Address: 5600 NW 36 Street, Miami, FL 33126
Phone: (612) 336-3235 Fax: (612) 336-3550
Email: Corinne.m.nygren@aphis.usda.gov
Contract Number: AG-6395-C-15-0028
Description: Armed Guard Services
Accomplishments: Developed a Security Plan that improved the protection of employees and guests throughout the facility



Town of Palm Beach

Contact: Mr. Mike Horn, Dock Master
Address: 500 Australian Ave, Palm Beach, FL 33480
Phone: 561-227-7000
Email: mhorn@townofpalmbeach.com
Description: Armed Guard Services



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Regions Security Services, Inc.

CLIENTELE REFERENCES – GOVERNMENT

City of Miramar

Contact: Procurement Manager, Natalie Richmond

Address: 2300 Civic Center Place Miramar, FL 33025

Phone: (954) 602-3196

Email: narichmond@miramarfl.gov

Description: Armed/Unarmed Access & Roving Guard Services



City of Dania Beach

Contact: Public Services Director Mr. Brad Kaine

Address: 1201 Stirling Road, Dania Beach, FL 33004

Phone (s): (954)-924-3740, 954-924-6808

Email: bkaine@ci.dania-beach.fl.us

Description: Armed/Unarmed Access control, Roving Guard Services



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Regions Security Services, Inc.

CERTIFICATE OF CORPORATION STATUS

State of Florida Department of State

I certify from the records of this office that REGIONS SECURITY SERVICES, INC. is a corporation organized under the laws of the State of Florida, filed on January 14, 2010, effective January 7, 2010.

The document number of this corporation is P10000004124.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on January 20, 2017, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twentieth day of January,
2017*



Ken Dufrenoy
Secretary of State

Tracking Number: CC5209525507

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

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

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Regions Security Services, Inc.

OCCUPATIONAL LICENSE / LOCAL BUSINESS TAX RECEIPT

Local Business Tax Receipt

Miami-Dade County, State of Florida

-THIS IS NOT A BILL - DO NOT PAY

6664073

BUSINESS NAME/LOCATION

REGIONS SECURITY SERVICES INC
1100 NW 72 AVE
MIAMI FL 33126

RECEIPT NO.

RENEWAL
6935952

LBT

EXPIRES

SEPTEMBER 30, 2018

Must be displayed at place of business
Pursuant to County Code
Chapter 8A - Art. 9 & 10

OWNER

REGIONS SECURITY SERVICES INC
C/O CARLOS RIVERO JR -
Employee(s) 50

SEC. TYPE OF BUSINESS

213 GUARD PATROL AGENCY
B1000008

**PAYMENT RECEIVED
BY TAX COLLECTOR**

\$375.00 07/21/2017
ECHECK-17-187849

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

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

For more information, visit www.miamidade.gov/taxcollector

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Regions Security Services, Inc.

PROPOSER INFORMATION –LICENSING

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
ADAM H. PUTNAM
COMMISSIONER
DIVISION OF LICENSING

12/16/16
DATE ISSUED


05/12/19
DATE OF EXPIRATION

B 1000008
LICENSE NUMBER

REGIONS SECURITY SERVICES, INC.
1100 NW 72ND AVE
MIAMI, FL 33126

RIVERO, CARLOS JR, PRESIDENT

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


ADAM H. PUTNAM
COMMISSIONER

State of Florida, Security Agency, Class "B" License

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
ADAM H. PUTNAM
COMMISSIONER
DIVISION OF LICENSING


01/17/17
DATE ISSUED

06/25/18
DATE OF EXPIRATION

DS1000053
LICENSE NUMBER

REGIONS SECURITY SERVICES, INC.
1100 NW 72ND AVE
MIAMI, FL 33126

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

State of Florida, Security Training Facility, Class "DS" License

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Regions Security Services, Inc.

PROPOSER EVIDENCE OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/01/2017

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 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		CONTACT NAME: Susan Camacho	
Just Insurance Brokers		PHONE (A/C, No, Ext): (305) 418-4701	FAX (A/C, No): (305) 418-4706
1200 NW 78th Ave, Suite 105		E-MAIL ADDRESS: scamacho@jibfi.net	
Miami FL 32126		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Arch Insurance Company	
		INSURER B: Progressive Commercial Auto	
		INSURER C: Arch Insurance Company	
		INSURER D: Arch Insurance Company	
		INSURER E:	
		INSURER F:	
INSURED			
Regions Security Services, Inc.			
1100 NW 72nd Ave.			
Miami, FL 33126			

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY	Y	BSPKG0219406	04/16/2017	04/16/2018	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 5,000
	<input checked="" type="checkbox"/> Contractual Liability					PERSONAL & ADV INJURY \$ 1,000,000
	<input checked="" type="checkbox"/> Waiver of Subrogation					GENERAL AGGREGATE \$ 3,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					PRODUCTS - COMP/OP AGG \$ 3,000,000
B	<input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC		061682450	05/13/2017	05/13/2018	
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS					BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS					PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS					
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR		BSFXS0032501	04/16/2017	04/16/2018	EACH OCCURRENCE \$ 2,000,000
	<input checked="" type="checkbox"/> EXCESS \$ LIAB <input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 2,000,000
	DED RETENTION \$					
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A	28WC00046004	06/01/2017	06/01/2018	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)					E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
						E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Errors and Omissions	Y	BSPKG0219406	04/16/2017	04/16/2018	\$1,000,000/\$3,000,000

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) REGIONS SECURITY SERVICES INC. EIN (Optional): 27-2169908

Address: 1100 NW 72 AVE.

City: MIAMI State: FL Zip: 33126

Telephone No. 305-517-1266 FAX No. 305-517-1267 Email: DRodriguez@REGIONSSECURITY.US

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

Total Bid Discount (section 1.05 of General Conditions): 0

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): 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>10/03/17</u>	<u>2</u>	<u>10-18</u>	<u>3</u>	<u>11-01-17</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 BIDSYNCH 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:

CARLOS RIVERA, JR.

Name (printed)

11/29/17

Date:

Signature

CEO / PRESIDENT

Title

revised 04/10/15

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EXHIBIT 10
Page 45 of 57

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>
NOT APPLICABLE	NONE
_____	_____
_____	_____
_____	_____

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.

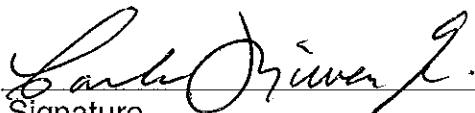
Please indicate which credit card payment you prefer:

_____ MasterCard

 X Visa Card

Company Name: REGIONS SECURITY SERVICES, INC.

CARLOS RIVERA, JR.
Name (printed)


Signature

11/29/17
Date:

CEO / 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) _____ 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) Regions Security Services, Inc. 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: REGIONS SECURITY SERVICES, INC.

AUTHORIZED COMPANY PERSON: CARLOS RIVERA JR. Carlo Rivera Jr. 11/29/17

NAME

SIGNATURE

DATE



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



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purchase@fortlauderdale.gov

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: REGIONS SECURITY SERVICES, INC
(please print)
Bidder's Signature: X *Carson Orivey*
Date: 11/29/17



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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: Regions Security Services, Inc.
(please print)
Bidder's Signature: X *Charles Oliver*
Date: 11-29-17



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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."



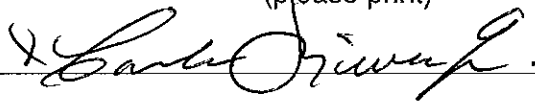
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8. Section 3.2.2.G, Historic Sistrunk is revised and shall now read:
 - "Historic Sistrunk– uncolored area requires two (2) personnel, an ambassador and the supervisor."
9. Section 3.2.2.2.H, Breakdown of hours has been deleted and show now read:
"NPF-CRA 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: REGIOUS SECURITY SERVICES, INC
(please print)

Bidder's Signature: 

Date: 11-29-17



SECTION VI - COST PROPOSAL PAGE - REVISED

Proposer Name: Regions Security Services, 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 \$ 19.98 /hr = \$90,629.28 annually
- Supervisor, (non-shared) Hours 1,320 hrs X \$ 19.98 /hr = \$26,373.60 annually

6.4.2 The NPF-CRA Area/Zones:

- Ambassadors, Regular Hours 9,516 hrs X \$ 19.98 /hr = \$190,129.68 annually
- Supervisor, (non-shared) Hours 2,224 hrs X \$ 19.98 /hr = \$44,435.52 annually

6.4.3 DDA Areas/Zones:

- Ambassadors, Regular Hours 8,944 hrs X \$ 19.98 /hr = \$178,701.12 annually
- Supervisor, Regular Hours 2,080 hrs X \$ 19.98 /hr = \$41,558.40 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 \$ 19.98 /hr = \$9,470.52 annually
- NPF-CRA** 474 hrs X \$ 19.98 /hr = \$9,470.52 annually

6.5.2 Shared Vehicle between the BID and NPF-CRA:

- BID Portion 42% \$ 6,552.00
- NPF-CRA Portion 58% \$ 9,048.00 Cost \$ 15,600.00 annually

TOTAL COST \$ 606,368.64 ANNUALLY

Submitted by:

Carlos Rivero, Jr.
Name (printed)

11/30/2017
Date

Carlos Rivero Jr.
Signature

President & CEO
Title

Question and Answers for Bid #12054-585 - City Ambassador Program**Overall Bid Questions****Question 1**

Who is the current incumbent? (Submitted: Sep 13, 2017 3:26:58 PM EDT)

Answer

- We do not have an incumbent. This is the first year for this service. (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 2

When was the current incumbent awarded the contract? (Submitted: Sep 13, 2017 3:27:11 PM EDT)

Answer

- See above. (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 3

What is the estimated usage (number of annual hours) of prior contract? (Submitted: Sep 13, 2017 3:27:28 PM EDT)

Answer

- See above. (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 4

What is the estimated total number of annual hours for this contract? (Submitted: Sep 13, 2017 3:27:40 PM EDT)

Answer

- Total number of hours depend on specific area needs, these areas are:

Business Improvement District (BID)

Northwest Community Redevelopment Agency (NW-CRA)

Downtown Development Agency (DDA)

Please refer to section 3.2 Scope of Services by Entity for estimate total number of labor hours. (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 5

What is the current bill rate? (Submitted: Sep 13, 2017 3:27:48 PM EDT)

Answer

- See above (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 6

What is the current pay rate? (Submitted: Sep 13, 2017 3:27:54 PM EDT)

Answer

- See above (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 7

What was the contract amount spent last year? (Submitted: Sep 13, 2017 3:28:04 PM EDT)

Answer

- See above (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 8

Are there any additional services that may be needed that are not listed in the RFP? (Submitted: Sep 13, 2017 3:28:19 PM EDT)

Answer

- No (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 9

How many bicycles are needed and/or being used? (Submitted: Sep 13, 2017 3:28:42 PM EDT)

Answer

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- One per ambassador on duty. (Answered: Sep 13, 2017 4:38:04 PM EDT)

Question 10

Based on section 3.2 Scope of services, in the spread sheet portion there is number of ambassador per entity, and the total hours calculation per entity is based on 1 ambassador. Should this amount be multiplied by the amount of ambassador per entity in order to get weekly/annually total costs? (Submitted: Sep 26, 2017 12:39:14 PM EDT)

Answer

- Bidder must provide hourly rate of (1) ambassador and (1) supervisor in order to calculate annual cost per entity. The BID and NPF-CRA provide the estimate total labor hours annually, see sub-sections 3.2.1.E and 3.2.2.H. Bidder must also keep in mind that the BID and NPF-CRA will share a supervisor when hours of labor overlap, see sections 3.2.1.G and 3.2.2.I. Note on DDA, although provide estimate total annual labor hours (section 3.2.3.E) of 11,024 ; DDA requires 212 weekly hours (sub section 3.2.3.D.) (Answered: Sep 27, 2017 4:08:15 PM EDT)

Question 11

In section 3.1.4 - just to be clear these position are unarmed correct and the "vest" that listed as required gear are traffic vest? (Submitted: Sep 26, 2017 12:54:03 PM EDT)

Answer

- Yes, position are unarmed and yes on traffic vest. (Answered: Sep 27, 2017 4:08:15 PM EDT)

Question 12

In section 3.1.4 6) Hybrid Mountain Bike, does it refer to a specific type of bikes (electric), or will the regular patrol Mountain Bike will be sufficient? (Submitted: Sep 28, 2017 5:43:52 PM EDT)

Answer

- Regular patrol Mountain Bike will suffice. (Answered: Sep 29, 2017 12:51:51 PM EDT)

Question 13

About the holiday section, will the contract required to observed and pay for the 9 holidays outlined in the RFP, or will the customary practice of the contractor suffice? (Submitted: Oct 2, 2017 4:23:46 PM EDT)

Answer

- If we understand your question, the nine holidays are the some of the busiest days and service will be expected as according to the needs of each area. Please keep that in mind when submitting bids. (Answered: Oct 3, 2017 1:06:01 PM EDT)

Question 14

Are Contractors required to pay "holiday pay" for the hours worked on the 9 holidays? If so is the cost beilled separate or should it be included in the hourly bill rate? (Submitted: Nov 2, 2017 5:40:20 PM EDT)

Answer

- Section 5.14 of the solicitation the Contractor is required to observe and comply with all Federal, state, local and municipal laws, ordinances rules and regulations that would apply to this contract. That would include all applicable labor and employment law and regulations. The CRA does not impose additional requirements on the contractor and its relationship with its employees that is not expressly provided in this solicitation. (Answered: Nov 3, 2017 1:21:57 PM EDT)

Question 15

Does the City of Fort Lauderdale have a living wage ord. for this contract? If so can you please provide the current wage level and any anticipated increases in the coming year. (Submitted: Nov 2, 2017 7:57:43 PM EDT)

Answer

- The City does not have a living wage ordinance. (Answered: Nov 3, 2017 9:28:20 AM EDT)

Question 16

Will our vehicle be given a City of Fort Lauderdale permit to park at city parking lots and / or meters? (Submitted: Nov 5, 2017 6:24:49 AM EST)

Question 17

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EXHIBIT 10
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Workmen's Compensation insurance for security guards on bikes is rather steep. I understand that the Fort Lauderdale Police Department and BSO have certification programs for their officers who ride bikes. Will the ambassadors go through that or similar bicycle certification program? It could help mitigate the premium for Workmens Comp. (Submitted: Nov 5, 2017 6:31:23 AM EST)

Answer

- This is not a requirement. (Answered: Nov 6, 2017 10:52:34 AM EST)

Question 18

Is there an expected start date? (Submitted: Nov 5, 2017 9:42:33 AM EST)

Answer

- No. We anticipate an expected start date in the latter half of February pending City Commission approval. (Answered: Nov 6, 2017 10:57:46 AM EST)

Question 19

Does the City give preference to Veterans Administration verified Service Disabled Veteran Owned Small Businesses (SDVOSB)? (Submitted: Nov 7, 2017 4:28:40 AM EST)

Answer

- No. We have Minority/Women (M/WBE) Participation and Local Business Preference. (Answered: Nov 7, 2017 2:18:40 PM EST)

Question Deadline: Nov 15, 2017 5:00:00 PM EST

