



Enhancing Airfield Security

A Customized Security Program for
Fort Lauderdale Executive Airport

Solicitation 12237-895

Presented to:
Lauri D. Platkin
Finance-Procurement Division
City of Fort Lauderdale



Presented by

David Macedo
General Manager
Allied Universal



Table of Contents

Tab 1: Bid Proposal Signature Page	3
Tab 2: Cost Proposal Page	4
Tab 3: RFP Forms	6
Tab 4: Letter of Interest	7
Tab 5: Narrative	8
Executive Summary	8
Tab 6: Business Licenses	12
Tab 7: Evidence of Insurance	12
Tab 8: Company Profile	12
Tab 9: Uniforms and Patrol Services	14
Tab 10: Equipment	16
Tab 11: Joint Venture	16
Tab 12: Qualifications/Experience	17
Tab 13: Staff	21
Tab 14: References	26
Tab 15: Technical Approach/Security Plan	29
Approach to Scope of Work	29
Minority/Women (M/WBE) Participation & Subcontractors	43
Tab 16: Communication	43
Tab 17: Management Reports	45
Appendix	46

This security services data, furnished in connection with a request for information, shall not be disclosed in whole or in part to any third party. This restriction does not limit the right of City of Fort Lauderdale Executive Airport Division to use information contained in the data if it is obtained from another source without restriction.

Tab 1: Bid Proposal Signature Page

City of Fort Lauderdale

Bid 12237-895

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) Universal Protection Service, LLC, DBA Allied Universal Security Services AW

EIN (Optional): 56-0515447 AW

Address: Eight Tower Bridge, 181 Washington Street, Suite 800, Conshohocken, PA 19428

City: Conshohocken State: PA Zip: 19428

Telephone No. 954-739-8488 FAX No. 954-739-8480 Email: David.Macedo@aus.com

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

Total Bid Discount (section 1.05 of General Conditions):

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

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

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
1	1/3/2019	3	2/8/2019		
2	1/23/2019				

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

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:

David Macedo

Name (printed)

2/8/2019

Date:

Revised 04/10/15

12/27/2016 12:31 PM

Signature

General Manager

Title

p. 52

Tab 2: Cost Proposal Page

Proposer Name: Allied Universal Security Services

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.

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

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

Description	Cost/Hour		Est Total	Annual Cost
Security Manager (40hrs/week)	\$ <u>31.70</u>	X	2080 Hrs.	\$ <u>65,936</u>
Senior (Rotating Shifts)	\$ <u>26.68</u>	X	6680 Hrs.	\$ <u>178,222.40</u>
Airfield Patrol Officer (Rotating Shifts 56hrs/week)	\$ <u>24.21</u>	X	5840 Hrs.	\$ <u>141,386.40</u>
Estimated Grand Total/Year				\$ <u>385,544.80</u>

Extra Security Officer (No vehicle required)* \$ 23.20 /hr.

*This Security Officer will be on an as needed basis and will not factor into cost for basing award. This Security Officer will be for scheduled and non-scheduled events at the Airport or Downtown Helistop. For non-scheduled events the Security Officer should be able to respond to the Airport or Downtown Helistop for assignment within four (4) hours.

Number of days that the Contractor will need for personnel training and initial startup at no cost to the City.

0 Days

Increases

Allied Universal as proposed a 3% wage increase to the security team which reflects their dedication and service to FXE for the past five years. Since, wage increases were fixed over the previous contract lifecycle, Allied Universal believes a 3% increase is a true representation of quality of services, while protecting your annual budget. It is also noteworthy that we have maintained your current markup and all increases to the budget proposed are purely passed on to officer wages.

Medical Insurance

Allied Universal offers medical plans to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits will be offered pursuant to our eligibility requirements/policy. Detailed information regarding coverage and premium costs is available. The estimates provided in this proposal are based upon proposed and evolving regulations, plan structure and estimated participation.

Dental Insurance

Allied Universal offers quality dental insurance to all benefit-eligible employees through payroll deduction and/or client contribution. Detailed information regarding coverage and premium costs for all plans is available.

Life Insurance

Allied Universal offers Basic Life insurance in the amount of \$10,000 to benefit-eligible employees at no charge. Additional supplemental life insurance and AD&D is available to employees at competitive rates.

401(k) Retirement Plan

Allied Universal employees are eligible to enroll in our 401(k) retirement savings program anytime following six months of employment.

Proposed Holidays

Allied Universal recognizes the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

All employees who work on a designated holiday will receive 1.5 times their wage rate for hours worked. Allied Universal will invoice 1.5 times the hourly billing rate for hours worked on the designated holidays. Holiday revenue may or may not be included in our annual budget estimate or standard billing rates.

Overtime

Overtime of 1.5 times the hourly billing rate is only billed in the following circumstances and not for scheduling issues or vacation coverage.

Proposed Short Notice Requests

Requests with less than 48 hours' notice will be billed overtime.

Specific Requests

With requests for a specific individual to work more than their 40 hours for a special reason, regardless of the notice provided, only the overtime impact for that individual will be billed. Example: "We need Security Professional Smith to stay two extra hours at the end of his shift to help with a special project." Only the additional two hours will be billed at the overtime rate if it will put him over 40 hours.

Requests for Security Professionals That Exceed Five Percent of Total Deployment

Requests for coverage in excess of five percent of the total security professionals' base hours on site may be billed as overtime until coverage is incorporated into the permanent base hours.

Billing Frequency and Payment Terms

Allied Universal will invoice the client on a weekly basis for all scheduled services for the preceding weekly period (starting on Friday and ending the following Thursday) based upon the rates listed above. All invoices are due net 45 days.

NOTE: Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.

Tab 3: RFP Forms

Please refer to appendix.

Tab 4: Letter of Interest

Laurie D. Platkin
Finance-Procurement Division
City of Fort Lauderdale

Dear Mrs. Laurie Platkin,

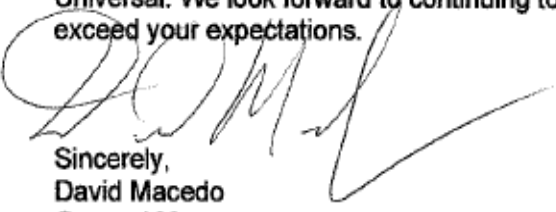
First and foremost, on behalf of the entire Allied Universal team, I would like to thank you for the opportunity to continue our valued relationship with Fort Lauderdale Executive Airport (FXE). It is our goal to continue to provide you with the finest, yet cost effective, contract security services available in the greater Fort Lauderdale area. Since March, 2014 we have provided FXE with security services which engrain with your airfield operations and transient services. As your go-to security partner Allied Universal has delivered more than 45,000 hours of security services to support ongoing airfield operations, contractor personnel, business executives and employees of FXE. Our account managed program has enabled FXE maintaining a top choice of the

As 2019 approaches, we are elated to share how Allied Universal can enhance your current security program. Few of our goals for 2019 include, ***streamlining resources such as vehicles to support consistent patrolling, reevaluating staffing levels for optimal resource utilization, bolstering our current training and increasing tenure in your security program.*** As an attestation to our dedication to you, we have suppressed turnover at an admirable 0% in fourth quarter of 2018. Furthermore, our management team has sustained our billing processes with 0% invoicing discrepancies in 2018.

Our on-site team will continue to be supported by Security Manager Victor Spagnuolo, General Manager David Macedo, Client Manager Ada Moran and our local office personnel housed in 6301 NW 5th Way, Ft. Lauderdale, with:

- Providing additional resources such as backup vehicles and a cross trained resource pool
- Hands-on management and support to bolster communication and provide operational efficiencies.
- Technology solutions designed to create redundancies communication, electronic reporting and additional visibility.
- Engraining airfield knowledge within our current training program to equip FXE with a qualified security team
- An account managed solution specifically designed to provide in-house benefit at a cost effective outsourced budget.

I am confident that Allied Universal is uniquely qualified, and will continue to deliver the level of service you desire and deserve. I am proud to say that the men and women supporting this contract strive to be phenomenal each and every day and with our hands-on management approach, Allied Universal. We look forward to continuing to be your contract provider and will work tirelessly to exceed your expectations.



Sincerely,
David Macedo
General Manager

Tab 5: Narrative

Proposer shall include a comprehensive narrative to include the following: Understanding of the City's needs for security services at the City's Executive Airport facilities and your overall approach to those needs, including monitoring and supervising assigned Security Officers. Specifically, comment on what type of management controls, supervisory inspections, and check-in provisions you utilize to monitor the actions and whereabouts of assigned Security Officers.

Executive Summary

Allied Universal understands the complexities of delivering a security program to safeguard and service airfields. Specifically, constant and consistent patrol services required to maintain a 24/7 security posture is critical to maintaining seamless operations at FXE. We also possess institutional knowledge to support your FOD (Foreign Object Damage) program to avert mishaps related to metal or organic foreign objects. The Allied Universal security team also possess intimate knowledge of your airfield/runway map to provide rapid response to emergencies such as runway incursions, IFEs (In-Flight Emergencies) and hazardous spills on the airfield. Allied Universal also recognizes that maintaining communication with tower is an essential element of airfield safety. Specifically, in deterring runway incursions, our security team is 100% trained and qualified in tower communications to include responding to light signals. The Allied team also conducts two light inspections daily on airfields. We also escort contractor's emergency services, guests, utility workers to ensure safety and security.

Allied Universal's overall approach is first conduct a program evaluation of your current security posture by first performing a comprehensive and exhaustive program audit.

Redacted in accordance with Section 119.071(3)(a), F.S. Security Systems Plan

Redacted in accordance with Section 119.071(3)(a), F.S. Security Systems Plan

A comprehensive security program is critical to ensuring a safe and secure environment. Allied Universal's security teams are well trained, reliable, supported by national resources and continuously focused on helping you reach your security goals.

We know that in order to continue to provide outstanding, consistent service we must meet or exceed your expectations. Allied Universal's focus on a customized solution in support of the specific needs of City of Fort Lauderdale Executive Airport Division allows us to attain that goal. Among the information that you will find throughout our proposal, none is more important than our solutions to your needs.

We can tailor your security program in response to the following:

- Recruiting and Retaining Top Talent to Foster a Reliable, Consistent Security Program
 - Well-trained, Experienced Security Professionals that Manage Emergencies Effectively
 - Experienced Local Management that Allows You to Focus on Your Business Priorities
 - A Reliable, Consistent Security Program that Protects Your Assets and Bottom Line
- In the following proposal, we further discuss our approach to delivering the highest quality security services for City of Fort Lauderdale Executive Airport Division including:

Value	Security Team	Training	Experience
<p>We work with you to develop a security program customized to your needs, and always strive to find the most efficient ways to give you high quality service.</p>	<p>Security personnel assigned to manage your program are carefully recruited, screened and trained to your specifications.</p>	<p>Every Allied Universal security program is based on our award-winning training. The effect of our training is apparent every day in the actions of our responsible, prepared security professionals.</p>	<p>For over 60 years, Allied Universal has led the industry and developed best practices that are standard components of our high quality security.</p>

We believe in partnering with our clients and because of that, we will continue to be immersed in your culture and as dedicated to your program as you are. Allied Universal has positioned itself as the security provider of choice in your area. The investment we have made in our local management teams is extensive and represents the key differentiator between Allied Universal and our competitors. We do our job, so you can do yours.

Indicate the firm's initiatives towards its own sustainable business practices that demonstrate a commitment to conservation.

Our commitment to respect and utilize natural and human resources effectively is something of which we are very proud, and is also one of our strategic focus areas. Our programs can touch every level of the company, as well as the clients and communities we serve. ***To expand on our sustainable business practices, Allied Universal recommends the use of hybrid patrol vehicle such as the Toyota Rav4.***



2018 Toyota Rav4 AWD (All Wheel Drive) Hybrid

Allied Universal recognizes the need for sustainability and functionality in a quality patrol program. The vehicle proposed would support this by: saving considerable costs towards fuel, decreasing greenhouse gas emissions and operating seamlessly during times of inclement weather.

Allied Universal's sustainability commitment extends beyond environmental concerns to also include socio-economic factors and human capital management.

Allied Universal is committed to pursuing business methods, marketing strategies and service offerings which create and support business methods that preserve our environment and social well-being while maintaining or improving the long term viability of our business. We measure our success by several factors including:

- Reducing consumable products
- Increasing use of recycled content across the company
- Establishing new community outreach programs
- Implementing standardized companywide mentoring programs
- Measuring employee understanding of sustainability basics through surveys
- Identifying, reviewing and making recommendations for business practices that support sustainability initiatives

Companywide Guidelines

Each of our over 180 office locations nationwide has their own sustainability practices that support Allied Universal's suggested guidelines. Some of the initiatives our local teams participate in include recycling programs, community and mentoring programs, setting printers to double print automatically to conserve paper, and ordering recyclable toners for our printers. A large percentage of the training our 160,000+ employees complete is paperless and done through our award-winning EDGE online learning management

system. An additional paperless initiative we promote is providing computer kiosks for walk-in applicants to fill out applications online in our offices.

According to our real estate policy and guidelines, we typically choose office locations based on walking distance to public transportation and on sustainability practices already in place including:

Building-wide recycling programs

Energy conserving measures such as timed lighting and auto shut-off water in restrooms

Use of recyclable materials in the construction of the office space or the building

Our east coast headquarters has been recognized for the sustainable practices we follow and was awarded a Recycling Recognition Award from The Town of Conshohocken, PA.

Allied Universal's sustainability commitment extends beyond the important environmental aspects to also include socio-economic factors and human capital management. Of these three areas, the most important to us is human capital management. Because we are in a service industry in which our product is our people, human capital management plays a vital role in our business and in sustainability. Our Human Capital Management department's initiatives include our mentoring, manager on-ramp, leadership development, talent solutions, and recruiting and performance management programs. All of these programs are designed to have a direct impact on our business and be a real benefit to our employees. Some of the benefits include reduced turnover, better-trained and engaged employees, career development, and increased productivity.

Working Together

Just as we are stewards for our customers' safety and security awareness programs, we can do the same for their sustainability efforts. This commitment may include any number of projects at our client's sites where Allied Universal security professionals and managers can:

- Enforce policies
- Regulate energy usage (example: by turning off lights and computer after hours)
- Provide information
- Utilize energy efficient patrol vehicles including hybrid and electric cars and SUV's, Segways, golf carts and bicycles

Allied Universal believes a firm commitment to sustainability means not just developing our own sustainability initiatives, but also helping our clients achieve yours no matter what the goals may be. Sustainability is a good example of how we can naturally and effectively support many of your other business functions and initiatives, in addition to a safer, more secure environment.

Indicate business structure, IE: Corp., Partnership LLC. Firm should be registered as a legal entity in the State of Florida; Minority or Woman owned Business (if applicable); Company address, phone number, fax number, E-Mail address, web site, contact person(s), etc. Relative size of the firm, including management, technical and support staff; licenses and any other pertinent information shall be submitted.

Business Structure

Please refer to tab 8 under Company Profile.

Tab 6: Business Licenses

Please double click on link



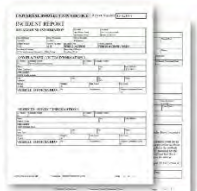
CyCop Daily Log

Time	Location	Event	Description
07:00	Client	Patrol	Initial inspection of security alarm.
07:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
07:30	Client	Patrol	Reported all known monitoring activities and incident log.
07:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
08:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
08:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
08:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
08:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
09:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
09:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
09:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
09:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
10:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
10:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
10:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
10:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
11:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
11:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
11:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
11:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
12:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
12:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
12:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
12:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
13:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
13:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
13:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
13:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
14:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
14:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
14:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
14:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
15:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
15:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
15:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
15:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
16:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
16:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
16:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
16:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
17:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
17:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
17:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
17:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
18:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
18:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
18:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
18:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
19:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
19:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
19:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
19:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
20:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
20:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
20:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
20:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
21:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
21:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
21:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
21:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
22:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
22:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
22:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
22:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
23:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
23:15	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
23:30	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
23:45	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.
24:00	Client	Patrol	Completed final report for the day, including alarm monitoring and incident log.

CyCop Incident Reports

Incident Reporting and Activity Reporting

- Detailed Daily Activity Reports, Incident Reports and Checklists/Inspection Reports
- Delivered to Customers daily through e-mail.
- Included Photos with captions.
- Reports are always available via web portal with multiple search criteria available.



Tab 7: Evidence of Insurance

Certificate of Insurance showing coverage, forms, limits. Actual insurance certificates will be required from recommended contractor, prior to award.

*Please double click on link above

Tab 8: Company Profile

Allied Universal is a privately-owned facility services company and the largest security services provider in North America with headquarters in Santa Ana, CA and Conshohocken, PA.

Legal Name: UNIVERSAL PROTECTION SERVICE, LP d/b/a Allied Universal Security Services

Address: Eight Tower Bridge, 161 Washington Street, Suite 600, Conshohocken, PA 19428

Website: www.aus.com

Phone: 9544159976

Allied Universal is owned by two leading private investment firms, Warburg Pincus and The Wendel Group, as well as members of the company's management team and other private investors. The company was formed in August 2016 through the merger of Universal Services of America and AlliedBarton Security Services.

Name: Warburg Pincus LLC

Business address: 450 Lexington Avenue, New York, NY 10017

Name: Wendel SE

Business address: Carnegie Hall Tower, 152 W. 57th Street, New York, NY 10019

Ft. Lauderdale Branch Address: 6301 NW 5th Way | Suite 5500 | Ft. Lauderdale, FL 33309

**Located less than 30 minutes from FXE*

Tab 9: Uniforms and Patrol Services

Uniforms & Appearance

What differentiates Allied Universal's uniform and appearance program is the attention to detail and commitment to ensuring a professional look at your location.

3-Step Uniform & Appearance Process

- ✓ Personnel who issue uniforms are trained to measure for proper fit
- ✓ Security professionals are trained on how to wear the uniform properly
- ✓ Inspections ensure security professionals are dressed correctly. When uniform pieces need replacement, action is taken in a timely manner

Grooming

Our standards include guidelines on:

- Hair
- Facial Hair
- Personal Grooming
- Jewelry

Several uniform styles available to meet your unique needs.



Your uniformed security professional should harmonize with the requirements of his or her position. A neatly uniformed, well-groomed security professional commands respect and authority and helps to project a professional image for City of Fort Lauderdale Executive Airport Division. A security team who understands the importance of a neat and professional appearance and sets the highest industry standards for uniforms, accessories and personal grooming requirements will benefit your security program. The security professional is the first person your employees and visitors come in contact with. They are a direct reflection of your company and an ambassador of your brand. That is why it is important to select security professionals who take pride in their appearance each and every day.

Military Uniforms

If City of Fort Lauderdale Executive Airport Division's environment calls for a military style, our professional, comfortable and long lasting uniform will exceed your expectations. This style is ideal because your security program demands a high level of visibility and an authoritative security presence to help deter crime. The Allied Universal security professional will always look professional and positively represent your brand.

The components of the military uniform include:

- Shirts in blue, white, tan or gray
- Shoulder epaulets
- Two pleated chest pockets with three-point flaps



- Permanent military creases
- Reinforced sewn-in badge tab
- Pleated pockets with pen slot
- Three-point scalloped flaps
- Flat front uniform pants in black, navy or heather gray
- Duty belt

Patrol Services

Visibility is a powerful crime deterrent. And, a security program with gaps in coverage is not complete. The vulnerable hours where your business is closed require the attention of a quality and consistent security presence.

Allied Universal Security Services offers a cost-effective alternative to on-site security. Patrol professionals can help enhance your employee's safety and reduce the risk of vandalism, trespassing or theft on your property. We are trained to notice the out of the ordinary situation - and to prevent problems before they start.

Security patrol professionals help maintain a safe environment at your facility with a regular presence.

Customized security patrol functions can include:

- Window/door/lock checks
- Thermostat inspections
- Vehicle/illegally parked car reports
- Loading dock patrols
- Outdoor systems and generator checks
- Leaks and hazard reports
- Equipment and construction site inspections




Consider what's at stake:

- Employee and customer safety
- Buildings and equipment
- Computers, office property and sensitive data

To protect all of these valuable assets, we work with you to develop a customized security patrol program that meets your security goals - accounting for your unique challenges and providing the specialized services you require.

Tab 10: Equipment

Allied Universal currently maintains a comprehensive list of equipment to support your airfield operations. To minimize downtime in security coverage we will also provide an additional support vehicle on an as needed basis. Below is a listing of current equipment in addition to our proposed CyCop device.

Equipment (Make & Model)	Quantity	Comments
Vehicle (2018 Toyota Rav4, trailer hitch capable) 	2	Proposed
Vehicle (Back up)	1	Proposed
90 Day Free CyCop Phone (Samsung Phone)	1	Proposed
Vehicle Radios (2way – aviation – IC-A110 VHF) with Adaptors/Chargers	2	Current
Radios (CP200 Handheld Portable) with Adaptors/Chargers	10	Current
Heavy Duty Lock Boxes	2	Current
First Aid Kit	1	Current
Tool Box	1	Current
Spill Kit (Absorbent for Fuel Fills)	2	Current
Flashlights (Rechargeable)	2	Current
Primary Cell Phones	2	Current

Tab 11: Joint Venture

Allied Universal is not submitting as a Joint Venture.

Tab 12: Qualifications/Experience

Qualifications / Experience: Describe firm's local experience / nature of service with security contracts of similar size and complexity, in the previous five- (5) years. Proposers should be aware that bidding firms with at least ONE (1) YEAR experience providing airfield security services shall be given additional consideration in the qualification process. (Baggage screening does not qualify) Indicate the firm's number of years of experience in providing the professional services as it relates the work contemplated.

Our experience as the incumbent provider FXE for the last **five** years remains unrivaled. We understand the underlying processes which enables FXE to operate seamlessly in a highly dynamic environment. Allied Universal security team possesses the institutional knowledge of your taxiways, runway orientation, tower communication and aprons which makes us the ideal candidate to service your airfield. Our strength lies in our ability to provide a security service which mimics an in-house security program. As a testament to our ability to integrate with FXE we have completely immersed our practices with that of FXE through:

- Aligning security coverage with aircraft arrival and departures
- Advance scheduling vehicle maintenance to minimize gaps in coverage
- Cross training our resource pool to support staffing needs
- Ensuring key checklists are complied with such as the vehicle inspection, customs light check, electric gate, pedestrian gate and overnight light check reports.

Allied Universal at a Glance

Fast Facts		
 <p>Professional Personnel Over 200,000 employees with industry-leading retention, are supported by innovative training and recruiting</p>	 <p>Award Winning Training Industry-leading training and development includes our learning and management system, EDGE, for on-demand eLearning</p>	 <p>Experience More than 60 years leading the industry</p>
 <p>Stability & Growth Financial stability and industry leading growth support long-term relations</p>	 <p>National Resources Experienced managers located across the country – over 180 offices nationwide</p>	 <p>Technology Solutions Best security technology in the industry - everything from physical security systems to monitoring to autonomous robots</p>
 <p>Service Lines Allied Universal Security Systems Allied Universal Staffing Services Allied Universal Janitorial Services</p>	 <p>Fortune 500 Clients We serve over 200 Fortune 500 Companies</p>	<p>Specialized Services</p> <ul style="list-style-type: none"> • Commercial Real Estate • Corporate Complexes • Manufacturing & Distribution • Healthcare Facilities • Residential Communities • Higher Education & Cultural Institutions • Shopping Malls & Retail Centers • Financial Institutions • Chemical/Petrochemical & Utilities • Government Facilities, Courthouses, Airports, Transit & Seaports

As the leading security company in North America, Allied Universal provides unparalleled service, systems and solutions to serve, secure and care for the people and businesses of our communities. The blending of highly-skilled people and leading technology creates unlimited potential for customized solutions designed to help you meet your goals. Allied Universal is a true partner who is **there for you** each and every day.



AIRPORT SECURITY SERVICES



Allied Universal Mission - Allied Universal provides unparalleled service, systems and solutions to serve, secure and care for the people and businesses of our communities. We put our relationships with our employees and clients at the heart of everything we do each and every day.

Our Promise

The Allied Universal promise is our unrelenting focus on your success. To be there for you where and when you need us so that you can: **1) achieve your important goals, 2) seize tomorrow's opportunities, and 3) exceed your stakeholders' expectations.** Allied Universal's clients feel confident that they have a partner who truly understands their needs and aspirations. Through our leading services, systems and solutions.

Provide details of past projects for agencies of similar size and scope, including information on your firm's ability to meet time and budget requirements.

Industry Expert in Aviation Security

Allied Universal has extensive experience in providing security services to facilities with similar Scope of Services as the Fort Lauderdale International airport including **decades of experience in aviation security and 5 years with FXE.** We have been providing airfield and aviation security services at North Perry General

Airport (since February 2011), Opa-locka Executive Airport (since October 2008) as well as comprehensive aviation security programs for Miami International, and Ft. Lauderdale/ Hollywood Airports.

Allied Universal has documented experience and significant resources committed to commercial and general aviation clients. The scope of services Allied Universal provides in both the public and private sectors varies based upon individual location and customer requirements. All Allied Universal security officers are trained to observe and report unusual activity. General security duties include internal and external patrols, access control, responding to calls for service in immediate areas, detecting, reporting and correcting safety hazards, enforcing policies/procedures and state laws, monitoring of closed circuit cameras and providing a visible deterrent to crime.

The most complex security control requirements and also the most stringently regulated are with airfield and airport security. Allied Universal has documented experience and significant resources committed to commercial and general aviation clients. Aviation specific experience includes:

- Experience at 49 CFR Part 1542 regulated airports, with both Category X and I airports
- Experience at 49 CFR Part 1550 General Aviation airports
- Experience with facilities and airfield security at General Aviation airports
- Experience in providing gate access for vehicular traffic to the tarmac area, parking lot security service, securing baggage hold areas, baggage screening (where baggage is dropped off) and surge capacity when security protocol is changed related to elevation in threat levels
- Experience with SIDA Badge compliance and enforcement

Security for the "hub only" areas as well as Aircraft Operations Area (AOA) in accordance with policies and TSA regulatory compliance where the Allied Universal officers:

- Screen all individuals entering the airport to insure that all individuals have authorization for entry by being issued an approved hub, AOA, or visitor's badge issued by the security department.

All individuals pass through a RapiscanMetor 250 magnetometer and a Garrett hand scanner is used as backup. All bags entering the facility are x-rayed and all officers are trained in accordance with TSA/Federal Aviation Administration (FAA) requirements, including identification of permitted and prohibitive items.

- Vehicles are inspected in accordance with the local Airport Security Plan to identify types of explosives, to identify places that explosives may be hidden and provide escorts when warranted.
- Manning gates/points of entry – vehicle access, pedestrian access, and access areas which accommodate both types of traffic

Fort Lauderdale-Hollywood International Airport

Allied Universal provides general aviation airport and airfield security services at North Perry Airport including: vehicle patrol; nighttime perimeter patrol; runway and interior patrols; aircraft security for approximately 350 General Aviation aircraft; nighttime aircraft landing and takeoff log entries; runway incursions entries as well as building and security gate checks. North Perry General Airport airfield system consists of four runways; the longest with two of the runways that are lighted for 24 hour



Aviation is 3,350 feet operation.

Miami International Airport



Allied Universal's Miami International Airport operation secures approximately 45 posts consisting of employee checkpoints, main elevators, vendor elevators, construction (development) areas, International arrival areas, the Airport Administrative Headquarters, a cargo area and its adjacent rooftop parking areas, and a Loading Dock. Allied Universal recently

transitioned the Fire Inspection detail from the Miami-Dade Police Department to part of the permanent security coverage. The program is overseen by a dedicated Project Manager and on-site Supervisors.

Miami International was the first airport in the United States to mandate 100% employee/vendor screening to access the sterile areas of the terminal and airfield. Allied Universal provides continuous coverage to the 5 Employee Checkpoints at Miami International Airport, ensuring that all employees accessing the Air Operations Area (AOA) are screened in order to ensure that no items that are in violation of both federal and local mandated regulations enter the AOA. In addition, the security staff verifies each employee's Airport Identification Card for validity prior to accessing the AOA. Within the airport, Allied Universal further controls access to the AOA by authorized personnel only by securing the employee and vendor elevators, which are utilized for deliveries. Inspecting and documenting deliveries, verifying paperwork and enforcing badging policy are the primary duties of the officers assigned to the AOA.

Scope of Work Highlights

- **Ingress/Egress Access Control to Terminal and Airfield**
- Screen employees, vendors and packages
- SIDA badge enforcement
- Compliance with ASP
- Equipment protection
- **Interior/Exterior Patrols**
- Facility Escorts
- **Traffic Control and Parking Lot Enforcement**
- **Quality Assurance Program**

Other responsibilities include securing state of the art screening equipment being installed by the TSA throughout the terminal, by enforcing badging policies, registering every employee's entry and exit to the room and ensuring no unauthorized persons exit the room with any equipment being stored there, as well as no equipment being stored in that room is tampered with or vandalized. Security Officers conduct routine walking patrols of facilities, ensuring that no equipment is vandalized or stolen.

In addition, Allied Universal officers provide ingress/egress control for construction workers and vehicles entering the AOA Construction (CTX), conducting vehicle and personnel inspections to ensure that no unauthorized weapons and or other contraband are brought inside the AOA in accordance with TSA and Miami-Dade regulations.

At the Cargo facility, the officers are responsible for ensuring that anyone accessing the rooftop area is not taking unauthorized photos of aircraft preparing to land or making their final approach. Furthermore, they ensure that if suspicious persons and/or vehicles are accessing the rooftop areas that immediate notification is made to the on-site the Site Supervisor and the Miami-Dade Dispatch and Command Center which will dispatch Miami-Dade Police and/or Miami-Dade Aviation Security Officers to challenge the subjects. Additionally, these officers ensure that no vendor with access to the AOA have left any property opened, unsecured and/or unattended. When these situations occur, officers are trained to follow the same procedures as dealing with a suspicious vehicle and/or person.

The security force is overseen by a project manager and on-site supervisors, who assist the project manager in staff inspections, training, safety programs, scheduling, personnel issues and other various tasks as well as serving as first responders to any and all incidents that may occur.

Tab 13: Staff

Because the Airport Security Manager position is extremely important to this post, please provide as much detailed information regarding the person your company is expected to put into this position. To state that you will merely hire someone after award will not satisfy this request.

General Manager – David Macedo



Experience

Allied Universal 08/15 - Present

General Manager, Fort Lauderdale Branch

Responsible for security operations, financial management and personnel management of approx. 2000 security professionals and yearly revenue of \$50M.

AlliedBarton Security Services 01/11 - 08/15

Government Services Project Manager, Broward County Air & Sea Ports

Responsible for security operations at Port Everglades Seaport, Fort Lauderdale International Airport, North Perry Airport and Broward County SMG Convention Center; to include all facets of operations, finance, training, staffing and scheduling of up to 7000 hours per week and 200+ Security officers.

- Conducted onsite account audit of the Port of Texas City at the request of the District Manager. Briefed Port and District Manager on issues discovered and provided detailed Action Plan.
- Hosted three day training for newly appointed Port Of Houston Project Manager
- Participated in AlliedBarton oral presentations for Disney Cruise Lines, Fort Lauderdale Executive Airport and Broward County SMG Convention Center, resulting in AlliedBarton securing all three accounts.
- 2013 Dare to be SAFE Safety Moment Video Contest Winner
- Member 2014 Chairman's Challenge for Broward/Palm Beach
- 2011 Frank Rabena Account Manager of the Year
- 2012 Southern Region Heroism Award

Yacht Captain

Windridge Yachts; Ft. Lauderdale, Miami, Boca Raton, FL & New York, N.Y. 02/09 – 01/11

- Responsible for the operation, navigation and maintenance of the "175' Motor Yacht "Lady Windridge" from Miami, FL to New York, N.Y.

Assistant Director of Operations and Sales 10/07 – 01/09

Novurania of America, Ft. Lauderdale, FL

- Accountable to the CEO for the Novurania Custom Yacht Tender product line; including the daily oversight and operation of the Service and

Sales Center. Spearheaded the logistics, staging and display for the Fort Lauderdale International Boat Show, Miami Boat Show and the Palm Beach Boat Show. Direct liaison with Major Yacht Builder's divisional directors.

- Relocated Corporate Sales Center to waterfront location increasing exposure to client and customer base, resulting in an annual sales increase of \$2.2M
- Reorganized parts and inventory system; increasing customer support, expedited parts delivery and shipping.

Commanding Officer 06/05 – 08/07

United States Coast Guard, Riviera Beach, FL

Client Manager – Ada Moran



Experience

An experienced manager of the security service industry for over 17 years, Ada Moran joined Allied Universal Security Services in 2016. Prior to joining Allied Universal, Ada Moran worked in various Operation Management positions with other large contract security providers. She has managed security teams for large clients across vertical markets to include Residential, Pharmaceutical, Commercial, Loss Prevention, Manufacturing and Retail in Florida since 2001.

Ada is heavily involved in the training and recruitment process. Ada provides a high level of customer service, striving to create meaningful relationships with each and every client. Ada has a very "hands on" management approach, and has a background in Staff Management, Financial Management, Integrity, Problem Solving, Conflict Management, Emergency Management and Safety.

Ada Moran attended Pace University and John Jay College of Criminal Justice in New York. She has completed additional certification courses in Fire Safety, Public Administration, and Public Safety.

Airport Security Manager – Victor Spagnuolo

Redacted in accordance with Section 119.071(4), Florida Statutes as a photograph of former law enforcement officer.

Experience

Retired police officer of 30 years – Specializing in physical fitness and self-defense as an instructor @ the Mid-Michigan Police Academy, and various Police Departments, along as an instructor at Baker College of Owosso. (Largest private college in Michigan) Accident reconstruction.

9 years RUNWAY/TAXIWAY inspections as Police Officer/Security Officer

Account Manager – Fort Lauderdale Executive Airport – 2 years

ACCOMPLISHMENTS:

Developed and Implemented Information Security Risk Management Programs - Instructed Police Academy Personnel in Physical Fitness and Pressure Point Control tactics - Facility Safety Planning Coordinator - Clery Reporting (college crimes reporting index) - OSHA Reporting - Fire Safety & Developed Security Card Access and IP based/CCTV systems -Emergency Management - Emergency Medical Technician - Traffic Enforcement Reconstruction - Airport Firefighter Rescue

Past Positions

Allied Universal Security Services – 6301 NW 5th ave. Fort Lauderdale, FL 33309

FXE Airport - 2015 - Present

Account Manager

Direct supervisor, Personnel scheduling, shift supervisor, account records, airport directives, patrol of airport grounds, gate checks, perimeter patrol, tower response and control, investigations and reporting, vehicle inspections & repairs.

United Parcel Service

October 26 – December 15 2014 - Driver Assistant (holidays)

Baker College of Owosso

Campus Safety Director, 01/2006 to 08/2011 - Baker College - Owosso, Michigan

Retired from law enforcement to accept a position as Campus Safety Director at Baker College of Owosso, Michigan. Directed installation and maintained security door lock systems, closed circuit television systems, motion detecting, on campus. Implemented risk assessment plans and emergency response, OSHA reporting inspection and corrective actions. Conducted emergency management and emergency scale exercises, fire safety training. Supervised 22 employees in crime reporting, security, and enforcement. Developed protocols and (standard operation procedures) for

campus officers. Armed officers with pistols and ballistic vests for campus security and rapid assault procedures. Coordinated with 911 Center with full access to emergency radio transmissions as a non-law enforcement entity. Installed, maintained and repaired security systems and programmable logic controls.

Shiawassee County Sheriff's Dept. - Court Bailiff, 08/2005 to 01/2006

Shiawassee County Sheriffs - Corunna, MI Court Bailiff for Circuit

Capital Regional Airport Authority - Police/Fire Rescue, 01/2002 to 08/2005
Capital City Airport - Lansing, MI Police/Fire Duties included Public Safety Officer/Firefighter and Airport Field Operations. Responsible for the entire security of the airport grounds, field, and perimeter. Law enforcement duties also included. Working with the FAA and TSA along with federal, state, and local authorities. Field operations included runway/taxi inspections and inspections, lighting and snow removal. Perimeter included gates, traffic, fencing, and animal control. Logs of criminal complaints, service complaints, and all general activity were noted daily. Investigations, violations, and prosecutions were normal activity.

Owosso Police Department - Police Officer, 09/1993 to 01/2002

Owosso Police Department - Owosso, MI Police Officer - police patrol, investigations, traffic enforcement, officer field training, self-defense Training.

Ingham County Sheriff's

Sheriff's Deputy, 09/1979 to 04/1986

Ingham County Sheriff's Dept. - Mason, MI

Road Patrol Officer Instructor Police Academy

EDUCATION

Associate Degree - General: Criminal Justice, 1991

Lansing Community College - Lansing, MI,

Coursework in Criminal Justice.

Security Officers

SO Dauphin
Etienne

12 years Military Service
21 years Municipal Auto Technician (Retired)
23 years Security Experience (US Security, Navarro, CSS, Floyd, 5 years Allied Universal)
Private Pilot License – Aircraft
Driver's License E350-160-61-379-0 D – License D8707748
High School Diploma

SO Lawrence
Cunningham

4 years Wackenhut Security, 5 years Statewide Security Vacation Village, 9 years (Navarro Security CSS, US Security, Allied Barton/Allied Universal Security)
Driver's License C 552-533-77-170-0 D – License D9817453
High School Diploma

SO Robert
Augustyne

15 years Police Officer (Retired)
35 Years Trucking Industry (Various Positions)
3 years United Security Services
10 years Allied Barton/Allied Universal Security Services
Private Pilot (Sec Instructor Rated)
Driver's License A223-773-42-379-0 D – License D2509958
High School Diploma

SO Latravia
Wallace

18 years - Loss Prevention/Security
5 years – Administrative Secretary
5 – years Allied Barton/Allied Universal Security Services
Florida Medical Training Institute – Phlebotomy & EKG
Driver's License W420-523-71-727-1 D-License D1119628

SO Steven
Curran

29 – years Police Officer (Retired)
2 1/2 years - Reserve Officer
9 years – Police (Field Training Officer) 2 years FTO Sergeant
Active Shooter/Critical Incident Training
3 years – Security with CPP Security & Wackenhut (Captain)
1 Year – Allied Universal Security Services
Driver's license C650-798-62-100-0 D-License D1729892
Bachelor's Degree – Criminal Justice

SO Henry
Schaller

Aviation background – Airline Transport Pilot
Flight Instructor, Medevac Lear, Single Engine Sea, Instrument, commercial (Bank Checks Air)
5 years - Cadillac & Oldsmobile Title Vice-President (Family Business)
10 years Security – Platinum Group, U S Securities, Victory, and Allied Universal Security Services
Driver's License S460-381-50-024-0 D-License D2937712
Associates Degree Automotive Marketing

Tab 14: References

References: A list of current and former major (those exceeding \$100,000 per year) accounts along with contact person name and phone number(s). This list should include accounts that represent company's experience with entities of similar size and exposures as the City of Fort Lauderdale. Include all Airport experience references. PLEASE DO NOT INCLUDE CITY OF FORT LAUDERDALE OR ITS EMPLOYEES AS A REFERENCE.

Nothing can speak to the experience, capabilities, knowledge, and commitment of Allied Universal like our customers. Below outlines several of our airport customers who have agreed to share their experience partnering with Allied Universal.

Company Name	Ft. Lauderdale International Airport
Address	100 Aviation Blvd, Fort Lauderdale, FL 33315
Contact Name & Title	Frank Capello Director of Security
e-Mail Address	fcapello@broward.org
Phone Numbers	954-359-2356
Dates of Service	2011 to present
Scope of Services	<p>Allied Universal provides access control services at various (nonpublic) vehicle and employee checkpoints as well as curb front traffic monitoring and control and exit lane access control when TSA has closed the public screening checkpoint. Access checkpoints are typically staffed by multiple security professionals with frequent supervisor inspection, assistance and relief. The employees conducting identification verification process must momentarily make physical contact with Airport identification and visually inspect it in order to ensure a positive photographic comparison. This is necessary to determine if the identification is expired or has been altered. Vehicle inspections are conducted in accordance with established criteria. Employees entering all gates are also screened by the security professionals by use of a hand-held metal detector.</p> <p>Security professionals help maintain smooth traffic flow at the terminal, monitor vehicles stopped at the terminal to actively load and unload baggage, assist emergency vehicles and personnel responding to incidents, assist the Broward County Aviation Department (BCAD) as requested, and provide information assistance to travelers. The exit lane security professionals monitor and prevent unauthorized access of personnel into the sterile area through the exit lane. Additionally, employees gaining access via the Exit Lanes during hours the Checkpoints are closed, also have their identification examined and undergo divesting & metal detection screening. Allied Universal also conducts employee/vendor screening at checkpoints throughout the airport. Checkpoints are staffed by two security professionals. Processes are automated in that the access control is determined by client-issued and maintained identification, which at the time of access is processed through the client-issued and maintained ID Matrix system. The system automatically determines right of access and unlocks the doors if appropriate. Security professionals also screen entrants and their possessions prior to allowing entry to the airport's secured areas. Allied Universal Security Professionals also staffs five (5) vendor elevators accessing the sterile area to/ from the AOA, screening vendor employees and any all merchandise they are bringing into the terminals.</p>

Company Name	Memphis International Airport
Address	2491 Winchester Road, Suite 113 Memphis, TN 38116-3856
Contact Name & Title	Terry Blue, A.A.E. Vice President of Operations
e-Mail Address	tblue@flymemphis.com
Phone Numbers	901-922-8379
Dates of Service	2015 to present
Scope of Services	<p>Allied Universal provides access control services at various (nonpublic) vehicle and employee checkpoints. Access checkpoints are typically staffed by multiple security professionals with frequent supervisor inspection, assistance and relief. The employees conducting identification verification process must momentarily make physical contact with Airport identification and visually inspect it in order to ensure a positive photographic comparison. This is necessary to determine if the identification is expired or has been altered. Vehicle inspections are conducted in accordance with established criteria. In addition, guard services are provided for construction access points, perimeter security and escort services to and from construction locations.</p> <p>Services include, but are not limited to security vendor screening, employee screening, routine passenger assistance, access control to restricted areas, and security services in response to TSA Security Directives or emergencies.</p> <p>Roving security professionals conduct patrols of the property fences and gates to ensure that they are properly secured and have not been tampered with, investigate unusual or suspect conditions, and prevent trespass, theft, or damage to MEM property.</p> <p>The exit lane security professionals monitor and prevent unauthorized access of personnel into the sterile area through the exit lane.</p>

Company Name	John Wayne Airport
Address	18601 Airport Way, #41 Santa Ana, CA 92707
Contact Name & Title	Scott Hagan, Deputy Airport Director, Operations
e-Mail Address	SHagen@ocair.com
Phone Numbers	(949) 252-5241
Dates of Service	2011 through 2021
Scope of Services	<p>Allied Universal provides armed security guard services to enforce access control procedures, comply with Department of Homeland Security (DHS)/Transportation Security Authority (TSA) security directives, monitor activity, and assist airport tenants and authorized visitors at three (3) perimeter vehicle gates that provide access to the Air Operations Area (AOA) of the Airport.</p> <p>Two unarmed security professional posts for concession product security inspections and terminal C stairway/escalator control point monitoring.</p> <p>The exit lane security professionals monitor and prevent unauthorized access of personnel into the sterile area through the exit lane terminals A, B, and C.</p>

Company Name	Dallas Love Field
Address	8008 Herb Kelleher Way Suite LB 16, Dallas, TX 75235
Contact Name & Title	Courtly Parker, Airport Security Manager
e-Mail Address	Courtly.parker@dallascityhall.com

Phone Numbers	214-670-6158
Dates of Service	2015 to present
Scope of Services	At Love Field, Allied Universal security professionals secure the vehicle and pedestrian access gates, employee parking areas, exit lanes and conduct patrols inside the terminals as well as routine patrols of airport perimeter fence and random employee and vendor inspections. Allied Universal also provides additional security professionals to assist with special projects occurring at the Airport. These special projects include, but are not limited to: airfield construction, planned events and temporary posts to meet TSA guidelines or mandates.

Company Name	San Antonio International Airport
Address	9800 Airport Blvd, San Antonio, TX 78216
Contact Name & Title	Chris Cole, Airport Security Manager
e-Mail Address	Chris.cole@sanantonio.gov
Phone Numbers	210-207-1674
Dates of Service	2014 to present
Scope of Services	<p>Allied Universal Access Control Security professionals and Supervisors monitor various access points to the secured areas, including but not limited to, Security Identification Display Area (SIDA), sterile areas, and other designated areas of SAT; conduct inspections; coordinate entry with Aviation Department and other agencies; and escort visitors within the secured area, SIDA, and sterile areas. Services include:</p> <ul style="list-style-type: none"> • Access monitoring at Terminal A & B exit lanes, allowing only authorized personnel entry. Exit Lane Services will be provided every day from the time the TSA ceases its checkpoint operations until the concourses are closed by the Aviation Department's Airport Security Supervisor. Closing of the concourses is done after the arrival of the last flight and varies daily between Terminals A and B. • Access monitoring at Terminal A entry lanes, maintaining proper passenger flow, provide directions, and perform other duties as necessary, operating from the time of checkpoint opening until the checkpoint closes. • Inspection of vendor deliveries/merchandise at secured access points at the terminals. • Vehicle inspection services at Gate Post, allowing only authorized personnel entry. This post is manned 24 hours per day, every day. • Escorting services at the Federal Inspection Station. • Roving patrol of airport parking lot. <p>Allied Universal security professionals enforce the federal regulations concerning the prevention and detection of unauthorized access and the prevention of the introduction or carriage of any unauthorized weapon, explosive, incendiary, or other prohibited items into the secured area, SIDA, or sterile areas of SAT. In addition, consultant services will prohibit non-badged persons within secured area, SIDA, and sterile area unless escorted by a badged person with escort authority.</p>

Tab 15: Technical Approach/Security Plan

Provide in concise narrative form, your understanding of the City's needs, goals and objectives as they relate to the project, and your overall approach to accomplishing the project. Give an overview on your proposed vision, ideas and methodology. Describe your proposed approach to the project.

Understanding FXE's Project Scope

As your incumbent security provider, Allied Universal have developed an intimate knowledge and best practices for securing your aprons, taxiways, Instrument Landing Sites (ILS) and runways. We understand the security team must seamlessly integrate with the airfield and terminal operations. Some of the operations these best practices support are:

- On-going airfield maintenance
- Airfield construction projects
- Perimeter patrol
- In-Flight Emergencies (IFEs)
- Ground emergencies
- Preventing CMA/Runway incursions
- Hazmat Spills
- Airfield lights serviceability checks
- FOD (Foreign Object Damage) checks

Our knowledge in providing airport security will enable FXE to operate securely and seamlessly. ***Our Vision is to deliver FXE with a security program designed provide in house benefits at a cost effective outsourced budget.*** We have been able to meet bring this vision to fruition by embedding an experienced account managed security team, a robust training and compliance program and understanding the policies, procedures and protocols of FXE.

Describe the range of security and related services performed by your firm and your implementation plan for this contract. This section must address the required services noted in this RFP, and how your firm plans to provide them.

Approach to Scope of Work

Allied Universal provides unparalleled service, systems and solutions to serve, secure and care for the people and businesses in our communities. We are the premier provider of security staffing services in a variety of markets including higher education, commercial real estate, healthcare, residential communities, chemical/petrochemical, government, manufacturing and distribution, financial institutions and shopping centers. What makes Allied Universal's service, systems and solutions unparalleled? You could say it's the people: the well-trained security professionals, technicians and local management teams. You could say it's the best technology in the business, from access control services to industrial video systems and autonomous robots.

Implementation

By keeping Allied Universal as your security partner will void the need for a disruptive transition. Instead, we will use this time to perform a program audit, as stated earlier. Staying with Allied means retaining the key personnel who understand the underlying processes of your airfield for seamless operations.



Include Availability of personnel; current work load/staff participation; organization of the team that will be handling this contract. Also describe your vehicle maintenance, back-up vehicle, and vehicle replacement plan in this section. This narrative should encompass all information regarding how the bidder intends to provide “first class” security for the Airport from initial set-up and implementation.

Security Team Availability

Current operations require a total of seven security officers providing 24/7 coverage for a total of 224 hours of security services per week. Security Manager, Victor Spagnuolo is also available 24/7 to FXE. Participation by the security team is comprehensive. With Patrolling activities being the primary service, our security staff also provides access control, escort duties, and perimeter checks for all 30 gates at FXE.

Management Availability

Allied Universal understands local support is critical. General Manager David Macedo and Client Manager Ada Moran are available 24/7 to support FXE’s immediate and future needs.

Vehicle Availability

Minimizing down time in airfield security is key optimizing flight line operations. Allied Universal will utilize vehicles from our existing fleet as a redundancy in your security program. Our security team will forecast a maintenance plan 3-6 months in advance and prepare to have a third vehicle, fueled and equipped to support daily operations.

As a part of the response, a design plan and diagram(s) shall be presented to the City for approval.

The proposer shall also propose a scheduling methodology (time line) for effectively managing and executing the work in the optimum time. The delivery time shall be stated in calendar days from the date of City notification of award, or notice to proceed with delivery. Such timeline information and proposed dates shall include, but not necessarily be limited to: delivery, installation, acceptance testing, personnel, and other related completion dates, in accordance with the RFP specifications.

As your current service provider, ***FXE will incur zero risk of service disruption*** due to a transition. Allied Universal has engrained the right processes and security team maximize our value to FXE. We will utilize our program audit to identify any blind spots and will continuously improve our current practices to meet your evolving needs.

Allied Universal's Service Delivery Model

Our client focused service delivery model will help to ensure your evolving needs are met through our innovative approach to security and dedication to client satisfaction.



You will have peace of mind knowing that Allied Universal implements a formal four-step process, DX4 (Discover, Develop, Deliver, Document), to understand and meet your needs, and bring continuous



improvement to your security program. And, we will meet with you regularly to review progress and make value visible.

During the **DISCOVER** stage, we will learn what matters most to you. Your current concerns, existing priorities and future expectations will be fully uncovered and understood.

We will then **DEVELOP** a customized plan tailored to meet your needs and priorities. This plan is documented and includes performance standards so results can be monitored and tracked.

Our ultimate goal is to continually **DELIVER** what is important to you, visibly and measurably. We conduct formal Operations Business Reviews (OBRs) to review accomplishments, create benchmarks for future reviews and establish measurable goals. These client OBRs are an essential part of the Allied Universal Service Model.

We will review your security program with you on a regular basis to ensure it is successful and meeting your expectations. We **DOCUMENT** each client contact, and track and trend all initiatives as well as any incidents that may occur in an effort to drive operational excellence.

We believe in partnering with our clients and because of that, we will be immersed in your culture and as dedicated to your security program as you are. When you partner with Allied Universal, value to the City of Fort Lauderdale Executive Airport Division security program will be made visible through accountability, transparency, measurement, responsiveness and engaged management and staff.

Allied Universal's Account Management Model

"Management quickly responds to requests, urgent or not. All problems are handled as quickly as possible. Security professionals are respectful and present a good appearance. Our account manager is outstanding; a conscientious, customer oriented person, ready to please." - Security Director

Security Manager Victor Spagnuolo has been with Allied Universal since inception of our relationship with FXE. As the head of the security team, he has managed create an effective security program which completely aligns with the immediate and future needs of FXE. As a testament of his commitment to FXE, Victor has gone above and beyond his current job description to provide assistance on ancillary projects for FXE. Is that the level of management response you receive from your security provider? Your security program is a critical component of your organization's daily operations and you should insist on nothing less than top quality management support.

An Allied Universal account manager makes a critical difference in the success of your security program. Your needs, culture and organizational goals set the tone for the account manager's priorities. This individual will manage your day-to-day security operations and ensure that your security vision is Allied Universal's security vision. With this resource you can focus on the higher level needs of your company.

Your responsive account manager will:

- Oversee a team of security professionals and supervisors, including hiring/selection of personnel that is the right fit for your environment.
- Manage scheduling, payroll, training, coaching, and development in collaboration with the local support team.
- Be an empowered decision maker who understands your account and can take ownership of changes that need to be made.


- Ensure all required reporting and contract compliance requirements are met, understood and acted upon.
- Deliver impactful solutions that are focused on improving your satisfaction.

You will have an experienced security leader at your disposal every day. Allied Universal account managers have proven themselves in various security professional and supervisory level positions, law enforcement or military and have the experience to serve as mentors for your security team. Allied Universal's formal employee development processes identify ready leaders in our organization and prepare them for internal promotion. Employees are set on a career path and their progress is tracked before they are recruited into a management position. You can have peace of mind knowing that you have an individual with the experience needed to effectively lead security for you.

Proactive and Ongoing Quality Assurance

In today's business world it's becoming increasingly important for you and your provider to establish performance standards and measure results. To take your security service to a higher level, your provider must be focused on quality assurance every step of the way. Our quality assurance efforts are proactive and ongoing. We want to ensure every security program exceeds our clients', and our own, high expectations. Our desire to identify opportunities for improvement and share best practices helps us keep our programs fresh and our service offerings geared to our clients' unique needs. All security programs, whether they've been in place for 10 months or 10 years, are carefully reviewed and monitored to ensure contractual obligations are met and your program is efficient and successful.


Allied Universal's Quality Assurance Program



Allied Universal Voice
We measure your experience as a client from day one to help us deliver consistently excellent service.


Measuring Results
We regularly review and measure our performance. Some of our measurements and evaluations include:


- Weekly service hours – OT, bill OT, bill hours
- Employee retention & tenure
- Recognition & rewards
- Training
- Incidents
- Performance evaluations
- Trends
- Customer satisfaction survey results
- Best practices
- Goals and improvement processes




Quality Assurance Tools

- ✓ Account Audits
- ✓ Account Standards
- ✓ Performance Evaluations
- ✓ Management Inspections
- ✓ On-Site Focus Groups





Contract Compliance
Our operations staff work together with our Legal Services Group to provide effective contract review, administration and compliance to ensure we meet our contract obligations to the complete satisfaction of our clients.



Quality Business Reviews
Regularly scheduled assessments designed to: 1) review accomplishments, 2) create benchmarking for future reviews, and 3) establish measureable goals.

Recruiting

Security professional quality begins even before we identify a candidate for a position with City of Fort Lauderdale Executive Airport Division. Our dedicated recruiters identify only top quality candidates. In today's employment climate, it becomes even more important that we utilize our talents and resources to find individuals that represent the highest standards of both Allied Universal and our clients. Better recruiting translates into:

- "Best-fit" personnel for your environment
- Higher employee satisfaction
- Higher quality of performance
- High-quality, screened candidates
- Higher employee retention

Recruiting Process: The vast number of recruiting resources we utilize along with our reputation for being a great place to work directly contributes to the more than one million candidates in our hiring pipeline. A large number of applicants means that we can select the right candidates for your security program. And, we have the resources to identify the most well-suited individuals quickly and efficiently.

Allied Universal Recruiting Resources

The first step is having a thorough understanding of your site-specific needs. This allows us to recruit by position and post. Some of the recruitment resources we use:

- aus.com/careers
- Promotions, employee referrals and bonuses
- Career websites (eg., Indeed, Career Builder, Employer Partnership for the Armed Forces, H2H, LinkedIn, Facebook)
- Colleges, universities and schools
- Former military and reservists
- Job fairs and open houses
- Police and fire departments, and rescue squads
- Professional organizations (eg., ASIS, BOMA, ICSC)
- Civic/community organizations
- Senior associations
- Veterans administration and organizations
- Strategic partnerships with: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging and National Asian Pacific Center on Aging.

1 million+ candidates in our hiring pipeline.
Hire only 5% of applicants.

Hire our HeroesSM

Allied Universal is committed to hiring veterans, reservists, their families and caregivers. Our company-wide military hiring program, Hire Our Heroes, is an essential part of our recruiting strategy. Since 2013, more than 25,000 heroes have been hired as part of this initiative. We have partnered with these military assistance groups to ensure our service men and women have opportunities as they transition back to civilian life:





To ensure high quality employees that are the right fit and have the right skills for your Airfield Operations, Allied Universal uses an automated, highly customized Applicant Tracking System, Allied Universal|GatewaySM.

Our easy-to-use, digital platform features:

- **Advanced Filtering:** Utilizing a smart search feature, managers and recruiters are able to search for candidates by shift preferences, ranking, location and other requirements such as a driver's license. This feature gives our recruiters an edge in identifying a qualified candidate quicker and allows us to meet your needs faster.
- **Paperless Processes:** Pre-employment forms and acknowledgements can be completed electronically and stored within Allied Universal|Gateway, making the many parts of the process paperless and shortening the time from application to hire.
- **Transparency:** Candidates, recruiters and hiring managers can view the status of a position or application at any time during the process. This means that any questions you have about your open positions can be immediately addressed.
- **Integration:** Integration with other systems such as background screening and drug testing vendors promotes efficiency and consistency in ensuring that every step of our extensive screening process is complete and that only the best candidates are selected for your location.

One of the true differentiators in our recruiting process is the extra step that we take during the application stage. **In addition to completing our standard application information, candidates also answer questions related to their preferences for type of work environment.** These preferences correspond with profiles developed by an industrial psychologist, which allow for successful personnel to position matching.

The Guardian, Protector, Community and Concierge profiles are based on the level of people interaction, physical asset protection and safety awareness that each position requires. At Allied Universal, we are not looking to fill a position with just any candidate. We go the extra mile to dig deeper to find the right person for

Security Professional Profiles			
PROFILES	SECURITY SAFETY		EXAMPLES
GUARDIAN  <p>Primary task is to protect physical assets. Generally indoors and minimal interaction with general public. Required to be vigilant, protective, professional and self-directed. Keen sense of awareness about potential security issues or threats.</p>	MINIMAL	PHYSICAL ASSETS/ PEOPLE SAFETY	<ul style="list-style-type: none"> Control Panel Operators Night Shift Patrols Warehouse and Parking Lot Security
PROTECTOR  <p>Intermittent interaction with general public while protecting a geographical area. Involves making rounds or conducting patrols indoors and out. Requires professional demeanor, keen sense of awareness of potential security and safety threats.</p>	INCIDENTAL	PHYSICAL ASSETS/ SAFETY	<ul style="list-style-type: none"> Patrols in Commercial Real Estate Financial Institutions Malls EMTs Firefighters
COMMUNITY  <p>Works in close-knit community and serves to ensure the safety of those in the community. Protects property, ensures safety by escorting members, providing direction/instructions indoors and out.</p>	ENCOURAGED	PHYSICAL ASSETS/ SAFETY	<ul style="list-style-type: none"> Hospital University Residential Security Bike Patrol Supervisor
CONCIERGE  <p>Provides highest level of customer service involving a great deal of constant and varied interaction with the public while being on-point for ensuring safety of visitors. Mostly indoors, requiring a friendly disposition and enthusiasm for working with the public.</p>	CONSTANT	MINIMAL	<ul style="list-style-type: none"> Lobby Security Receptionist Positions
	PEOPLE INTERACTION		

you. When our employees are well matched to the position requirements, they stay longer in their position, will be better engaged in their day-to-day responsibilities, and provide better service for you. Our ultimate recruiting goal is to find the best qualified candidate for every post. This translates into improved security professional quality and better results for City of Fort Lauderdale Executive Airport Division.

Allied Universal only hires 5% of all applicants. Our proven recruitment process allows us to identify the security professionals you need, when you need them.

Screening

The number one objective of the Allied Universal's screening process is to identify quality. We consider background, experience, communication and interpersonal skills, and fit for the position. Qualified candidates are invited to formally interview with our branch recruiting team.

Allied Universal's Screening Process	
	Application Review & Assessment Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.
	Interviews Initial interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted. Candidate progressing beyond this level attend our orientation program.
	Electronic I-9 and E-Verify Employment verification is completed to present proof of eligibility to work in the U.S. All potential employees are processed through E-Verify, the government's employment eligibility system.
	Management Testing May involve the use of one or more behavioral assessment tools to help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit for the specific position.
	Social Security Trace Social Security checks run on each candidate to verify identify and history of addresses. The latter is used to assure all associated addresses are considered when determining states and countries to be included in the criminal background check process.
	Criminal Background Checks Prior to being assigned to a post, each employee undergoes a criminal records background check (except where such is conducted as part of the state guard licensing agency). Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required.
	National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law) This step searches the Federal Department of Justice database, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.
	Pre-employment Drug Testing Oral ten-panel drug tests are completed prior to assignment for all applicants. Lab urinalysis testing is available at an additional charge.
	Motor Vehicle Report Security Professionals designated to drive a vehicle are subject to Motor Vehicle Report checks to verify driving eligibility and must complete on-site training before they can operate a vehicle.
	Security Professional Integrity/Honesty Assessment Behavioral Assessments are available on a pre-placement basis to help evaluate attitudes and behaviors linked to integrity, honesty, trustworthiness and customer service aptitude. Assessments are predictive but not guarantees of performance or behaviors, and are available for an additional charge.
	Education & Employment Verification In the event that the contact requires education and/or employment verifications, these services can be completed for a nominal fee.

Retention

The elements of staffing stability are complex and interwoven, and include adequate wages and benefits, proper hiring, competent supervision, comprehensive training, employee recognition and incentives, opportunities for advancement and on-going performance evaluations. Allied Universal is proud to have among the lowest turnover rates in the security services industry. **Currently half the security team maintains a tenure of over 2 years.** Engraining a strong rewards and recognition program will continue to retain quality professionals in a receding labor market.

Many of our retention efforts are best illustrated through our incentive and recognition programs. Additionally, each of our management systems and solutions has elements designed to positively impact retention.

- Our screening process tests for an applicant's predisposition to remain with an employer.
- Our 60 day New Hire Survey checks with new hires to assure they have been onboarded to their satisfaction.
- Refresher training enhances and reinforces earlier learning.
- Our computerized scheduling system helps avoid assigning shifts that are too long and/or too close together.
- Personalized recruiting approach and profiling by position.
- Security Voice, our 24-hour security professional hotline, ensures an open line of communication and prompt attention to any security professional need or question.
- Our management teams are trained and coached on human resource tactics that further promote employee retention.
- Decentralized management allows our senior staff to be actively involved with, and easily accessible to, our security professionals.

A great retention program means security professionals for City of Fort Lauderdale Executive Airport Division are on board for the long term and are a reliable presence at your site.

Allied Universal Comprehensive Training

Experience shows that virtually every measure of security professional quality can ultimately be tied back to learning and development. Your security program can only succeed if the security teams that support you are trained, knowledgeable and prepared. As the industry's training leader, Allied Universal also believes that security professionals should not just be prepared for a job, but for a career. **We are committed to providing City of Fort Lauderdale Executive Airport Division with the security industry's most highly trained and prepared security professionals and managers.**

Our award-winning learning and development program goes beyond traditional training and provides enhanced course offerings, compliance functionality and opportunities for employee growth. Our comprehensive training program is the starting point for security professionals' growth and development. A range of mandatory and voluntary training modules



3-6 Months	1
6-12 Months	1
1-2 Years	1
2-5 Years	3



2016 ASIS Outstanding Security Performance Awards – Outstanding Security Training Initiative Winner
From left: Ric McCullough, Vice President of Sales and Customer Service for PSA Security and honoree Brent O'Bryan, Allied Universal Vice President Corporate Training and Development

are offered pre-assignment, on-the-job and as continuing education as security professionals strive to stay current with industry trends and your evolving needs. Our dedicated training department consists of an experienced and creative team of professionals committed to keeping training innovative and informative. They support more than 50 professional and certified trainers across North America.

Allied Universal Institute is the umbrella under which all formal training and development opportunities exist. Training is tailored for specific roles:

Redacted in accordance with Section 119.071(3), Florida Statutes as it is a security or fire safety system plan

Redacted in accordance with Section 119.071(3), Florida Statutes as it is a security or fire safety system plan

Redacted in accordance with Section 119.071(3), Florida Statutes as it is a security or fire safety system plan

Driving Efficiency and Collaboration

Allied Universal's digital business strategy drives efficiency, communication, collaboration and effectiveness for City of Fort Lauderdale Executive Airport Division. A comprehensive platform of technology and tools results in greater transparency and value. For more than 60 years, Allied Universal clients have benefited from our technology-enabled security solutions, which continuously evolve based on client requirements. Some examples could include:

Accurate Invoicing and Scheduling: WinTeam, Allied Universal's integrated system for payroll, invoicing, billing and compliance ensures accuracy, time savings and value - allowing you to focus on the bigger picture. This system also integrates scheduling and allows managers to access and revise the online database in real time, from any location - meeting your need for consistent security coverage.

Attendance Tracking: Our automated time collection system, optimizes efficiency, ensures safety and consistently manages attendance at your site. Real-time staffing records and supervisor notifications ensure uninterrupted coverage.

Selection and Staffing: Allied Universal Gateway, our employee recruiting, screening and staffing program, ensures that City of Fort Lauderdale Executive Airport Division's security program is quickly staffed with carefully selected security professionals who meet your specific requirements -- from special skills to security clearances. Candidate experience and preferences are also evaluated to ensure a good match for the position and your location. You will only be presented with qualified candidates who are a good fit for your environment.

Electronic Monitoring and Electronic Software: With our proprietary CyCop electronic monitoring software, you will have complete, real-time transparency into the location, movements and activities of each security professional. More importantly, our 24 hour command center uses CyCop to supervise and coach each security professional through their GPS-enabled Smartphone.

Learning and Development: Well-trained, engaged and prepared security teams are an asset to City of Fort Lauderdale Executive Airport Division. Our comprehensive approach to learning and development delivers training opportunities in a variety of forms and supports the need for continuous security training.

- Our online learning management system, Allied Universal EDGE, focuses on learning and skill development, and documents results to ensure your security staff is knowledgeable and compliant with your requirements. Proprietary modules prepare employees for future responsibilities and advancement opportunities.
- Our performance management program, delivers a motivated, professional workforce. Our managers effectively evaluate employee performance through online evaluation forms, goal planning and in-person meetings - enabling employee growth and recognition.

Quality Assurance: We listen to your needs, track your outcomes and look for opportunities to exceed your expectations.

- Allied Universal Voice, our voice of customer program, monitors your experience, elicits your feedback through online surveys and tracks our performance. Our employees are also surveyed to gather their input and suggestions. Feedback is critical and continuous improvements and evolving solutions result when you and your security professionals' voices are heard.
- Allied Universal Inspector, our quality assurance module, allows for efficient tracking and reporting of inspections - helping to ensure that your security team is exceeding your expectations.

Safety and Risk Mitigation: Our continuous focus on safety is supported by Allied Universal Risk Knowledge which manages online OSHA incident tracking, recordkeeping and incident investigation.

Allied Universal Fire Life Safety Training System: Our web-based online fire/safety and emergency preparedness training system for client employees. The program is multi-lingual, fully animated, offered 24/7 to every client employee and provides testing and certification, as well as full reporting and documentation capabilities which also assists with reducing liability.

Security Program Technology: Today's security professionals are technologically savvy. From monitoring CCTV, to tracking and controlling visitor access, reporting incidents digitally in real time and locating potential threats, Allied Universal's security professionals utilize technology to provide our clients with safe and secure environments. In addition to our proprietary solutions, our carefully vetted, best-in-class strategic partners offer

supplemental solutions to address your additional needs. Our proprietary technologies drive efficiencies to each of our client's security programs. Many of our solutions allow for data collection, which is an integral component of any safety and security program and can directly impact the future of your security strategy. With the help of our digital platform, the management of your security program is seamless; data is easily accessible; and you can focus your attention where it is needed most - on your business goals.

Minority/Women (M/WBE) Participation & Subcontractors

MWBE

Allied Universal is not a certified Minority Business Enterprise/Woman owned Business Enterprise/Disabled owned Business Enterprise (MBE/WBE/DBE) company. However, we have business relationships with certified MBE/WBE/DBE companies throughout the country where Allied Universal subcontracts specific levels of business to them as a requirement. It is important to note that our program is functionally designed to accommodate both Tier 1 and Tier 2 spends to allow for each customer's internal reporting requirement. We can provide reporting on a weekly, monthly, quarterly and annual basis that will at minimum include operational measurements (hours, staffing, incidents, turnover, retention etc.) and financial measurements (billing, spend, allocation etc.) of the activities of the site(s) being serviced through a qualified MWBE. We can also incorporate our indirect MWBE spend as it relates to our client's business.

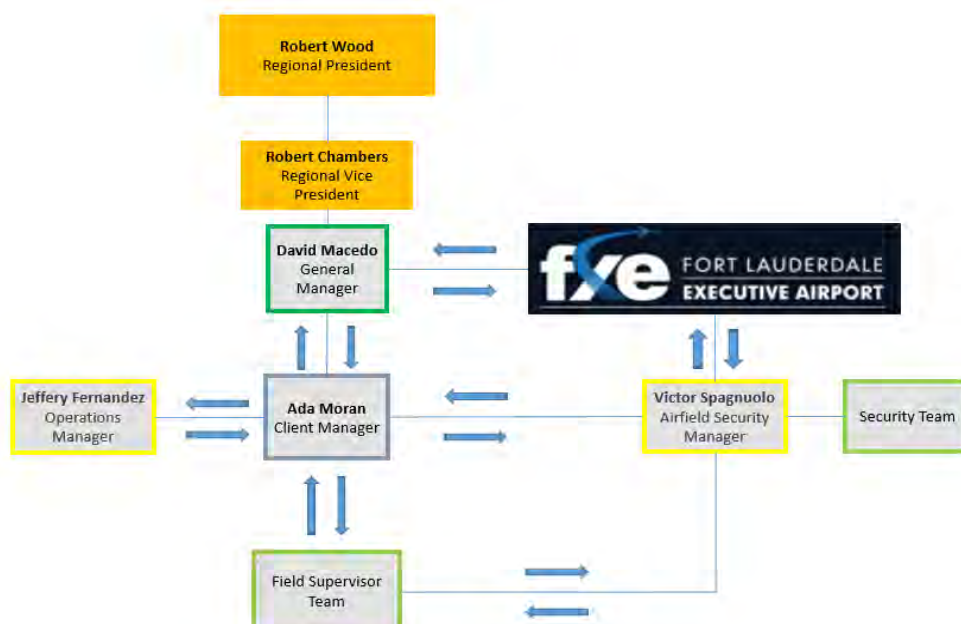
Subcontractor

Allied Universal will not be subcontracting any portion of this project, unless the need arises.

Tab 16: Communication

Describe the communication plan and equipment you will provide to the Security Officer. Explain how your dispatch service operates, your capabilities, and how is it equipped and staffed. Would the guard have 24 hour per day 7 days per week access to a supervisor, how would he contact the supervisor? Describe how he would contact the Fort Lauderdale Police Department, and the Executive Airport representative.

Local Communication Support



General Manager David Macedo	The General Manager is available 24 hours per day, 7 days per week to FXE. The GM conducts site visits and interacts with our customers to ensure we meet or exceed client experience expectations. They are responsible for ensuring that all involved have all of the tools, resources, and support to carry out the day-to-day activities for FXE
Account/Security Manager Victor Spagnuolo	The Account Manager is also available 24 hours per day, 7 days per week. He will be the daily point of contact for all operational matters and the first line of support from the branch. He conducts site visits, inspections, and quality assurance activities related to our employees and infrastructure. They are also responsible for ensuring operational stability and success for day-to-day activities, as well as the emergencies and other events as they occur. They are available to resolve any accounts payable questions, order equipment, uniforms, and other items necessary to support our employees assigned to your sites. The Account Manager assists in staffing, verifying payroll and billing accuracy to ensure that our employees are paid accurately, and on time, and CCSHOA is billed properly and on time
Client Manager Ada Moran	Client Manager Ada Moran is also available 24/7 to FXE. As an additional layer of support Ada will create another communication channel for FXE and the Security Manager
Field Supervisors Team	Our Field Supervisors provide scheduled and unannounced inspections of personnel and facilities during evening, nighttime, weekend, and holiday shifts. Supervisor activities uphold our quality assurance commitment to CCSHOA, and bring value to our employees through more frequent, meaningful interaction with a manager. They also serves as the point of contact for those officers working evenings, nights, and weekends when other companies fail to provide support and leadership.
Operations Manager Jeffery Fernandez	To further bolster communication, Jeffery Fernandez also supports management structure to FXE. He is also available 24/7

Security Communication at FXE



Allied Universal has embedded with the Standard Operating Procedures (SOPs) with regards to routine and emergency communications. Allied Universal supports many different communications and dispatching environments throughout our client base within the United States. All communications, transmissions and deployment are coordinated through the airport representatives according to their approved communication procedures and plans. Allied Universal Airport Security Officers typically communicate via radio or cell phone to the client, local Law Enforcement (e.g., Fort Lauderdale Police Department), Federal Law Enforcement and other Airport/Patrol Security Officers.

In all airport communications, Allied Universal Security Officers are trained to quickly and effectively position and send Security Officer's in response to calls for service, supervisor direction, situational responses and camera initiated activities.

Our local Broward office and local management team currently services as you your primary point of contact. Site Supervision will be provided by the Senior Security Supervisor, Airport Account Security Manager and local Broward District Manager. All officers will have access to Allied Universal Fort Lauderdale Executive Airport management and Broward District staff. However, our Service Assurance Centers are available to assist Fort Lauderdale Executive Airport after hours, and for special emergency needs.

24 Hour Communication & Support

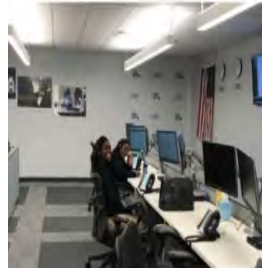
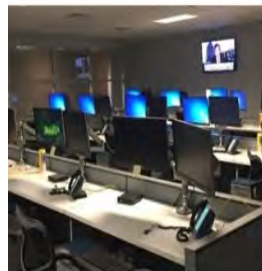
Allied Universal Service Assurance Center

Our local offices will serve as your primary point of contact. However, the Allied Universal Service Assurance Center is available to assist FXE after hours, and for special emergency needs. The Service Assurance Center is located in Allied Universal's Richardson Technology Center in Richardson, Texas.

Allied Universal Service Assurance Center Advantages:

City of Fort Lauderdale Executive Airport Division will experience a high level of transparency and peace of mind knowing critical operational information is readily available to both you and your security team.

- Ehub provides you with online access to schedules, inspection reports, and payment information; and the ability to order extra coverage. In addition, Allied Universal employees can access their schedules and paychecks online via Smartphones and tablets.



Service Assurance Center

24/7/365
Operates round-the-clock.

Calls Forwarded
Branch office calls are forwarded at the close of each business day.

Crisis Communication
Hub for crisis management communications support: hurricanes, blizzards and floods.

Special Coverage
Communication conduit for clients' emergency coverage needs.

Scheduling Support
Oversees/monitors all Security Professional schedules, which helps ensure accurate client payroll and billing.

Immediate Notification
Dispatches calls/messages immediately to the appropriate manager (home phone, pager, cell phone).

Tab 17: Management Reports



Please double click link ➡

**CONTRACTOR'S CERTIFICATE OF COMPLIANCE WITH
NON-DISCRIMINATION PROVISIONS OF THE CONTRACT**

The completed and signed form should be returned with the Contractor's submittal. If not provided with submittal, the Contractor must submit within three business days of City's request. Contractor may be deemed non-responsive for failure to fully comply within stated timeframes.

Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

- (a) Contractors doing business with the City shall not discriminate against their employees based on the employee's race, color, religion, gender (including identity or expression), marital status, sexual orientation, national origin, age, disability or any other protected classification as defined by applicable law.

Contracts. Every Contract exceeding \$100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

The Contract shall include provisions for the following:

- (i) The Contractor certifies and represents that it will comply with this section during the entire term of the contract.
- (ii) The failure of the Contractor to comply with this section shall be deemed to be a material breach of the contract, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.


Authorized Signature

David Macedo, General Manager
Print Name and Title

1/8/2019
Date

E-VERIFY AFFIRMATION STATEMENTRFP/Bid /Contract No: 12237-895Project Description: Airport Security Services

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- (a) all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- (b) all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name: Allied Universal Security ServicesAuthorized Company Person's Signature: Authorized Company Person's Title: David Macedo, General ManagerDate: 1/8/2019

CONTRACT PAYMENT METHOD BY P-CARD**THIS FORM MUST BE 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

_____ Visa Card

Company Name: Allied Universal Security Services

David Macedo

Name (Printed)


Signature

1/8/2019

Date

General Manager

Title

LOCAL BUSINESS PRICE PREFERENCE CERTIFICATION STATEMENT

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

- (1) _____
Business Name is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (2) _____
Business Name is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No.C-17-26, Sec.2-186. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (3) _____
Business Name is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No.C-17-26, Sec.2-186. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.
- (4) _____
Business Name requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (5) _____
Business Name requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (6) _____
Business Name is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: Allied Universal Security Services

AUTHORIZED COMPANY PERSON: Shravan Naik

NAME

SIGNATURE

2/8/2019

DATE

Forms Non-ISO Revision 09/23/2017

12/27/2018 12:31 PM

p. 51

EXHIBIT C

Allied Universal will also implement CyCop, the mobile security patrol management systems to streamline Daily Activity Reports (DARs), Incident Reports (IRs), and provide instantaneous visibility to the Fort Lauderdale Executive Airport program.

This web and GPS-based technology is an advanced patrol and reporting program that transforms the traditional reporting process into a paperless, real-time solution. It gives clients the latest accurate data about their property and security professionals.

KEY FEATURES

Information Management

- Compatible with multiple smartphones, tablets, laptops or desktop computers
- Consumer data digitally stored on the Cloud for instant access

Security Guard Tour Tracking and Supervision

- Offers real-time information on personnel locations
- Includes color-coded checkpoint history of time, place and tour activity
- Alerts security professionals of required tasks and escalates problems in real time to supervisors

Automated Incident and Daily Activity Reporting

- Delivers reports securely to management
- Accommodates digital photos
- Archive reports for later use

Interactive Post Orders and Online Training

- Access course materials for each property
- Tailor test criteria as needed

Visitor and Parking Management

- Create property access lists
- Enter data manually or by import
- Generate and print visitor passes

Trend Analysis Reporting

- Check statistics, review and compare data for efficiency and liability improvements
- Incident Heat Mapping and Security Asset Allocation
- Display incident location data graphically
- Overlay visual depictions of assets and security equipment for forecasting

Benefits

- Specifically tailored to your site
- Web-based monitoring of security professionals 24/7
- Critical incident notification and escalated alerts for immediate resolution

Environment Friendly-Uses Green Technology

- Cost efficient and easy to deploy

Current Operational Status (W/o CyCop)

- Site operating on an antiquated and limited D3 system.
- D3 lacks GPS Tracking, Heat Sensor Tracking, Variance Alerts (Inactivity, Off Property, Etc.), Point Location Verification / Analysis, Remote Report Generation, Increased Organizational Value, Attachment of Images and Lacks Remote Access of Software
- Lacks Up-to-date / instant data generation.
- Lacks department personnel accountability, reliability and efficiency.

With CyCop Integration

- Access to all of CyCop features.
- Increases site efficiency, officer accountability, "Real Time" officer data, allows GPS monitoring, remote report generations and increases overall operational proficiency.

Cost

- Pricing is based on the site's operational demand. (Variables include, but are not limited to integration, monthly service fee and user / handheld ordering and / or maintenance.)
- *The first term of this agreement, three (3) years, the CyCop service will be free of charge.*
- *Upon renewal CyCop will be billed to the City at \$100.00/month or \$1,200.00/year.*