

# SECURITY PROPOSAL

RFP 2020-019-Security Guard Services

# City of Coral Gables

Prepared by: Daniel Gonzalez Dgonzalez@fpisecurity.com FPI Security Services FEIN-37-1499692 1771 N Flamingo Road Pembroke Pines, FL 33028 954-370-5300

Due Date: July 7, 2020



# Section I:

Title Page, Table of Contents, Forms, Minimum Requirements



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# **Delivered Electronically - PublicPurchase**

City of Coral Gables 2800 SW 72 Avenue Miami, FL 33155

July 6, 2020

RE: RFP 2020-019 Security Guard Services

To whom it may concern,

We are responding to your request for proposals for Security Guard Services in the City of Coral Gables, in accordance with the terms, conditions, and specifications contained in the request. We understand that you wish to contract with a security firm to provide the requested services to commence upon the date of award and shall expire three years from that date with the option to renew for an additional (2) one year terms.

Our company is respectfully requesting to be considered for this contract. We have fully read and understand all the requirements, and conditions of your request. We are confident that we meet and exceed the required parameters and we are the right company for this partnership with the City of Coral Gables. FPI Security Services holds no conflict of interest with the City of Coral Gables, and meets all the requirements, and special conditions of the request. Our company with over 30 years of experience in this field is normally and routinely engaged in performing such services. We are legally licensed, bonded and insured to perform the work delineated in the request.





At FPI our customers are partners. We act with the best interest of the clients first. We measure our success by how we meet and exceed our client's expectations and needs. Our experience, integrity, work ethics, innovations, and productivity have allowed our company to grow and develop at rates above our competitors. We are a comprehensive security solution staffed with an elite team of over 300 professionals stemming from the field of Military, Police and Public Safety. Our emphasis on customer service is the key to our success in this industry.

I want to thank you for taking a moment from your valuable time to review this letter. You will find that not only does FPI meet and exceed your requirements and qualifications, but that our partnership will be a great benefit to the City of Coral Gables. Our goal to, "best serve the interests of our clients" is a perfect fit to this organization. Our company's stability, sense of responsibility along with our proven methodology has made us an industry leader. We truly believe that the premier blend of FPI services with the needs of the City of Coral Gables will set a benchmark for other municipalities to follow.

In addition, I wish to confirm that FPI is the only entity that will be providing the services requested, and this proposal is made without collusion with any other person(s), company or parties submitting a proposal. The signer hereby attests that he has full authority to contract and bind FPI with the City.

It is with great admiration to the City of Coral Gables that we present this Proposal and we look forward to a wonderful partnership of service, should we have the privilege of being awarded this bid.

Sincerely,

Daniel Gonzalez Vice President FPI Security Services Inc.

305-827-4300 954-370-5300 C

1776-78 W. 38<sup>th</sup> Place Miami FL, 33012

 $\bigcirc$ 

dgonzalez@fpisecurity.com www.fpisecurity.com

# CITY OF CORAL GABLES, FL

2800 SW 72<sup>nd</sup> Avenue, Miami, FL 33155 Finance Department / Procurement Division Tel: 305-460-5102 / Fax: 305-261-1601

# **PROPOSER'S ACKNOWLEDGEMENT**

RFP Title:	Electronic submittals must be received prior to 2:00 p.m., Tuesday, July 7, 2020, via PublicPurchase; and will remain valid for 120 calendar days. Submittals received after the specified date and time will not be accepted.		
Security Guard Services			
RFP No. 2020-019			
A cone of silence is in effect with respect to this RFP. The Cone of Silence prohibits certain communication between potential vendors and the City. For further information, please refer to the City Code Section 2-1027 of the City of Coral Gables Procurement Code.	Contact: Eduardo Hernandez, MBA Title: Procurement Specialist Telephone:305-460-5108 Email: <u>ehernandez2@coralgables.com</u>		
Proposer Name: EPI Socurity Sorvinger Inc.	FEIN or SS Number: 37 1400602		

Proposer Name: FPI Security Services, Inc.	FEIN or SS Number: 37-1499692
Complete Mailing Address: 1771 N Flamingo Road	Telephone No.: 954-370-5300
Pembroke Pines, FL 33028	Cellular No.: 786-389-9833
Indicate type of organization below:	Fax No.: 954-827-8025
Corporation: X Partnership: Individual: Other:	
Bid Bond/Security Bond: 5%	Email: Dgonzalez@fpisecurity.com

#### ATTENTION: THIS FORM ALONG WITH ALL REQUIRED RFP FORMS MUST BE COMPLETED, SIGNED (PREFERABLY IN BLUE INK), AND SUBMITTED WITH THE **RESPONSE PRIOR TO THE SUBMITTAL DEADLINE. FAILURE TO DO SO MAY DEEM PROPOSER NON-RESPONSIVE.**

THE PROPOSER CERTIFIES THAT THIS SUBMITTAL IS BASED UPON ALL CONDITIONS AS LISTED IN THE RFP DOCUMENTS AND THAT THE PROPOSER HAS MADE NO CHANGES IN THE RFP DOCUMENT AS RECEIVED. THE PROPOSER FURTHER AGREES IF THE RFP IS ACCEPTED. THE PROPOSER WILL EXECUTE AN APPROPRIATE AGREEMENT FOR THE PURPOSE OF ESTABLISHING A FORMAL CONTRACTUAL RELATIONSHIP BETWEEN THE PROPOSER AND THE CITY OF CORAL GABLES FOR THE PERFORMANCE OF ALL REQUIREMENTS TO WHICH THIS RFP PERTAINS. FURTHER, BY SIGNING BELOW PREFERABLY IN BLUE INK, ALL RFP PAGES ARE ACKNOWLEDGED AND ACCEPTED AS WELL AS ANY SPECIAL INSTRUCTION SHEET(S) IF APPLICABLE. THE UNDERSIGNED HEREBY DECLARES (OR CERTIFIES) ACKNOWLEDGEMENT OF THESE REQUIREMENTS AND THAT HE/SHE IS AUTHORIZED TO BIND PERFORMANCE OF THIS RFP FOR THE ABOVE PROPOSER.

Daniel Gonzalez

Authorized Name and Signature

Vice President

Title

7/6/2020 Date

Page 3 of 53

# SOLICITATION SUBMISSION CHECKLIST

Request for Proposals (RFP) No. 2020-019

COMPANY NAME: (Please Print): \_\_\_\_\_FPI Security Services, Inc. \_\_\_\_\_Phone: \_\_\_\_\_954-370-5300 Email:

mail. Dgonzalez@fpisecurity.com

A response package numbered by page must be submitted ELECTRONICALLY via PUBLICPURCHASE. Please provide the PAGE NUMBER of your solicitation response in the blanks provided as to where compliance information is located in your Submittal for each of the required submittal items listed below:

# SUBMITTAL - SECTION I: TITLE PAGE, TABLE OF CONTENTS, REQUIRED FORMS, AND MINIMUM QUALIFICATION REQUIREMENTS.

- 1) Title Page: Show the RFP number and title, the name of your firm, address, telephone number, name of contact person, e-mail address, and date. **PAGE #**\_\_\_\_\_
- Provide a Table of Contents in accordance with and in the same order as the respective "Sections" listed below. Clearly identify the material by section and page number. PAGE # \_\_\_\_\_
- 3) Fill out, sign, and submit the Proposer's Acknowledgement Form. **PAGE #**
- Fill out and submit the Solicitation Submission Check List. PAGE # \_\_\_\_7
- 5) Fill out, sign, notarize (as applicable), and submit the Proposer's Affidavit and Schedules A through H. **PAGE #** \_\_\_\_\_
- 6) Minimum Qualification Requirements: submit detailed verifiable information affirmatively documenting compliance with the Minimum Qualifications Requirements shown in Section 3. **PAGE #**\_\_\_\_\_18\_\_\_\_

### SUBMITTAL - SECTION II: EXPERIENCE AND PROPOSER'S QUALIFICATIONS

### (i) FOR PROPOSER:

- Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, office location, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs. PAGE # \_\_\_\_\_
- Describe the Proposer's relevant knowledge and experience in providing the services described in the "Scope of Services" to public sector agencies similar in size to the City of Coral Gables.
   PAGE # \_\_\_\_\_
- 3) Provide financial statements, in a sealed envelope, for the last two (2) complete fiscal years. Such statements should include, at a minimum, balance sheets (statements of financial position) and statements of profit and loss (statement of net income). Statements shall be certified by an independent Certified Public Accountant. \_\_\_\_\_\_Submitted in Envelope

#### (ii) FOR KEY PERSONNEL:

### SUBMITTAL - SECTION III: PROJECT APPROACH AND METHODOLOGY

- Describe in detail, your approach to perform the services solicited herein. Include detailed information, as applicable, which addresses, but need not be limited to: understanding of the RFP scope and requirements, implementation plan and communication with City staff and Consultants. Indicate how the Proposer intends to positively and innovatively work with the City in providing the services outlined in this RFP. PAGE # \_\_\_\_\_36\_\_\_\_\_
- 2) Provide current and projected workload for the Proposer and key personnel assigned to the City's account. Explain how this potential contract will fit into the Proposer's workload. For each current and projected engagement, please indicate the following:
  - a. Client name
  - b. Current and/or projected workload
  - c. Estimated dollar amount
  - d. Key personnel assigned
- 3) Provide a comprehensive description of your labor resources and proposed ability to perform security guard services as outlined in this RFP. **PAGE #**\_\_\_\_\_

#### SUBMITTAL – SECTION IV: PAST PERFORMANCE AND REFERENCES

- 2) Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process. PAGE # \_\_\_\_N/A \_\_\_\_
- 3) Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP (See Affidavit D). PAGE # \_\_\_\_\_N/A

#### SUBMITTAL – SECTION V: PRICE PROPOSAL

1) Provide pricing utilizing the Price Proposal form under Section 8. PAGE # \_\_\_\_\_101

### <u>--NOTICE--</u>

#### **BEFORE SUBMITTING YOUR RFP RESPONSE MAKE SURE YOU:**

- X 1. Carefully read and have a clear understanding of the RFP, including the Scope of Services and enclosed Professional Services Agreement (*draft*).
- 2. Carefully follow the Submission Requirements outlined in Section 6 of the RFP and ensure you have submitted all of the required information. DO NOT INCLUDE A COPY OF THE ORIGINAL SOLICITATION.
- X 3. Prepare and submit ONE (1) electronic copy via PublicPurchase
- X
   4.
   Make sure your Response is submitted prior to the submittal deadline. Late responses will not be accepted.

FAILURE TO SUBMIT THIS CHECKLIST AND THE REQUESTED DOCUMENTATION MAY RENDER YOUR RESPONSE SUBMITTAL NON-RESPONSIVE AND CONSTITUTE GROUNDS FOR REJECTION. THIS PAGE IS TO BE RETURNED WITH YOUR RESPONSE PACKAGE.

### PROPOSER'S AFFIDAVIT

### SOLICITATION: RFP 2020-019 – Security Guard Services

SUBMITTED TO: City of Coral Gables Procurement Division 2800 SW 72 Avenue Miami, Florida 33155

The undersigned a cknowledges and understands the information contained in response to this solicitation and the referenced <u>Schedules A through H</u> shall be relied upon by Owner awarding the contract and such information is warranted by the Proposer to be true and correct. The discovery of any omission or misstatements that materially affects the Proposer's ability to perform under the contract shall be cause for the City to reject the solicitation submittal, and if necessary, terminate the award and/or contract. I further certify that the undersigned name(s) and official signatures of those persons are authorized as (*Owner, Partner, Officer, Representative or Agent of the Proposer that has submitted the attached Response*). Schedules A through H are subject to Local, State and Federal laws (as applicable); both criminal and civil.

- SCHEDULE A STATEMENT OF CERTIFICATION
- SCHEDULE B NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT
- SCHEDULE C DRUG-FREE STATEMENT
- SCHEDULE D PROPOSER'S QUALIFICATION STATEMENT
- SCHEDULE E CODE OF ETHICS, CONFLICT OF INTEREST, AND CONE OF SILENCE
- SCHEDULE F AMERICANS WITH DISABILITIES ACT (ADA)
- SCHEDULE G PUBLIC ENTITY CRIMES
- SCHEDULE H ACKNOWLEDGEMENT OF ADDENDA

This affidavit is to be furnished to the City of Coral Gables with its RFP response. It is to be filled in, executed by the Proposer and notarized. If the response is made by a Corporation, then it should be executed by its Chief Officer. This document <u>MUST</u> be submitted with the response.

Daniel Gonzalez	Vice President	7/6/2020
Authorized Name and Signature	Title	Date

RFP 2020-019	RFP	2020-019
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Security Guard Services

STATE OF Florida	
COUNTY OFMiami Dade	_
On this <u>6</u> day of <u>July</u> , 20 <u>20</u> the State of <u>Florida</u> , personally appeared _	_, before me the undersigned Notary Public of Daniel Gonzalez
	(Name(s) of individual(s) who appeared before Notary

And whose name(s) is/are subscribes to within the instrument(s), and acknowledges it's

execution.

MOTARY PUBLIC, STATE OF Hrid

Notary Public State of Florida Josefina M Fernandez (Name of My Commission GG 316525 (Name of My Commission GG 316525 Type as Control Stored)

NOTARY PUBLIC SEAL OF OFFICE:

Personally know to me, or Produced Identification:

(Type of Identification Produced)

### SCHEDULE "A" - CITY OF CORAL GABLES - STATEMENT OF CERTIFICATION

Neither I, nor the firm, hereby represented has:

- a. employed or retained for a commission, percentage brokerage, contingent fee, or other consideration, any firm or person (other than a bona fide employee working solely for me or the Proposer) to solicit or secure this contract.
- b. agreed, as an express or implied condition for obtaining this contract, to employ or retain the services of any firm or person in connection with carrying out the contract, or
- c. paid, or agreed to pay, to any firm, organization or person (other than a bona fide employee working solely for me or the Proposer) any fee, contribution, donation or consideration of any kind for, or in connection with, procuring or carrying out the contract except as here expressly stated (if any):

#### SCHEDULE "B" - CITY OF CORAL GABLES - NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT

1. He/she is the \_\_\_\_\_ Vice President

(Owner, Partner, Officer, Representative or Agent)

of the Proposer that has submitted the attached response.

- 2. He/she is fully informed with respect to the preparation and contents of the attached response and of all pertinent circumstances respecting such response;
- 3. Said response is made without any connection or common interest in the profits with any other persons making any response to this solicitation. Said response is on our part in all respects fair and without collusion or fraud. No head of any department, any employee or any officer of the City of Coral Gables is directly or indirectly interested therein. If any relatives of Proposer's officers or employees are employed by the City, indicate name and relationship below.

Name: N/A Relationship: N/A

N/A Name:

	N/A		
Relationship:			

4. No lobbyist or other Proposer is to be paid on a contingent or percentage fee basis in connection with the award of this Contract.

#### SCHEDULE "C" CITY OF CORAL GABLES - VENDOR DRUG-FREE STATEMENT

Preference may be given to vendors submitting a certification with their bid/proposal certifying they have a drug- free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:

- 1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3. Give each employee engaged in providing the commodities or contractual services that are under solicitation a copy of the statement specified in subsection (1).
- 4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under solicitation, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section. As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

The company submitting this solicitation has established a Drug Free work place program in accordance with State Statute 287.087

#### SCHEDULE "D" CITY OF CORAL GABLES - PROPOSER'S QUALIFICATION STATEMENT

The undersigned declares the truth and correctness of all statements and all answers to questions made hereinafter:

#### **GENERAL COMPANY INFORMATION:**

Company N	FPI Security Se	rvices, Inc.			
	1771 N Flamingo Road Street		FL	33028	
	Street	City	State	Zip Code	
Telephone	No: ( <u>954</u> -370-5300	Fax No: ( <u>954</u> 827-8025	Email:	Dgonzalez@fpisecurity.com	
How many	years has your company	peen in business under its p	resent nam	e?16Years	
If Proposer is operating under Fictitious Name, submit evidence of compliance with Florida Fictitious Name Statue: N/A					
Under what former names has your company operated? :Florida Patrol Investigators, Inc.					
At what address was that company located? <u>1776 West 38 Place</u> , Hialeah, FL 33012					
Is your Cor	npany Certified? YesX	No If Yes,	АТТАСН (	<b>COPY</b> of Certification.	
Is your Cor	npany Licensed? Yes X	No If Yes,	ATTACH	COPY of License	
Has your company or its senior officers ever declared bankruptcy?					
Yes	NoXIf y	es, explain:			

#### LEGAL INFORMATION:

Please identify each incident *within the last five (5) years* where a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFQ (*A response is required. If applicable please indicate "none" or list specific information related to this question. Please be mindful that responses provided for this question will be independently verified)*:

None

Has your company ever been debarred or suspended from doing business with any government entity?

Yes \_\_\_\_ No \_X If Yes, explain \_\_\_\_\_

### <u>SCHEDULE "E" CITY OF CORAL GABLES – CODE OF ETHICS, CONFLICT OF INTEREST, AND</u> <u>CONE OF SILENCE</u>

THESE SECTIONS OF THE CITY CODE CAN BE FOUND ON THE CITY'S WEBSITE, UNDER GOVERNMENT, CITY DEPARTMENT, PROCUREMENT, PROCUREMENT CODE (CITY CODE CHAPTER 2 ARTICLE VIII); SEC 2-1023; SEC 2-606; AND SEC 2-1027, RESPECTIVELY.

IT IS HEREBY ACKNOWLEDGED THAT THE ABOVE NOTED SECTIONS OF THE CITY OF CORAL GABLES CITY CODE ARE TO BE ADHERED TO PURSUANT TO THIS SOLICITATION.

#### SCHEDULE "F" CITY OF CORAL GABLES - AMERICANS WITH DISABILITIES ACT (ADA) DISABILITY NONDISCRIMINATION STATEMENT

I understand that the above named firm, corporation or organization is in compliance with and agreed to continue to comply with, and assure that any sub-contractor, or third party contractor under this project complies with all applicable requirements of the laws listed below including, but not limited to, those provisions pertaining to employment, provision of programs and service, transportation, communications, access to facilities, renovations, and new construction.

The American with Disabilities Act of 1990 (ADA), Pub. L. 101-336, 104 Stat 327, 42 U.S.C. 12101,12213 and 47 U.S.C. Sections 225 and 661 including Title I, Employment; Title 11, Public Services; Title III, Public Accommodations and Services Operated by Private Entities; Title IV, Telecommunications; and Title V, Miscellaneous Provisions.

The Florida Americans with Disabilities Accessibility Implementation Act of 1993, Sections 5553.501-553.513, Florida Statutes

The Rehabilitation Act of 1973, 229 U.S.C. Section 794

The Federal Transit Act, as amended, 49 U.S.C. Section 1612

The Fair Housing Act as amended, 42 U.S.C. Section 3601-3631

### <u>SCHEDULE "G" CITY OF CORAL GABLES - STATEMENT PURSUANT TO SECTION 287.133 (3) (a),</u> <u>FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES</u>

- 1. I understand that a "public entity crime" as define in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
- 2. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Elorida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

3. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:

1. A predecessor or successor of a person convicted of a public entity crime; or 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

- 4. I understand that a "person" as defined in Paragraph 287.133(1)(e), <u>Florida Statutes</u>, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Proposals or applies to Proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- 5. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. [Must indicate which statement below applies.]

X Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

\_\_\_\_\_The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list.

#### [Attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, <u>FLORIDA STATUTES</u> FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

### SCHEDULE "H" CITY OF CORAL GABLES - ACKNOWLEDGEMENT OF ADDENDA

- 1. The undersigned agrees, if this RFQ is accepted, to enter in a Contract with the CITY to perform and furnish all work as specified or indicated in the RFQ, any associated addendum and Contract Documents within the contract time indicated in the RFQ and in accordance with the other terms and conditions of the solicitation and contract documents.
- 2. Acknowledgement is hereby made of the following Addenda, if any (identified by number) received since issuance of the Request for Proposal.

Addendum No1	6/30/2020 _Date	Addendum No	_Date
Addendum No	_Date	Addendum No	_Date
Addendum No	_Date	Addendum No	_Date

Failure to adhere to changes communicated via any addendum may render your response non-responsive.



# Minimum Qualification Requirements



# **Current Client References**

# City of Pembroke Pines – Since 2017-Present

We currently provide Citywide security services for the City of Pembroke Pines. Our duties include armed and unarmed security at water treatment facilities, schools, public works, and housing.

Captain Javier Diaz – 954-431-2200 – Jdiaz@ppines.com



# City of North Miami – Since 2018 – Present

We currently provide Citywide security services for the City of North Miami. Our services include public works, City Hall, and libraries. We also provide additional staff for City events.

Major James Mesidor-305-891-0294- <u>Jmesidor@northmiamipolice.com</u>



# City of Fort Lauderdale – Since 2012 – Present

We currently provide Armed and Unarmed security services throughout the City of Fort Lauderdale. Our services include Armed security at water treatment facilities, armed security at City Hall, and unarmed security at public works office. Additionally, we have been asked to provide security for Covid-19 testing facilities withing the City.

Reina Gonzalez – 954-828-7843 – Rgonzalez@fortlauderdale.gov



**NICOLE "NIKKI" FRIED** COMMISSIONER

niere frie



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

DBA FPI FLORIDA PEMBROKE PINES, FL 33028 1771 N. FLAMINGO ROAD SECURITY SVCES PATROL INVESTIGATORS,

PEREZ, ALEXANDER ANDRES, PRESIDENT

12/15/20DATE OF EXPIRATION

INC.

**DIVISION OF LICENSING** 

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

NICOLE "NIKKI" FRIED COMMISSIONER

11/04/19 DATE ISSUED

B 0001169 LICENSE NUMBER

17

# State of Florida Department of State

I certify from the records of this office that FPI SECURITY SERVICES, INC. is a corporation organized under the laws of the State of Florida, filed on November 5, 2004, effective November 4, 2004.

The document number of this corporation is P04000151888.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on January 20, 2020, and that its status is active.

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

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Sixth day of July, 2020



Secretarv of State

Tracking Number: 4899424702CU

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

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

# **Local Business Tax Receipt**

Miami-Dade County, State of Florida -THIS IS NOT A BILL - DO NOT PAY

6543996

BUSINESS NAME/LOCATION FPI SECURITY SERVICES INC 1776 W 38TH PL HIALEAH, FL 33012

RECEIPT NO. RENEWAL 6814579

OWNER **FPI SECURITY SERVICES INC** 

144

Employee(s)

SEC. TYPE OF BUSINESS **GUARD PATROL** 213 AGENCY

B0001169

or nongovernmental regulatory laws and requirements which apply to the business.

910.00 06/22/2020 CREDITCARD-20-047761 This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276. For more information, visit <u>www.miamidade.gov/taxcollector</u>



### **EXPIRES SEPTEMBER 30, 2020**

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

PAYMENT RECEIVED

BY TAX COLLECTOR



# Section II: Experience & Qualifications





FPI Security Services has made a tradition of dependable and efficient service that extends more than 30 years. From its beginnings, FPI has made its security services out to be a dependable ethical work force that prides itself on making a difference.

FPI is a well-managed growth-oriented provider of security officers and related services. The company currently employs in excess of 300 individuals and offers services to governmental, commercial, industrial and residential clients. FPI is an equal opportunity employer and is proud to be a family owned company.



The company has achieved growth in excess of 10% per year substantially in excess of its peers in the industry, both larger and smaller. This success has

been the result of experienced management, proper selection and intensive training of people and remarkable responsiveness to customer needs and service opportunities.

Having developed a stable and proven management team, the company is poised for growth, both geographically and through the expansion of corollary services in the ever-expanding security and service industry.

FPI's team is confident that its solid foundation built on exceptional customer satisfaction, together with carefully managed profitability will enable the company to continue its growth and become an outstanding leader in the industry." -- Alex Perez





# We are a full service protection company capable of providing top notch, professional security services to a large client base.

We take pride in performing above industry standards, our personnel receive training both in the classroom and on the job to assure that all personnel have the knowledge and ability to perform the work required.

At FPI, each client is treated with individdual and personalized attention. FPI has established

# We specialize in:

- Security Services
- Access control
- Concierge services
- Patrol services
- Emergency coverage

a "hands on" approach and will do whatever is necessary to ensure customer satisfaction. We offer a wide range of services tailored to meet the demands of our clients.

# FAMILY OPERATED

- Special events
- Risk assesments
- Parking enforcement
- Guard houses



PI Security Services was founded in 1981 by Andres Perez. Andres spent 20 years in the United States Army and served in the Vietnam War. When he retired from the military, Andres began a career in law enforcement. Soon after FPI Security Services was born. Andres used the experienced he gained in the military and law enforcement to build a professional security company that aimed to provide the highest standard of service.

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Alex Perez, the son of Andres Perez, began to learn the business as soon as he was old enough to work. He spent countless hours with his father learning the security industry. Alex learned the business from the ground up, starting as a security guard. After his father's passing, Alex took over FPI Security Services.

Using the knowledge and experience gained from his father, Alex and FPI provide professional and leading edge security services.





"We look forward to the opportunity of serving your community."

Alex Perez President & CEO



# Strengths

FPI has positioned itself as the leading, privately owned provider of high quality security services in South Florida. While the market encompasses thousands of potential clients, the company chooses to target governmental agencies, commercial and residential development accounts. Our customer base consists of a diverse clientele includng Fortune 500 companies, hospitals, marinas, and many more. We now proudly serve the entire State of Florida.





# **Employee Screening**

The Company maintains the highest standards for employment in the industry providing applicants pass a 7 panel drug screen and are able to pass an FDLE criminal background check. FPI requires significantly higher levels of experience and educational background than its competition.

# **Customer Retention & Service**

Because of its attention to customer service, the company maintains high retention rates among its clients. Top management is in daily contact with its clients, maintains personal involvement and provides immediate response to client concerns and needs. The company maintains the philosophy of providing extraordinary customer service and "doing whatever it takes" to anticipate and handle any and all client needs.







# Billing & Payroll

FPI pays its security officers every two weeks, which translates into 26 billing periods a year for payroll. Your organization will be invoiced once a month for guard services with payments due 45 days from date of invoice.

# Pricing

FPI positions itself as a competitively priced Service Company with a strong emphasis on quality and customer service. Its clients pay for the level of service that they select. FPI adheres to rigorous quality control and training programs that support each level of personnel requested.

FPI has maintained its reputation by providing superior personnel which ensure high customer satisfaction and retention.



# Professional Memberships & Certifications

Staying at the top of our industry requires constant educational growth. As FPI Security Services grows we have gained certifications and professional memberships with the following organizations:



American Board for Certification in Homeland Security



American Society for Industrial Security (ASIS)



**Better Business Bureau, Accredited Business** 



International Association for Healthcare Security & Safety



Miami-Dade County Association of Chiefs of Police



# **Dispatch Center**

FPI has a dispatch center available to handle any problems or concerns that may arise during the day to day operations. FPI's dispatch center is open 24 hours a day, year round, including holidays and for natural disasters. In addition, the dispatch center is responsible for attending to scheduling issues that may arise. FPI is equipped with state of the art emergency backup systems including high efficiency generators. In the event of an emergency, our operations will continue to run as scheduled, providing our clients with uninterrupted service during the most crucial times



# Executive Assistance

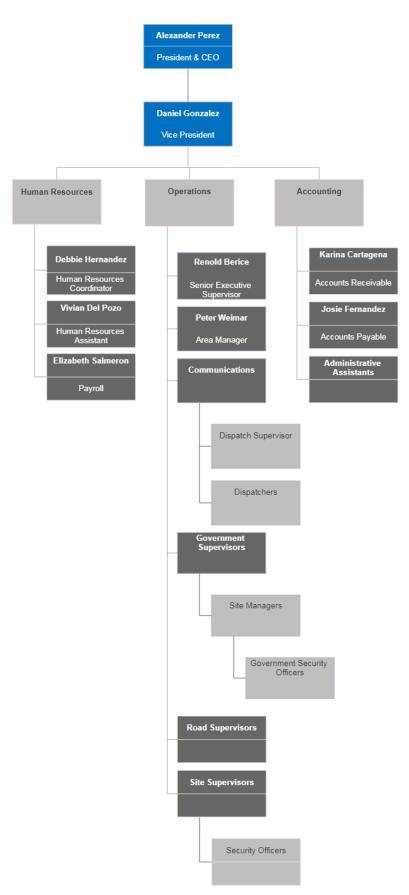
Executive assistance will be available to you, to assist in any situation that may arise during the term of this contract.



# Project Team Qualifications



# Organizational Chart





### **Management Team**

Alexander Perez has more than 25 years security experience, Alexander Perez has an established track record for FPI that deliver sustained growth and profits and in identifying critical Municipal partnership opportunities that strategically expand market share. Mr. Perez has spent the last eight years as President and CEO of Florida Patrol Investigators, Inc. the market leader in the high-end Security Service. Under Mr. Perez's guidance FPI has become a leader in the industry, setting trends in customer relations and services. FPI's core values have placed the client's interests the priority for the business model.

Daniel Gonzalez is FPI's Vice President. Daniel has been with the company 10 years and has a strong background in emergency management and security operations. He attended Saint Thomas University and obtained his Bachelor's Degree in Organizational Leadership. He later obtained his Juris Master Degree at FIU College of Law. Daniel brings strong leadership and innovation to the FPI management team.

Renold Berice brings a strong background in developing and directing operational plans, and administrative functions in public and private accounts serviced by FPI. Mr. Berice has provided key roles in guiding the company through dynamic, high growth, as well as difficult market environments. He has honed his expertise with over 20 years of service to FPI.

Peter Weimar is an experienced security manager with 16 years of experience in the security industry. He gained valuable experience as a manager for one of the largest security companies in the world. Mr. Weimar brings knowledge of software implementation to FPI which allows us to compete in today's world of technology.

FPI's proven management and supervisory teams are made up of elite members professionally trained and certified to conduct the services hereby delineated.

FPI is proud to be composed of members from the fields of Law Enforcement, Life Safety, First responders, Fire Rescue personnel, retired military, criminal justice professionals, and emergency management specialists.

The top echelon of our company is made up of professionally trained and season members with many years of experience in the field of Business Management, Finance, marketing, and customer service.

Please see attached Resumes.



# FPI Security Services 1771 N Flamingo Road, Pembroke Pines, FL 33028 Toll Free: 1-800-374-4316 Dade: 305-827-4300 Broward: 954-370-5300 Email: info@fpisecurity.com

# **Objective:**

FPI Security Services is a full service security agency capable of providing the latest in innovation to clients with a variety of needs. For over 30 years, FPI has provided security services above the industry standard.

# Established in 1981

FPI Security was created in 1981 by Andres Perez. Andres was an Army veteran who saw the need for a professional security agency in South Florida. After over 30 years in business, FPI now serves the entire State of Florida.

# Turnover below industry standards

FPI takes care of our employees so that our employees take care of our clients. Our employee retention programs have lowered our turnover to just under 30%. The industry standard is anywhere between 100-300%.

# **Security Instructors on Staff**

FPI is also a licensed security school capable of providing the training required for individuals to obtain a security license. Our training staff is made up of several law enforcement instructors that provide the highest level of training to our officers. Our training facility includes an indoor shooting range for the training of our armed officers.

# Experience:

FPI provides security services to a diverse client base made up of residential, commercial, and governmental agencies. Our client base includes Fortune 500 companies, hospitals, marinas, high-rises, and many more.

The Miami Herald, Doral, FL Served since 2013

HBO Latin America, Sunrise, FL Served since 2011

Silverlakes Homeowners Association, Pembroke Pines, FL Served since 2011

Gibson Truck World, Sanford, FL Served since 2013

# **Certifications & Memberships**

American Board for Certification in Homeland Security American Society for Industrial Security International Association for Healthcare Security & Safety Miami-Dade County Association of Chiefs of Police



# ALEXANDER ANDRES PEREZ E-Mail: alex@fpisecurity.com

# Position:

President / CEO of FPI Security Services, Inc.

# Summary:

20 years of executive experience in the Security Industry Responsible for 150+ Security Officers Security and Safety Surveys Recruit and Train Security Officers Obtain new security contracts Schedule security officers Maintain security contracts Executive Office Administration Certified Instructor for counter-terrorism Certified Classroom Instructor Operations Manual creation Loss Prevention Investigations

# **Experience:**

November 2004 – Present, FPI Security Services, Inc President & CEO

January 2001 – Present, Florida Gun Center, Inc Owner & President

June 1988 – November 2004, FPI Detective Agency Senior Vice President

# **Professional Affiliations:**

American Society for Industrial Security (ASIS) Better Business Bureau Dade County Chiefs of Police Association Federal Firearms License Dealer Florida Notary Public International Association for Healthcare Security & Safety NRA – Firearms Instructor

# State of Florida Licenses:

Private Investigator License C 2501083 Security Officer Instructor License DI 2800026 Security/Investigative Agency Manager M 2500120 Statewide Firearm License G 2504772 Security Officer License D 2526046 Firearms Instructor License



# DANIEL GONZALEZ E-Mail: dgonzalez@fpisecurity.com

# Position:

Vice President, FPI Security Services, Inc.

# Summary:

A goal oriented individual with 10 years of experience in security operations and extensive education and training in management.

# Experience:

May 2013-Present FPI Security Services Vice President

January 2011-May 2013 Florida Patrol Investigators, Inc. Account Manager

July 2009-January 2011 Florida Patrol Investigators, Inc. Site Supervisor

Education: Broward College, Hollywood, FL Emergency Management

Saint Thomas University, Miami Gardens, FL Bachelor of Arts in Organizational Leadership

Florida International University, College of Law, Miami, FL Juris Master

# **Emergency Management Institute**

FEMA Independent Study Courses: Fundamentals of Emergency Management, Incident Command System, Emergency Planning, Leadership and Influence, Decision Making and Problem Solving, Effective Communication, Developing and Managing Volunteers, National Incident Management System, Workplace Security Awareness, Anticipating Hazardous Weather and Community Risk, and Professional Development Series.

# Additional Skills

Fluent in English and Spanish, Microsoft Office, Quickbooks

# State of Florida Licenses:

Security D License # D 1108906



#### PETER WEIMAR E-Mail: pweimar@fpisecurity.com

#### **Position:**

Area Manager, FPI Security Services, Inc.

#### Summary:

An effective, responsible and goal-oriented professional with more than 16 years of experience in security services and management.

#### Experience:

September 2017 – Present FPI Security Services, Inc. Area Manager

2005-2017 Allied Universal Security Mall Security Manager

**Education:** Florida Class E Drivers License Florida Security D + G License FEMA training on ICS 100B, 907, 700A, and 800

#### Additional Skills:

Attended seminars; Media Train with TV interviewing, Maximum Performance Management, Achieving Extraordinary Customer Care, Time Management, Writing Effective Performance Appraisals, Interviewing Skills, The Phoenix Seminar, Psychology of Selling, Superior Sales Management, Tom Hopkins; How to gain, train and maintain a dynamic sales force, Motorola, Nokia, Audiovox and many other Vendor training's.

Computer knowledge: Word 7.0, Corel Word Perfect, Corel Photo Paint 5, Paperwork Visioneer, Excel, POS, Portia, I2k, Internet and many more.



#### RENOLD BERICE 1776 West 38th Place, Hialeah, FL 33012 Office: 305-827-4300 Mobile: 305-300-7622 E-Mail: berice@fpisecurity.com

#### **Position:**

Senior Executive Supervisor, FPI Security Services, Inc.

#### Summary:

18 years of operations experience in the Security Industry. Responsible for 150+ Security Officers Respond to Emergency Situations Security and Safety Surveys Recruit and Train Security Officers Obtain new security contracts Schedule security officers Maintain security contracts Office Administration

#### Experience:

November 2004 - Present FPI Security Services, Inc. Senior Executive Supervisor

June 1999 – November 2004 FPI Detective Agency Patrol Supervisor

June 1996 – June 1999 50 State Security Supervisor

Education: Barber Scotia College, Concord, NC Criminal Justice Studies

State of Florida Licenses: Statewide Firearm License G 2603258 Security Office License D 2111367



SECURITY WITH PRECISION

# Section III: Project Understanding, Proposed Approach, and Methodology



#### 2.0 SCOPE OF SERVICES

#### 2.1 Purpose

To provide unarmed uniformed security guard services to deter any potential theft, vandalism, trespassers, or any activity which may damage City facilities or disrupt operations. Services will be required seven (7) days/week including holidays for the City's facilities as outlined in this section. In addition, this contract also provides for security guard services as needed for various activities and events at other City facilities.

FPI Security Services currently provides the services requested in this RFP. FPI has extensive experience in providing security guards services to a variety of clients. We maintain high standards of service in order to maximize the benefits to our clients. Our security guard service will help the City of Coral Gables deter any potential theft, vandalism, trespassers, or any activity which may damage City facilities or disrupt operations. FPI Security Services has personnel ready 365 days a year and 24 hours a day.

#### 2.2 Position Types/Descriptions

Level 1 – This is the basic classification for an unarmed security officer with a Class D license. This individual shall be able to perform basic functions such as maintain a standing post, complete reports, make notifications and screen persons. One (1) year of security experience is required.

Level II – This is an intermediate classification for an unarmed security officer with a Class D license. This classification may be used in sensitive and highly visible areas. Requirements may consist of one (1) or more of the following: One (1) year of law enforcement and/or military experience, three (3) years of security experience, and/or one (1) year of security supervisory experience.

FPI has the ability to staff the City's requirements with both Level I and Level II guards. Our large candidate pool allows us to meet the high demands of the City. 75% of our current workforce is made up of Level II guards. This is one of the ways we maintain a high standard of service throughout our client base.

#### 2.3 Officer Duties / Supervisor

There are ten (10) positions/duties, which are as follows:

#### 2.3.1 Security Guard One: Station Officer (Level 1)

The facility includes a **GUARDHOUSE STATION** at the entrance to the **MAINTENANCE STORAGE FACILITY** located at 2800 S.W. 72nd Avenue, Miami, FL. The Officer will be stationary in the Guardhouse facility and responsible for the following:

- a. Monitor the entry gate and log in all authorized persons for entry.
- b. Monitor City vehicles that enter the compound after hours for fuel, or any items that are work related, (fueling located at Maintenance Storage Facility). Persons entering the property that are employees of the City, must show their employee identification badge and the identification number will be included in the log.
- c. Keeps a log of the visitors entering the site, to include vehicle tag number, vehicle type, person's name, time, and date. The vehicles and employee(s)



entering the complex shall have their City issued identification card and shall include the following:

- City vehicles shall be recorded as to the identification number.
- **Non-City vehicles** shall have picture ID (license) recorded. FedEx and DHL Trucks will not need to be recorded.
- **City employees'** identification card contains the employee's photograph and identification number to scan for entrance to complex.

FPI Security has extensive experience in providing guardhouse security to governmental and commercial organizations. FPI will provide (1) level 1 officer to the City of Coral Gables to man the Guardhouse at the Maintenance Storage Facility. This is a service that FPI currently provides the City of Coral Gables. Additionally, our officers assist the City with Covid-19 screening of all visitors and employees entering the facility.

#### 2.3.2 Security Guard Two: Roaming Patrol Officer (Level 1)

This officer is assigned as a **ROAMING GUARD** to patrol the **MAINTENANCE STORAGE FACILITY.** 

a. Patrol complex continuously, the contractor will provide a tracking system to document patrol times and locations for this officer; contractor may provide a golf cart for roaming guard patrol.

b. Check to assure all building doors are locked and secure.

c. Record any and all maintenance items on daily log for example: area lighting that is not working.

d. Record any and all incidents on daily log sheets.

e. The guards will have a cell phone to contact Miami Dade Police Department and notify proper

persons for any emergency or incidents. A contact list will be provided by the City. Notify proper persons for any emergency or incidents. A contact list will be provided by the City.

FPI will provide the City with a Level 1 officer to patrol the Maintenance Storage Facility. The officer will be equipped with a mobile device. This mobile device will have a guard tracking system to track the patrol rounds. The tracking system is an effective tool for the City and FPI to ensure maximum coverage of an area. FPI would perform an assessment of the property along with key personnel from the City in order to place points in the most effective locations.

#### 2.3.3 Security Guard Three: Roaming Patrol Officers (Level II)

This officer is assigned as a **ROAMING GUARD** to patrol the **PARKING GARAGES** 

- 3 Contractor is to provide a security patrol (Unarmed) with a vehicle (provided by the City) and tracking system to document patrol times and locations for this officer.
- 4 Provide and keep an incident log documenting all issues requested by the City.
- 5 The guards will have a cell phone to contact Coral Gables Police and Parking Department Staff in case of emergencies, contact list to be provided by the City.



- 6 The guards may be required to direct traffic or patrons when the facilities are busy and interact with others using the parking facilities
- 7 Patrols may be requested to drive through Parking Lots within Downtown, Coral Gables in addition to the four (4) parking garages.
- 8 Parking Garages are located at:
- 1) Garage 1 245 Andalusia Avenue
- 2) Garage 2 220 Aragon Avenue
- 3) Garage 4 345 Andalusia Ave e
- 4) Garage 6 51 Aragon Avenue

FPI will provide a Level II officer to the City for a roaming patrol of the mentioned parking garages. FPI currently provides this service. The roaming patrol will also patrol any other facilities requested in the best interest of the City. All officers assigned to this post will perform vehicle inspections before starting every shift to inspect for any damages or vehicle maintenance needs. We also provide the officer with a mobile device with access to our reporting and tracking system. This will allow the officer to perform reports while still maintain visibility and mobility.

#### 2.3.4 Security Guard Four: Patrol Officer (Level II)

This officer is assigned as a **STATIONARY GUARD** to patrol a **CITY FACILITY** (Passport, Trolley and Parking) located at 4520 Ponce de Leon Boulevard.

FPI will provide a Level II officer to guard the Passport, trolley, and parking facilities located at 4520 Ponce de Leon Boulevard. FPI currently provides this service. Every effort will be made to assign a bilingual officer to this location due to the diverse population that will visit this facility.

#### 2.3.5 Security Guard Five: Roaming Patrol Officer (Level II)

This officer is assigned as a **ROAMING GUARD** to patrol specific zones within the City as specified by the Coral Gables Police Department.

These services will typically be in the following areas:

a. Contractor is to provide a security patrol (Unarmed) with a vehicle (**provided by the City**) and tracking system to document patrol times and locations for this officer.

b. Provide and keep an incident log documenting all issues requested by the City.

c. The guards will have a radio (**provided by the City**) to contact Coral Gables Police and Parking Department Staff in case of emergencies, contact list to be provided by the City.

Notify proper persons for any emergency or incidents. A contact list will be provided by the City.

FPI will provide a Level 2 Officer to provide the requested zones within the City. FPI currently provides this service. The officer will be equipped with a radio that communicates directly with Police dispatch. These officers are tasked with patrolling residential neighborhoods and reporting suspicious activity directly to the Police. This service has resulted in several suspect apprehensions.



#### 2.3.6 Security Guard Six: Patrol Officer (Level II)

This officer is assigned as a **STATIONARY GUARD** to patrol a **CITY FACILITY** (City Hall) located at 405 Biltmore Way.

FPI will provide a Level 2 officer to City Hall. FPI currently provides this service. This officer is tasked with maintaining a strong presence throughout City Hall. They must monitor activity around the lobby and building department. This officer is also equipped with a radio that communicates directly with police. This officer also maintains presence during City Commission and other meetings.

#### 2.3.7 Security Guard Seven: Patrol Officer (Level I)

This officer is assigned as a **STATIONARY GUARD** to patrol a **CITY PARK** (Phillips Park) located at 90 Menores Avenue.

FPI will provide a Level 1 officer to maintain presence at Philips Park. This officer can assist the City with duties such as maintaining social distancing. The officer may also enforce facility rules and regulations.

#### 2.3.8 Security Guard Eight: Patrol Officer (Level I)

This officer is assigned as a **STATIONARY GUARD** to patrol a **CITY FACILITY** (Youth Center) located at 405 University Drive.

FPI will provide a Level 1 officer to maintain presence at Youth Center. This officer can assist the City with duties such as maintaining social distancing. The officer may also enforce facility rules and regulations.

#### 2.3.9 Security Guard Nine: Patrol Officer (Level I)

This officer is assigned as a **STATIONARY GUARD** to patrol a **CITY FACILITY** (Venetian Pool) located at 2701 De Soto Boulevard.

FPI will provide a Level 1 officer to the Venetian Pool during the requested dates.

#### 2.3.10 Security Guard Ten: Special Assignment Officer(s) (Level I)

These officers are through special request that will include special instructions at various locations throughout the City. The guards will perform security guard services for special events, special meetings, guarding construction sites, or any service requested for any duration required on an as needed basis.

These services will typically be in one of the following areas.

a. Meetings: includes, but not limited to meetings of City Boards/Committees. City Commission Meetings, at various locations.

b. Special Events: includes, but not limited to special meetings, functions, parties, receptions and holiday events.



c. City Construction Sites: includes, but not limited to facility constructions, road improvements, utility projects and right-of-way construction.
d. Facility Maintenance Projects: includes, but not limited to, facility remodeling, facility pest control, facility cleaning projects.

e. Response Time: every effort will be made to give a 72 hour notice. In case of an emergency, response time shall be no more than two (2) hours.

FPI is fully capable to meet the needs of the City of Coral Gables. We currently assist the City by providing security to large events, like the 4<sup>th</sup> of July event at The Biltmore. We also provide security to smaller events such as farmers markets, holiday parks, and much more. We also met the high demands of the City post-Hurricane Irma. We were tasked with providing additional security to multiple debris collections sites as well as staff vulnerable areas. We are confident that our company can continue to meet the needs of the City.

#### 2.3.11 Supervisor

The Proposer will provide management staff for bi-weekly and on-call meetings with Police Department, Parking Department and/or Public Works to review operations and incident reports.

FPI will assign the City a Contract Manager that will be responsible for attending any and all meetings. This will be the point of contact for the City and will be provided at no additional cost.

#### 2.3.12 Addition/Deletion of Facilities/Items/Services

Although this solicitation identifies specific facilities/items/services, it is hereby understood that any facility/item/service may be added/deleted to/from this contract at the sole option and discretion of the City as it may deem in its best interest at such time.

FPI understands that facilities/items/services may be added/deleted from this contract. FPI is fully capable of providing coverage for any facilities/items/services added to this contract at a future date. Due to our vast client base and our years of experience, we are capable of providing security services for a wide range of events and locations. We have a large pool of employees ready to work at any given time in order to provide our clients with additional service at a moment's notice.

#### **2.4 Additional Instructions**

**2.4.1** No persons are to be permitted into the property except City of Coral Gables employees with the proper identification, or the proposer's supervisory personnel.

**2.4.2** The Public Works Right-of-Way Division has four (4) employees who operate street sweepers: These employees complete their shift at approximately 6:30 a.m. and will be exiting the site at that time. City vehicles may enter the site for refueling. **THESE ARE THE ONLY EXCEPTIONS**.

**2.4.3** The officer will **not** attempt to apprehend any trespassers or non-identifiable person on the property. In such cases, the Officer will contact Miami-Dade County Police Department. In addition, the officer will immediately contact the City of Coral Gables Police Department informing them of such incident and advise that Miami-Dade County Police Department was notified.



**2.4.4** Security personnel shall not leave assigned posts at the end of a shift until relieved by duty personnel assigned to the following shift, if such a shift is scheduled, or unless specifically authorized by City's authorized designee. Security personnel shall not leave assigned posts for breaks or lunch until relieved as required.

#### 2.4.5 Surveillance Cameras:

The City has installed closed circuit surveillance cameras to survey the exterior of the site and display through monitors in the Security Guardhouse Station. The Security Guard will utilize these displays to monitor the complex. The Officer will notify the Miami-Dade Police Department of any intruders. The Security Officer will

also notify the City of Coral Gables Police Department as well. The City will provide instructions on the use of the video monitoring system. These instructions are subject to change or modification as needed.

FPI understands these instructions and will include these procedures/instructions to any post orders developed for the City as well as a custom training program developed for the City.

#### 2.5 Work Schedule

All work may be performed during business hours, after hours, weekends, including holidays depending on conditions. The Proposer will provide guards as requested for the duration requested. The City will inform the Proposer of the time, dates and specific duties of the officers and number of officers when requesting service. The proposer will bill the City per hour, per officer for services provided. The Proposer shall provide Security Guard Services as follows:

#### 1. Maintenance Facility Guardhouse Station Officer(s):

Monday through Sunday 24 hours/day, seven days/week, including holidays.

#### 2. Roaming Officer at Maintenance Facility:

Monday through Sunday 8:00 p.m. to 4:00 a.m., including holidays. 3. Roaming Officer at Parking Garages:

> The roaming patrol will cover all 4 parking garages as indicated: Sunday through Wednesday there will be two (2) shifts:
> 1) 11:00 a.m. to 7:00 p.m.
> 2) 7:00 p.m. to 3:00 a.m.
> Thursday through Saturday there will be three (3) shifts:
> 1) 7:00 a.m. to 3:00 p.m.
> 2) 1:00 p.m. to 9:00 p.m.
> 3) 8:00 p.m. to 4:00 a.m.

When there is one officer on duty, the guard will patrol all facilities. When there are two (2) guards on duty, one will cover two garages on Andalusia (foot patrol) and the other will use the vehicle to patrol the two garages on Aragon.

#### 4. Patrol Officer for City Facility (Passport Office):



Monday through Friday: 8:00 a.m. to 4:00 p.m. Saturday: 8:00 a.m. to 2:30 p.m.

#### 5. Roaming Officer for Zone Patrolling (Police Department):

Monday through Sunday there will be two (2) shifts:

- 1) 11:00 p.m. to 7:00 a.m. (Zone 1)
- 2) 11:00 p.m. to 7:00 a.m. (Zone 3)
- 6. Patrol Officer for City Facility (City Hall):

Monday through Friday there will be two (2) shifts:

- 1) 7:00 a.m. to 3:00 p.m.
- 2) 3:00 p.m. to 11:00 p.m.
- 7. Patrol Officer for Phillips Park (Police Department): Monday through Sunday: 7:00 p.m. to 11:00 p.m.
- 8. **Patrol Officer** for **City Facility** (Youth Center): Sunday: 9:00 a.m. to 8:00 p.m.
- 9. **Patrol Officer** for **City Facility** (Venetian Pool): Memorial Day (May) through Labor Day (September) Saturday and Sunday: 10:00 a.m. to 6:30 p.m.
- 10. Special Assignment Officers: As requested.

FPI accepts and is fully capable of providing officers for the requested times. We will have officers ready to respond to any emergencies in the City that require additional security officers. Officers will be ready to respond for any special assignment requested by the City. FPI utilizes an electronic scheduling software to ensure that officers are scheduled for each shift.

**2.5.1 Security Guard Shift Requirements**: Security officers may work up to eight (8) hours per shift; no officer shall work beyond eight (8) hours.

FPI understands these requirements and will abide by any other requirements of the City.

#### 2.6 Inspections/Violations

The City may conduct periodic inspections of facilities to ensure the guard(s) assigned to the location is present.

#### A. Management/Administrative Violations (pertaining to its Security Personnel)

- 1. Not properly equipped
- 2. No communication devices
- 3. Inadequate literacy
- 4. Improper Licenses
- 5. Inadequate training
- 6. Lack of contract supervision



7. Violation of local, state, or federal laws, regulations, or ordinances which could adversely affect

service provided to the City

8. Difficulty in speaking and/or understanding the English language as well as in the ability to be understood by others.

9. Failure to notify the City of an arrest of an employee within a twenty-four (24) hour period

#### **B. Security Officer Violations**

- 1. Being under the influence of alcohol, drugs, or non-prescription medications.
- 2. Being late for duty.
- 3. Inappropriate behavior (reading, lounging, inattentiveness, etc.).
- 4. Sleeping on duty (may result in removal from post).
- 5. Failure to complete and submit report(s)
- 6. Failure to follow post orders.
- 7. Abandoning post.
- 8. Improper or badly soiled uniforms.

FPI understands these terms. We welcome an inspection of any of our facilities.

#### 2.7 Proposer Supplied Equipment

The Proposer shall supply the guard with the following:

1. Uniform – Security Officers providing services under this Contract shall report to work in uniforms provided by the Proposer. All Security Officers shall be appropriately uniformed in accordance with section 493.6305, Florida Statues.

2. Identification: The uniform must clearly identify the employee as a Security Officer working for the Contractor and include a picture ID badge prominently placed on the uniform. Badges may not resemble those of local law enforcement agencies.

3. Flashlight and other equipment as may be required.

4. Communication: Proposer must facilitate a means of communication to and from Contractor base station, and area supervisor Monday through Sunday 24 hours/day, seven days/week, including holidays.

5. Cellular phone.

Our company takes pride in providing our employees with equipment that will help keep our high standards of service. Every officer is issued company uniforms, IDs, and badges at no cost to the employee. This ensures that employees always have clean uniforms and show up to their posts in a clean, neatly-pressed, and professional appearance.

#### 2.8 City Supplied Equipment

Equipment furnished by the City shall remain the property of the City and shall be for the use of the Officer on duty. The City shall be notified at the end of the shift of any damage or problem with any of the equipment. The City will supply their Proposer employees with the following operational equipment:

1. A vehicle for Parking Garage Officer

2. Telephone for emergency contact to the Miami Dade County Police and Fire, and emergency



contact for the City of Coral Gables. 3. City's reports blank forms

FPI will take full responsibility of the vehicle supplied by the City. Officers will perform vehicle inspections at the beginning of every shift to inspect for new damages and maintenance concerns such as tire wear and vehicle lights. FPI maintains a high standard for company vehicles and will treat the vehicle, supplied by the City, with the same inspection and operational standards. FPI will notify the City immediately if any damage occurs to the vehicle. All officers assigned to the parking garage detail will be listed as drivers on FPI's Automobile Insurance. FPI will carry a symbol 1 auto policy allowing the officers to operate any vehicle supplied by the City.

#### 2.9 Fixed Equipment

1. Area lighting; will remain on during overnight hours.

2. Portable fire extinguishers; will be made available at several locations within the complex that will be identified to the Contractor.

Lighting inspections will be conducted by FPI officers to notify the City of any lights that are not operational. Any reports of vandalism to the fire extinguishers or area lighting will be reported to the City immediately.

#### 2.10 Security Officer Requirements

The Security Officer assigned to each facility **must**:

1. Possess a valid Florida Driver's License.

2. Possess a valid Security Officer License in accordance with Chapter 493, Part III, Florida Statutes.

- 3. Read, write and understand English; Spanish will be a plus.
- 4. Maintain a professional appearance and demeanor.
- 5. Act in accordance with the rules of the proposer and the City.

The Proposer will furnish a list of Officers assigned to the facility with the following information:

- 1. Security Officer's name.
- 2. Security Officer's license number and expiration date.
- 3. Security Officer's driver's license number.
- 4. A current photograph of Officer.

All assigned Officers and schedules are subject to approval by the City of Coral Gables Public Works and Parking Departments. Schedules are to be maintained by the Proposer with a weekly written schedule provided one week in advance to the City of Coral Gables Public Works and Parking Departments authorized representative.

All applicants are asked to complete an employment application. Applicants are tested to verify their ability to read, understand and write English. Skills testing, dependent upon assignment, may also include mathematical, computer and other specific disciplines and skills needed to determine their ability and qualifications to become a member of our team.



All applicants are screened for valid State of Florida "D" Licenses. FPI prefers to hire applicants with at least (2) years of experience with a "D" license. All applicants are screened for a valid State of Florida Driver's License. Applicants are screened for negative information on their driving records. Multiple moving violations in the last (5) years will disqualify an applicant to operate any vehicle under this contract. FPI will furnish any information required by the City in order to receive approval.

#### 2.11 Forms to be provided by the Proposer

- 1. Daily attendance sheet with Guard's identification and signature.
- 2. Daily patrol log.

FPI will provide the City with any required documentation. FPI will create an attendance log to be completed on a daily basis that contains the officer's company ID and officer signature. FPI currently uses an electronic reporting system for activity reports and incident reports. At the discretion of the City, FPI would provide the software and hardware for the reporting system at no additional cost to the Town.

Report Exec is a web based application that allows security officers to generate reports on the computer. This eliminates the risk of important incident reports being lost or misplaced. Digital media such as pictures and audio can be added to the report to create a comprehensive report all into a single file that can be stored on your computer.

#### 2.12 Uniforms

The Proposer shall furnish all uniforms and accessories.

FPI Security Services provides uniforms to all of its guards at no cost to the employee. This policy assures that employees always maintain a clean, well-groomed appearance. Our patrol supervisors perform post inspections to ensure that employees meet the high standards of appearance that held by FPI.

All employees furnished by FPI will be fully uniformed with clearly marked shirts, patches, and badges. The employee must wear our uniform for the entirety of their duties at the City's facility. Patrol Supervisors will perform post inspections to ensure the wellgroomed appearance of all employees assigned to this contract. Employees will also be issued equipment for inclement weather such as jackets and yellow raincoats with company markings.

#### 2.13 Conduct

While the assigned Security Officer(s) are not employees of the City of Coral Gables, they shall maintain a professional appearance and demeanor and **must** follow the same guide of conduct which is required by the City of Coral Gables employees.



FPI maintains high standards of conduct for all employees. Every employee is given an employee handbook at the time of hire. The handbook contains the policies that all FPI employees must adhere to. Below is an excerpt from our employee handbook regarding conduct. FPI will adhere to these principles and those of the City of Coral Gables while performing the work under this contract.

Engaging in any of the conduct set forth below is a violation of the company's rules for all employees and may result in disciplinary action up to and including termination. This list is not all-inclusive.

(a) Falsification, alteration or damage to Company records including and not limited to the employee's employment application and records.

(b) Possession of firearms, knives or any other kind of lethal weapon if not authorized due to job requirements and licensing.

(c) Refusing to obey instructions from a supervisor.

(d) Failing to conduct yourself with courtesy and reserve while working with clients.

(e) Intimidating, fighting, or engaging in any other type of conduct that will adversely affect the image of the company.

(f) Theft, ill use, loss or intentional damage to property of other employees, property of the company or someone else's property.

(g) Harassing or annoying fellow employees or clients, this includes, but is not limited to, sexual or racial harassment, as well as retaliating against any employee for making a bona fide complaint of harassment or discrimination.

(h) Making vicious, malicious and false statements pertaining to your fellow employees, supervisors, or the company.

(i) Disclosure of confidential or proprietary information to non-authorized third parties.

(*j*) Soliciting business from fellow workers or to distribute any substance, material or propaganda without proper authorization.

(k) Gambling or betting on company property or company time.

(I) Using profane or abusive language.

(m) Leaving the job during working hours without advance permission from your supervisor.

(n) Congregating in office, cubicles, copy room, lounge, bathrooms or hallways.

(o) Not leaving the kitchen and lounge area clean and organized.

(p) Not keeping the communal refrigerator clean and disposing of expired foods.

(q) Ordering, repairing, or store purchases of any office supplies and equipment without the approval of the HR Department.

(r) Talking back and demonstrating rudeness to customers, employees or the general public.

(s) Insults or negative derogatory comments towards customers, employees or the general public.

(t) Not submitting the required daily reports to management.

(u) Refusing to accept a schedule of work.

(v) Failing to maintain a valid and current security and driver's license. (Security Guards)

(w) Not having your company issued ID, security license and driver's license in your possession at all times. (Security Guards)



#### 2.14 Contractor Qualifications

The Proposer submitting the RFP must be licensed and permitted to provide security services in the State of Florida. It shall be the responsibility of the Contractor to obtain **any and all** required licenses and permits for conducting a Security Guard service business, which is required by the State of Florida, Miami-Dade County or the City of Coral Gables.

FPI Security Services is currently licensed by the State of Florida to perform security services. Lic #B 0001169.

#### 2.15 Estimated Hours

The estimated hours are solely for the purpose of analyzing the cost of services proposed and are not the actual or implied hours of service.

- 1. City Facility (Maintenance Guard) 9,000 hours/year
- 2. City Facility (Maintenance Roaming) 3,000 hours/year
- 3. Parking Garages 8,400 hours/year
- 4. City Facility (Passport Office) 2,450 hours/year
- 5. Zone Patrolling 6,000 hours/year
- 6. City Facility (City Hall) 4,350 hours/year
- 7. City Facility (Phillips Park) 1,500 hours/year
- 8. City Facility (Youth Center) 600 hours/year
- 9. City Facility (Venetian Pool) 400 hours/year
- 10. Special Assignment 1,500 hours/year

FPI has a workforce of approximately 350 employees that are ready to serve the entire State of Florida. FPI is capable of providing the required coverages as well as any additional services the City may require. Our Plan of Action includes strong recruiting and hiring standards in order to staff this Contract for the City.

#### 2.16 Miami-Dade County Living Wage

The successful Proposer shall pay its employee's no less than the required living wage rate for Miami Dade County in accordance with the Miami Dade County's Living Wage Ordinance (**Appendix A**). The City reserves the right to perform payroll audits.

All employees hired for this contract will be compensated according the Miami Dade County Living Wage Ordinance of the year 2020-2021. Any increase in the Living Wage would be followed by an increase in the hourly rate in proportion the increase of the Living Wage.

#### 2.17 Staffing

The Proposer shall work with the outgoing contractor to facilitate a smooth transition of Security Services and immediately notify the City of any problems during start-up. The Proposer shall in good faith offer those employees (other than managerial and supervisory employees) employed under the predecessor contract whose employment will be terminated as a result of award of this contract a right of first refusal of employment under this contract in positions for which the employees are qualified.



Proposer shall acknowledge that personnel assigned to Coral gables posts will need to pass a background check conducted by the Coral Gables Police Department.

FPI currently provides the services listed in this RFP. If we are not awarded the contract, we will work with any incoming contractor to ensure the continuity of services for the City.

#### 2.18 Authority

The City of Coral Gables **Police Department Director**, or designated representative, having authority to make decision as to work required, method of work, or any other decisions required for the performance of the contracted work, shall be through the **Major of the Uniform Patrol Division** of the Police Department. All routine communications and instructions will be through the Major of this Division. This Major will oversee the actual contract between the Proposer and the City of Coral Gables and will be the authorized designated representative of the Police Department. A list of names and contact numbers will be provided to the Proposer after the award of the contract.

The City of Coral Gables **Public Works Director**, or designated representative, having authority to make decisions as to work related to the 72nd Avenue Facility method of work, or any other decision required for the performance of the contracted work shall be through the **Facilities Division** of the Public Works Department. All routine communications and instructions will be through this Division. The Facilities Maintenance Director will oversee the actual contract between the Proposer and the City of Coral Gables and will be the authorized designated representative of the Public Works Department. A list of names and contact phone numbers will be provided to the Contractor after the award of contract.

The City of Coral Gables **Parking Director**, or designated representative, having authority to make decisions as to work related to patrolling the public parking garages method of work, or any other decision required for the performance of the contracted work. All routine communications and instructions will be through the **Assistant Parking Director**. The Assistant Parking Director will oversee the parking patrol component of the contract between the proposer and the City of Coral Gables and will be the authorized designated representative for this purpose. A list of names and contact phone numbers will be provided to the Contractor for garage issues after the award of contract.

The City of Coral Gables **City Clerk**, or designated representative, having authority to make decisions as to work related or securing the Passport Office method of work, or any other decisions required for the performance of the contracted work. All routing communications and instructions will be through the City Clerk's office, as determined by the City Clerk. This office will oversee the Passport Office security component of the contract between the Proposer and the City of Coral Gables and will be the authorized office for this purpose. A list of names and contact phone numbers will be provided to the Contractor for Passport Office issues after the award of the contract.

FPI will maintain a strong line of communication with the all facility directors in order to provide the highest level of service. FPI will work closely with all designees of these officials.

#### 2.19 Contact Persons

The following names and positions shall be representatives of the City:

- 1. Major Cordell Atherley, Major of UPD 305-460-5468
- 2. Hermes Diaz, Public Works Director 305-460-5001
- 3. Ralph Rodriguez, Facilities Maintenance Director 305-460-5014
- 4. Kevin Kinney, Parking Director 305-460-5541
- 5. John Kowalchik, Assistant Parking Director 305-460-5330
- 6. Billy Urquia, City Clerk 305-460-1812



#### FPI will maintain a record of these contact names and phone numbers.

#### 2.20 Invoicing/Payment for Service

The Proposer shall invoice the City for services rendered on a monthly basis, following the month the services were performed. Each facility must be separately invoiced. Each additional work request that is in addition to normally scheduled work under the contract must be separately invoiced. Each invoice shall contain the following information:

- 1. Dates of work billed
- 2. Location of work or facility name
- 3. Type of work, i.e. monthly service or specific special request
- 4. Hours billed
- 5. Amount of invoice
- 6. Purchase order number
- 7. Work order number for special requested service

All payments shall be made on a monthly basis for services rendered for said month as invoiced. The City shall make no advance payments of any kind.

All invoices must clearly indicate the services rendered, site location, the dates the services were provided, hours worked, amount of the invoice, and the number of persons who performed the work. The invoices shall be sent to the Major of the Uniform Patrol Division within the Police Department [refer to Section 2.4.1-2.4.2, 2.4.5-2.4.10], with the exception of invoices respective to parking garages which should be sent to the Parking Department [refer to Section 2.4.3] and invoices respective to the Passport Office should be sent to the City Clerk's office [refer to Section 2.4.4]. These invoices will be reviewed and subsequently forwarded to the Finance Department for payment. Any questions or disputes concerning the invoices should be directed first to the Police Department / Parking Department / City Clerk's Office to be resolved or to the Finance Department when questioning or receiving payments for invoices submitted.

## FPI will invoice the City on a monthly basis and invoice separately each facility and special assignment. All information requested will be clearly marked on each invoice.

#### 2.21 Additional Work – Special Requests

The City may request special services that extend outside the scope of work for this contract through a work order which shall be approved by Major Cordell Atherley. Proposer shall have the ability to provide additional guards on an emergency basis within 24 hours for events such as hurricane security, special events, etc. The work order will authorize the Proposer to perform the work. Refer to Unauthorized Work Section 1.8. The Proposer shall invoice the City separately for additional requested work. The invoice will include all required billing information in addition to the work order number authorizing the work. The invoice must include the actual hours and material billed as well as a description of work performed.

FPI has a workforce of approximately 350 employees that are ready to serve the entire State of Florida. FPI is capable of providing the required coverages as well as any additional services the City may require. The City will invoiced separately for the additional services requested.



#### 2.22 Physical Damages

Any and all damages to any facility or the contents of both interior and exterior of all facilities that is caused by the proposer's employees shall be liable to the Proposer. The Public Works Department shall inform the Proposer of the cost for repair or replacement of any damaged items. This notification will be done via a letter with the cost clearly outlined for the Proposer. The proposer's employees are required to immediately report any damage(s) to the Police Department, or the City's designated representatives.

FPI understand that any and all damage that occurs to City property is the liability of FPI. We assume full responsibility for the City's vehicle and equipment. Any damage will be reported immediately to the Public Works Department.

#### 2.23 Holidays

The Proposer shall observe the Holidays that the City observes. Any changes on City observed Holidays will be provided by the City.

The Holidays recognized by the City are as follows:

- 1. January 1 New Year's Day
- 2. January Martin Luther King Day
- 3. January Presidents Day
- 4. May Memorial Day
- 5. July 4 Independence Day
- 6. September Labor Day
- 7. November Veteran's Day
- 8. November Thanksgiving Day
- 9. November Day after Thanksgiving
- 10. December 24 Day before Christmas
- 11. December 25 Christmas Day

## FPI will recognize the Holidays that are recognized by the City. However, bill rate will remain the same.

#### 2.24 Safety

The Proposer shall require their employees to perform all tasks in a safe manner. The Proposer will supply the employees with necessary protective items such as gloves, safety goggles, and so forth, when necessary to use these items, based on the nature of the task being performed. The Proposer's employees shall at all times, wear proper shoes and clothing suitable for the type of work being performed. The employees' will be required to wear a uniform and must meet all practical safety standards.

#### 2.24.1 Accident-Incident Report

The Proposer shall notify the Police Department immediately of any accident or injury that occurs to an employee and report all the details of the accident.

All officers will be equipped with the necessary equipment to perform the job duties outlined herein. Officer receive safety training as part of their training curriculum and will adhere to the strict safety guidelines of FPI. Any incidents will be reported via the Accident-Incident Report form provided in the RFP.

At the discretion of the City, FPI can also document the incident via our reporting system.



#### Facility Overview











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## SECURITY SERVICES



# SECURITY OFFICERS

FPI provides uniformed and plain clothed armed and unarmed security officers for access control, theft prevention, surveillance, intrusion prevention, vehicular foot patrol and other non-uniformed service as requested in this proposal on a 24 hour basis, 365 days a year. FPI also provides specialized services including concierge, guard house, doorman security services, personal security checks, traffic and parking control, plant security, protection against fire, theft, sabotage and safety hazards. Others clients include retail establishments, hospitals and governmental agencies. Also provided are corporate investigative services, security analysis, security surveys, background investigation and personal security services for high profile executives and celebrities.

Qualified personnel will meet all requirements of the solicitation.

SITE PATROL:

Protection of your commercial and residential site around the clock or as requested. Security circulation amongst visitors, patrons, and employees to preserve order and provide required protection of the premises to include: appropriate warnings when warranted, and the eviction of violators from the premises when required in a safe and professional manner.

Site officers are tasked with inspection of security systems, equipment and machinery for proper functionality and to detect any evidence of tampering. If any faults are detected officers will activate proper protocols to immediately address the condition and provide the appropriate response, maintaining an equivalent level of security until the issues is resolved.

An electronic guard tracking system system will be implemented throughout the facility to insure maximum patrol coverage and adequate accountability.



### **EMPLOYEE SCREENING:**

FPI can help the Association conduct a thorough personnel screening. Some of our services include:

Physcological Evaluation Polygraph Exams Background Checks Workman's Compensation Checks

### DRUG FREE WORK PLACE

FPI is committed to creating and maintaining a drug-free workplace. Our policy now formally states that substance abuse will not be tolerated.

Employees who are found to be under the influence of illegal drugs or alcohol or who violate this policy in other ways are subject to disciplinary action including termination. Because of the serious nature of these violations, each individual case will be thoroughly investigated to determine the appropriate course of action. Included in this policy is pre-employment screening of all personnel and random drug and alcohol tests that are done on a regular basis.

### INSURANCE

FPI shall furnish to client a Certificate(s) of Insurance, which indicates that insurance coverage has been obtained which meets the requirement as outlined below:

Workman's Compensation Insurance for all employees of the vendor as required by Florida Statue 440.

General Liability on a comprehensive basis, including Personal Injury Liability, in an amount not less than \$ 5,000,000 combined single limit per occurrence for bodily injury and property damage.

Excess Liability covering in an amount not less than \$1,000,000.

Automobile Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work, in an amount up to \$1,000,000 combined single limit per occurrence for bodily injury and property damage.

Terrorism Insurance (where required).

The insurance coverage provided will include those classifications, which most closely reflect the operations of the vendor. Companies authorized to do business under the laws of the State of Florida shall issue all insurance policies required above.



### UNIFORMS

Uniform type and use shall conform to standards and usage described below:

All employees performing under this contract shall wear the same color and style of uniform. Appropriately, female members of the guard force shall wear feminine style uniforms.

FPI shall, prior to the contract performance date, submit to client's representative documentation that the following items of uniforms and equipment have been issued to each employee. FPI shall issue a sufficient quantity of uniform items to ensure that each officer is in proper uniform while on post. Any disputes regarding application of the standards shall be referred to the client.

Note: Uniforms and equipment must be in good condition and meet the company's standards. As always there is never a charge to our officers for the uniforms or accessories that they wear.

The uniform shall only be worn when the officer is on official duty or when the officer is in transit between his/her place of residence and duty station.

Shoes shall be low quarter or high-topped, lace types with police or plain toe and standard heel.

NOTE: No officer will be on duty until he/she is completely uniformed including accessories as per the client's requirements.

FPI will furnish all officers with an adequate number of uniforms without cost to client. In addition, uniform cleaning and maintenance is made the responsibility of the officer. However, in those instances where the uniforms furnished are made of "wash and wear" material, they may be routinely washed and dried with other personal garments, and do not require any special treatment; such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of client's contract or by FPI.

#### SUPPLEMENTARY EQUIPMENT

Each officer on duty shall be equipped with supplementary equipment including, but not limited to notebooks, pens, pencils, replacement flashlight batteries and bulbs, traffic control safety apparel (reflective vests, gloves, traffic buttons, etc.) as appropriate to operations. Officers shall not be permitted to issue themselves any unauthorized supplemental or personal equipment, such as concealed firearms, knives or other non-standard items.

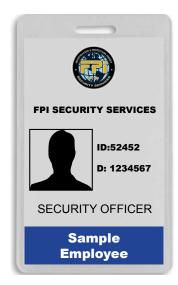
FPI shall provide and maintain, on-site, an adequate supply of batteries for all flashlights and traffic control batons.

Inclement weather clothing shall be required for those officers required to perform duties while exposed to cold, rain, and other inclement weather conditions. All inclement weather clothing must be identical in style and color for each officer.



### Sample Uniform and Duty Equip

#### Florida Patrol Investigators, Inc. Current Company Card - June 2015



This ID badge is property of Florida Patrol Investigators, Inc DBA / FPI Security Services. License A0001701 & B0001169
A0001701 & B0001169
ID 452 Badge Exp. Date: 12/12/17 D.O.B: 03/03/70 Height: 5'10 Weigh: 150lbs Hair: Black Eyes: Brown Lic. Exp Date: 6/6/17 Office: 305.827.4300 Clocking System: 305.827.1433
This is in compliance with chapter 403, Florida Statute.







# ADDITIONAL SERVICES

### MOTORIZED PATROL EQUIPMENT

Patrol vehicles (where applicable), shall be provided by FPI. Vehicles shall be in operating condition at all times. All costs for the operation and maintenance of vehicles, including all license and insurance fees, but excluding fuel shall be born by FPI. Each vehicle shall be marked for identification. In the event a patrol vehicle is temporarily inoperable (due to maintenance, etc.), an equivalent, fully operational, substitute vehicle, will be provided ensuring the vehicle furnished under this contract complies with the requirements outlined herein, spot light, hand held or otherwise.

#### Patrol Vehicles can be equipped with (additional costs may apply):

GPS Tracking, customer will receive daily GPS Tracking reports Mobile Computer Terminals, customers may receive E-Mailed Daily & Incident Reports Video Recording, video and still photographs will be available upon request

FPI will be happy to place important information that you provide, on the sides of the patrol vehicles that have been assigned to your property.\* Below, please find a sample of what can be custom tailored for your property.

\*FPI will try to have these marked vehicles available during all patrol rounds. FPI asks for your understanding and patience, when these vehicles are out of service, for maintenance / repair. FPI will provide another patrol vehicle during these times.



Sample Pictures of Patrol Vehicles:



- 3M reflective decals prove high visibility even in low lighting
- Laptop capability provides access to our reporting system(Report Exec)
- First-aid kits and AED
- High visibility LED light bar
- Airhorn and PA system for parking enforcement (only on private property)



### Emergency Preparedness Plan, e.g. Hurricane, Civil Unrest or Disorder

Post:	All, Including Dispatch Center and Administrative Offices
Approved By:	Alexander Perez, President, & CEO

#### Purpose:

The Emergency Preparedness Plan's purpose is to establish protective measures and preparations for FPI's Security Officers, post staff and visitors, and the facilities before, during, and after a hurricane, or any emergency needing emergency actions.

#### **Definition:**

Hurricane season is in effect from June 1 through November 1st. During this period of time, the following conditions of readiness will be implemented to ensure maximum preparedness.

#### ALERT CONDITIONS AND ACTIONS

#### Phase I:

FPI Administration and Operations will prepare staffing plans. Employees required to be on duty during the hurricane, will receive shelter accommodations if needed. Post Schedules will be adjusted accordingly to try and accommodate all personnel. Contract Coordinators will contact individual contracts and request which properties will require security coverage before, during and after any storms. Initial provisions will be made for food, water and shelter for on duty Dispatchers and Supervisors. Personnel Dept. employees will create a contact list of employees willing and able to work before, during and after a storm.

Site Supervisors, Road Patrol Supervisors, Operations and Administration Directors will be kept informed of the situation by the Dispatch Center.

#### Phase II:

A tropical storm or hurricane is fully developed and is predicted to impact the South Florida area within 72 hours.

FPI Contract Coordinators and Directors prepare staffing plans. Plans should include the creation of a team of employees that will be at the requested posts and the Dispatch Center before/during (Team A) and after (Team B). Team A should consist of enough



numbers that will allow one sub-team to work and one sub-team to rest. Team A members should expect to be at their assigned post for at least 48 hours.

Operations Directors are expected to participate in accordance with Hurricane team schedule.

When a Hurricane Watch has been called, hurricane conditions are possible within 36 hours. All departments should complete the procurement of their necessary supplies as well as resolve any problems that will interfere with the hurricane plan. The Operations Director will coordinate a meeting with all Department Directors and Staff to make the final preparations for hurricane/tropical storm. A list of important contact phone numbers will be available at the Dispatch Center

#### Phase III:

A Hurricane Warning is issued when hurricane conditions are within 24 hours. **Hurricane Post kits, see attachment in page for a list of items, will be distributed by Road Patrol Supervisors.** FPI personnel should secure their Post and the Dispatch Center: request any needed supplies, check emergency equipment ,print employee contact lists and print the Security Officer schedule every hour, and work together as a team to coordinate transfers and discharges.

At least one Director or his Designee will be at the Dispatch Center

#### EMPLOYEE RESPONSIBILITIES AND INFORMATION:

RESPONSIBILITIES

Employees at the Dispatch Center or at their assigned Post will report in as usual, via the computerized employee attendance system. In the event that this system fails, Security Officers on post should call the Dispatch Center at 1-800-374-4316 or 305-827-4300 to report their clock in / clock out times and their hourly check in.

Employees who are unable to be at their assigned Post during the storm are to call the Dispatch Center as soon as the hurricane is deemed over by the Broward Emergency Management Center or Miami-Dade Emergency Operations Center, whichever is appropriate. With the call, the employee is to let the Dispatcher know if he/she is available for duty. If the telephone system is down, the employee should report to the Dispatch Center to determine if his/her services are needed. In the likelihood of the disruption of telephone services, employees are expected to listen to radio or television announcements by civil authorities (e.g., County Manager or Emergency Management representatives) advising of post hurricane emergency needs, cautions, and requests for assistance as well as clearance to report back to work.

If an employee is scheduled to work and arrived at their assigned post before the beginning hour of their shift, the employee must report to their respective Supervisor. When an employee has completed their shift, they are to report back to their Supervisor. If there are no further assignments, they should remain there until reassigned.



#### INFORMATION

Employees who are required to work before, during and/or after a hurricane should be advised of the following:

- 1. Plan to arrive at their assigned Post before high winds pose a risk.
- 2. Dress in the Uniform of the Day for their assigned post. Security Officer's working over 12 hours, may wear a Security t-shirt as assigned by their Supervisor.
- 3. Employee's should bring all necessary toiletry and clean uniform items with them for 48 hours.
- 4. Employees should bring water and food with them. Supplies will be provided by FPI, but arrival of supplies will be dictated by wind speed and road conditions.
- 5. Employees, who are required to work, must report to their respective Supervisor.
- COMMUNICATION

Contract Coordinators and Supervisors will be responsible for communicating individual Post's needs to the Dispatch Center. The same communications protocols that are followed on a daily basis will also be followed during disaster.

# PROVISION, STORAGE AND UTILIZATION OF KEY SERVICES DURING HURRICANE

#### **ADDITIONAL SUPPLIES:**

FPI will attempt to provide food and water to available posts. Employees should strive to be self-sufficient, and request any additional supplies before the storm arrives. Supply requests should be made with the Dispatch Center and relayed to the Road Supervisors, via telephone, through e-mail, or text message.

#### Dispatch Center Safety & Safety/Emergency Power



All interior locations are secure for hurricane preparedness.

Grounds / Roof Areas: Once Hurricane Watch has been established, Operations Department will be responsible for policing all grounds and roof. Landscaping contractor will be called to trim trees. All dumpsters will be emptied by contractors.

Generators: At Hurricane Watch, generators will be tested; the Dispatch Center is equipped with back-up emergency generated power. There is one generator that services the Dispatch Center and Administrative Offices. Alternate emergency power sources are available via contractor. Operations Department will assure that three (3) feet of sand bags protect generators for the Dispatch Center

<u>Gasoline:</u> The Dispatch Center has gas tank capacity for generators of 500 gallons. This assures sufficient fuel for five (5) days. Operations will assure that all tanks are filled when a Hurricane Watch has been posted.

#### **Hurricane Post Supply Kits**

#### Typical Post Kit:

- 3 Flash Lights D-Size Batteries(Hand Held)
- Spare D-Batteries
- 4 Spare Bulbs
- 10 Rolls 2" masking tape
- 4 Rolls of duct tape
- Fluorescent light sticks
- 1 Box of 30 Gallon Contractor Trash Bags
- First Aid Kit

#### **FPI SECURITY SERVICES**

#### POLICY AND PROCEDURES

SUBJECT: Emergency Preparedness Plan, e.g. Hurricane, Civil Unrest or Disorder

#### (Security Personnel Responsibilities)

Post: All, Including Dispatch Center and Administrative Offices

#### Approved By: Alexander Perez, President, & CEO

**Purpose:** To provide plans of action in the event of a weapons of mass destruction incident and or any localized incident.



In the event of weapons of mass destruction incident and or any localized incident occurring within the immediate area of the Dispatch Center or Contracted Property, Security personnel and Local Police Officers present will respond to a designated command post where the situation will be assessed. If any further assistance is needed from Police and Fire departments, that will be requested by the Police Officer(s) if a partial or full evacuation of any Contracted Property is needed, the Security department and the extra duty Police Officer will take direction from the Administration in charge/ Incident Commander.

In the event of a weapon of mass destruction incident or any other catastrophic incident, the Fire / Police Departments will instruct Security personnel as to their duties.





### Communication and Dispatch Center



FPI Security Services has a 24-hour dispatch center as well as a 24monitoring station. This station is backed up by generators for continuity of services throughout a disaster.

- Currently located in Miami Dade
- Manned 24-hours a day 7 days a week
- Camera monitoring station
- Equipped with generators





#### Proactive Management Plan

- *i.* FPI Security Services firmly believes that training is an essential part of providing high levels of service. Our training programs, discussed herein, will touch on subjects covered in every security officer's prelicensure training. Our training will ensure that officers not only meet the State of Florida's standards, but also ours. FPI and our management team have extensive experience in providing similar services to other municipalities.
- ii. Customer service is an important factor in providing high levels of service. Customer service not only to the people utilizing City facilities, but also customer service to the County. Regular meetings with City personnel will ensure that FPI is meeting all the requirements at all times. Any issues that may arise throughout the contract will be corrected immediately. Our goal is to provide the City with services that exceed their expectations.
- *iii.* Our officers will be training in the use of force laws. Crisis intervention will be a key lesson during this training. It is important our officers attempt verbal cues in an effort to deescalate any situation. In the event this is unable to be successful, appropriate use of force procedures will be shown.
- *iv.* Our electronic reporting system has modules that allow us to run reports with information about incident report types, frequency, times, and locations. This kind of information will be shared with the City in an effort to better allocate City resources.





### **Quality Assurance Plan**

FPI Security has three core values that is uses in its business model that are essential to our success.

### Family

Pride

### Innovation

#### Family

At FPI, family is everything. We treat our employees and our clients like family. From the newest security officer to the top executive, everyone is considered family. Our employees work better when they are treated with respect and taken care of. We provide incentives for employees to serve you better. Gift cards, bonuses, and referral incentives are some of the programs we use to make are employees feel appreciates. Happy employee=Happy client. We have a turnover rate significantly lower than other competitors. We feel this is because of our culture of family is everything.

#### Pride

We take pride in all that we do. This sounds cliché, but it's a value that was instilled in the company since its founding in 1981. Andres Perez, our founder, decided to create a security agency that stood above the rest. He saw a need that could be filled. FPI Security Services was founded to provide high levels of service at an affordable price. Our customers receive the highest standards of service without paying the premiums charged by national and global companies. Our ownership invests money in our equipment on a regular basis to ensure we look sharp. We take pride in having a prestigious fleet of vehicles equipped with the latest in technology. Our supervisors are tasked with inspecting our officers in the field to insure they meet are high standards of appearance.

#### Innovation

Our company is constantly investing in the newest technology in the security industry. We attend global conferences to keep up to date with the necessary upgrades. For example, we have body worn cameras, mobile dvrs with cameras on our vehicles, mobile trailers with cameras, GPS tracking of our officers, electronic time and attendance, electronic reporting systems, and much more!



Providing the best technology has to offer ensures that our clients are receiving the best services in the industry at all times.

Our quality control plan is built around those three values.

Are we treating our clients like family?

Are we providing services we are proud of?

Is our client receiving the best technology has to offer?

These are questions we ask ourselves when reviewing the services being provided to our clients. Our supervisory team is essential in providing feedback on a regular basis from different areas of the company. This is how we discover areas that need improvement.

#### Appearance

One of the areas we find important in our quality control plan is appearance. In security, appearance is the first impression any person gets when looking at a security officer. A security officer that is well groomed and well dressed with his/her uniform pressed, will earn respect from citizens without even opening their mouth. This is imperative in providing services that we are proud of. Our supervisors are tasked with checking each and every post throughout the day to ensure that our officers are meeting the high standards of appearance set by FPI.

#### **Recurring Training**

At FPI, we understand the importance of training. Training is important even after the officer has been working at a post for years. Recurring training ensures that the officer is up to date with recent information. Recurring training is a great way of correcting issues that have arisen from previous incidents.

#### Communication

Communication is another important feature of our quality control plan. Our project manager will maintain constant communication with County personnel to receive feedback of our services and personnel. If at any time any officer needs to be replaced, it will be done immediately. An FPI Supervisor will relieve the officer until a suitable replacement arrives. We take communication serious. That includes communication with our officers in the field. Our officers have valuable information from the field that only they can gather. Having regular discussions with them regarding the services and what can improve allows us to gather important information that can then be shared with the County.





FPI Security Services uses an electronic time and attendance system that allows us to monitor the officers in the field in real-time. This system is being monitored 24 hours per day by our dispatchers. They receive alerts when an employee does not clock in or out. This prompts our dispatcher to contact the officer to confirm status and availability.

This system provides our dispatchers all the necessary information to perform their duties. All employee contact information, schedules, and qualifications are listed in the software. In the event of an employee call out, our dispatchers can see exactly which qualified employees are available.

The software can also be utilized on a mobile device which is essential for our Road Supervisors.

We also utilize an FCC licensed vendor for our radio communication. Documentation is provided on the following page.



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Industrial Communications & Electronics® 350 N.W. 215 Street North Miami, Florida 33169 305-423-3000 • Fax 305-423-3020

Date: 07/11/2019

Company: FPI Security Services, Inc. 1776 West 38<sup>th</sup> Place Hialeah, Florida 33012

#### To whom it may concern:

Industrial Communications owns (11) eleven Specialized Mobile Radio Systems in South Florida. We are licensed by the Federal Communications Commission and all of our clients, including FPI Security Services, Inc., operate under our F.C.C. license. Industrial has over 100 channels or frequencies operating in South Florida. A copy of our license is attached to this letter. Our new Digital radio system provides, integrated data applications such as GPS-based location tracking, text messaging, voice recording, longer battery life for extended work shifts. Additional network capacity ensures dependable system connects and clearer audio. We also have our own back up system incase of a mayor hurricane or disaster.

If you have further questions, please feel free to call me.

Sincerely,

Nilsa Albor Communications Consultant 305-219-4041 305-423-3007 nilsa.albor@induscom.com

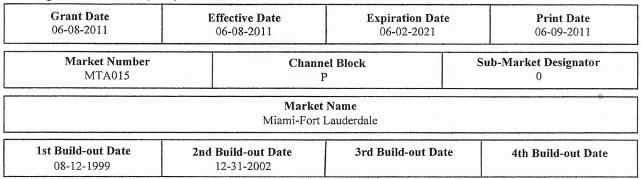
#### REFERENCE COPY

This is not an official FCC license. It is a record of public information contained in the FCC's licensing database on the date that this reference copy was generated. In cases where FCC rules require the presentation, posting, or display of an FCC license, this document may not be used in place of an official FCC license.

COMMUNICATIONS	Federal Communications Commission Wireless Telecommunications Bureau	
COMMISSION	<b>RADIO STATION AUTHORIZATION</b>	
LICENSEE: INDU	STRIAL WIRELESS TECHNOLOGIES INC	

INDUSTRIAL WIRELESS TECHNOLOGIES INC 40 LONE ST MARSHFIELD, MA 02050 Call Sign<br/>KNNX439File Number<br/>0004682268Radio ServiceYD - SMR, 896-901/935-940 MHz,<br/>Auctioned

FCC Registration Number (FRN): 0004036042



#### Waivers/Conditions:

ų)

License renewal granted on a conditional basis, subject to the outcome of FCC proceeding WT Docket No. 10-112 (see FCC 10-86, paras. 113 and 126).

#### **Conditions:**

Pursuant to §309(h) of the Communications Act of 1934, as amended, 47 U.S.C. §309(h), this license is subject to the following conditions: This license shall not vest in the licensee any right to operate the station nor any right in the use of the frequencies designated in the license beyond the term thereof nor in any other manner than authorized herein. Neither the license nor the right granted thereunder shall be assigned or otherwise transferred in violation of the Communications Act of 1934, as amended. See 47 U.S.C. § 310(d). This license is subject in terms to the right of use or control conferred by §706 of the Communications Act of 1934, as amended. See 47 U.S.C. §606.

This license may not authorize operation throughout the entire geographic area or spectrum identified on the hardcopy version. To view the specific geographic area and spectrum authorized by this license, refer to the Spectrum and Market Area information under the Market Tab of the license record in the Universal Licensing System (ULS) To view the license record, go to the ULS homepage at http://wireless.fcc.gov/uls/index.htm?job=home and select "License Search". Follow the instructions on how to search for license information.

FCC 601-MB April 2009



# Technology

FPI Security has been serving the community since 1981. With over 30 years of experience, we understand the importance of keeping up with technology. In the last decade, the security industry has seen a substantial increase in technology. FPI Security has made technology a priority to better serve our clients. We participate in seminars across the country to ensure that we are providing the latest that technology has to offer in security. We take pride in having systems throughout our company that allow us to provide state-of-the-art services to our clients.

What technology do we provide our clients? We have an electronic reporting system used by over 300 police departments and security agencies across the world. We have and electronic time and attendance system that makes scheduling almost 300 employees a quick and simple process. This system alerts our 24-hour dispatch in the event an employee fails to show for work. Our vehicles are equipped with cameras and a mobile DVR that allows us to monitor our vehicles 24 hours a day.





FPI Security Services is always looking for ways to better serve our clients. We work closely with several technology companies in an effort to bring our clients the latest in security technology.



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FPI Security Services uses a fully electronic reporting system that allows officers to document incidents more efficiently. More efficient reporting means that the officer will be patrolling more often and maintain high visibility. Our reporting system allows officers to document their daily activity reports, incident reports, BOLOs, lost item reports, found item reports, and much more. Important information can be uploaded into the system and shared with all officers simultaneously.

The reports are electronically submitted via email to the appropriate personnel. This eliminates the need to keep files of incident reports. The entire process is paperless and therefore, environmentally conscious.



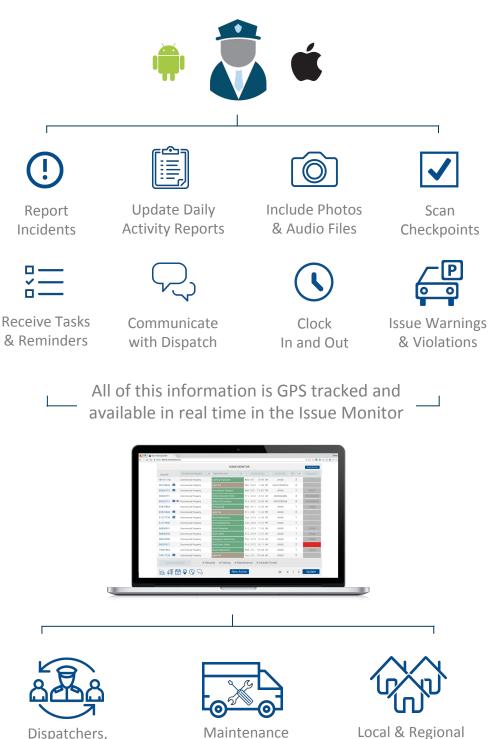
Our electronic workforce management system allows us to schedule and manage almost 300 employees from anywhere in the world. The system is designed specifically for the needs of a security agency.

When an officer is unable to report for duty, the system makes it easy to find a qualified replacement in a hurry. This allows us to provide continuity of service to our clients at all times. Our software maintains the employee's personnel file and alerts us to possible expirations of required licenses. This feature ensures that all officers in the field are in compliance with all applicable laws and regulations.

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# **Feature Overview**

### While using any Android or Apple device, Officers in the field can:



Dispatchers, Supervisors & Admins Maintenance Teams & Vendors

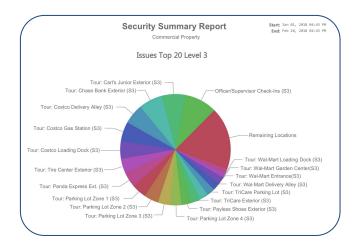
**Facility Managers** 

# **Our Reporting Process**

### How We Report

We use smartphones and tablets with quick and simple drop down reporting menus to streamline the reporting, maximize on site visibility, and reduce your risk and liability.

Instead of traditional hand written DARs our officers are provided varied reporting options that enable them to report easily throughout their shift.



## Customized For You

Our daily and monthly reports can be *completely* customized and worded for your industry and specific property.

SAMSUNG

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Silvertrac.

Closing Duties (0/5)

All issues are prioritized based on the scope of service at each property and according to your needs.

Real-Time Incident Notifications

At your choosing any issues or incidents reported can trigger a notification to the necessary parties (i.e. managers, maintenance supervisors or teams, and issue specific vendors).



# **Guard Tour Checkpoints**

## When a checkpoint is scanned 4 things happen

- 1) Instructions are shown to the officer specific to that location
- 2) A pre-written note in risk and liability terms is entered into all reports including the Daily Activity Report (DAR).
- 3) A GPS pinpoint is taken to track the officers location at the time of the scan
- 4) The officer is required to include a photo with the checkpoint to verify their location *(optional)*



# **Your Live Dashboard**

First off, the issue monitor is the hub of all the activity reported through our software. Everything that is reported including incidents, checkpoints, tasks, and dispatched issues will all be tracked right here in the issue monitor.



## Video Monitoring



Video surveillance monitoring is a service that provides real-time monitoring of your surveillance system. This brings added value to your current surveillance system. People install great surveillance systems and fail to realize that if nobody is monitoring the system, the system only works post-incident as a tool to see what occurred. The difference when you have a video monitoring solution like, FPI Security Services, is that a trained professional is watching your system in real-time and making decisions based on what is being monitored. What does this mean for our clients? It means that our monitoring station has the ability to contact the appropriate response to an occurring incident, in real-time. If there is a safety threat, then law enforcement can be contacted immediately to eliminate the threat as soon as possible.

Our video monitoring center is equipped with advanced technology designed to monitor your surveillance system efficiently. We use specifically designed software that has advanced analytic capabilities to detect, identify, and notify of a possible event in real-time. This maximizes the value of your surveillance system. It's like having a security officer watching your entire property at once!

## Video Analytics

Video content analysis (also video content analytics, VCA) is the capability of automatically analyzing video to detect and determine temporal and spatial events.

This is where you get the real value in your surveillance system. Video analytics provide real-time analysis of the camera feed to determine what is occurring and whether or not there is a need to act. Most people are familiar with the simplest form of video analytics, motion recording. Motion recording is simply an analytic function inside the software that tells the camera to record when there is motion. This feature allows you to save storage space by not recording camera feeds that have no activity.



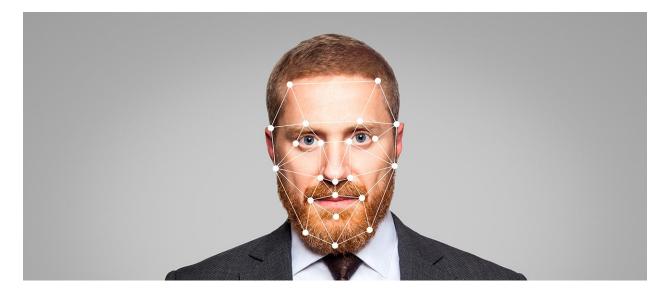
Today's surveillance technology has evolved tremendously along with video analytics. There are now complex algorithms that can detect and identify countless events in real-time. Our monitoring software provides the operator the ability to be everywhere at the same time.



The analytics can determine the difference between vehicles, people, or other objects. Depending on the programming, these identifications can trigger alarms at the central station. The operator can then view the camera in real-time and determine is action is necessary. This turns your surveillance system into a proactive tool as opposed to a reactive tool post-incident. Our software even has the ability to utilize facial recognition and license plate recognition technology.

## **Facial Recognition**

A facial recognition system is a technology capable of identifying or verifying a person from a digital image or a video frame from a video source. There are multiples methods in which facial recognition systems work. In general, they work by comparing selected facial features from a given image within a database.



We can upload pictures into our database for our facial recognition system to identify people in real-time as they enter into a camera's view. The information comes up on the screen along with any warnings programmed into the system. This works great to identify unauthorized people in real-time. This feature allows us to contact onsite security personnel or law enforcement to deal with the possible breach or threat.



### License Plate Recognition

License Plate Recognition, or LPR, is a technology that uses optical character recognition on images to read vehicle registration plates to create vehicle location data.

Just like the facial recognition technology, LPR is a great tool for identifying vehicles that should or should not be on the property. This kind of technology is deployed by law enforcement agencies throughout the world to identify vehicles that are either wanted or in non-compliance with registration laws. This information can be used to alert onsite security or law enforcement of a possible suspicious vehicle.







SECURITY WITH PRECISION

# Training & Recruitment Policy & Plan



# Personnel

FPI Security Services understands the importance of maintaining strict hiring standards. We take pride in having one of the strictest hiring standards in the industry. High standards is our way of mitigating poor service to our clients. All our employees are screened at the State and Federal level for criminal history. Every employee must submit to a 7-panel drug screening pre-employment and randomly throughout their employment, per our Drug Free Workplace Policy. We also perform a State of Florida license verification pre-employment to confirm license status. All records will be made available to The City.



FPI Security Services understands the qualifications required for the personnel assigned to The City. The required qualifications are minimum standards that our company already requests from our employees. Our hiring standards meet or exceed all the required qualifications. Our employees are screened for criminal history and drugs preemployment. They must also pass a written communication screening that requires the employee to write several reports prompted by various scenarios. This will ensure that employees can communicate the required information via an incident report.

We maintain a pool of candidates by using multiple recruiting sources. We place ads in all the leading job recruiting sites such as Monster, CareerBuilder, Indeed, and many more! Applicants can easily apply via our website. This allows us to receive a high volume of candidates which is necessary to screen and find the perfect candidate.





# Training Program



#### **Personnel Training**

FPI has developed several training programs that enable the company to begin client contracts with personnel that are knowledgeable and up to date with all State and Federal Laws, community posts orders and specific site training procedures.

FPI values the importance of your business and recognizes the reward of continuing education. Our principals are "An Educated Associate=Good Performance=Long Term Relationship". The following is a training program to be implemented at your site prior to and during our term as your security provider.

#### **Initial Training**

This training will take place at our State Certified Training Facility and will encompass most of the material included in this section. The officer will receive computer training and will be tested on their ability to handle stressful situations and handle public relations situations as needed.

#### **Training Program**

The overall training of each officer includes a new hire training class, on-site training and post retraining every three to four months. The following is an outline of the programs.

#### **Basic Training (New Hire Training)**

Each contract employee including supervisors, are required to pass a written test on all subjects in class in accordance with this contract. Each employee, should he/she fail the written test on the initial attempt, will be given one additional opportunity to retake the written examination within a single ninety-day period. Each officer will receive numerous hours of initial instruction that will include the following:



Ι.	Roles and Functions of Security Personnel (2 HOURS)
•	Protection of Person and Property
•	Role of Security Personnel
•	Public Relations
•	Human/Interpersonal Relations
<i>II.</i>	Report Writing (2 HOURS)
٠	Report Elements 6 interrogatives (Who, What, When, Where, How, Why)
•	Requirement for legibility and literacy (clear, neat, complete, brief,
	accurate, prompt)
•	Significance and Use of Reports
•	Observation Techniques
•	Field Note-Taking Pre-Requisite to Good reporting
•	Procedure (outline, draft & final product)
•	Importance of Proofreading
•	Sample Report Common to the Security Industry
•	Grammar Guidance
•	Punctuation and Capitalization
<i>III.</i>	
•	Describe what professional conduct is for a security officer
•	Code of conduct or code of ethics (defined)
•	Uniform and personal Grooming
•	Effective Assertiveness
•	Discipline
•	Readiness: Shift work and sleep adjustment
•	Alertness
•	Honesty
•	Developing rapport with management, employees and guests
IV.	
•	Felonies - misdemeanors ( types, punishment & identification)
•	Arrest - Detention
•	Search - Seizure
•	Use of Force
•	Interviews
•	Testify - Courts, Depositions, State Attorney Hearings
•	Florida Criminal Laws relative to common crimes, such as theft, assault,
-	battery,
•	robbery and burglary
•	Limitations of Arrest Authority (citizen arrest and retail theft)
•	Legal use of Force and Chapter 776, Florida Statues
•	Response to Crimes in Progress
•	Guidelines for when client requests a search



V.	Patrol Techniques: Foot/Vehicle Patrol (2 HOURS)
•	Radio Communications
•	Gate House, Sign-in, Entry Systems
•	Clocks & Key Rounds
•	Alarm Response
•	Control Room - Console Monitoring & Response
•	Traffic Control
•	Vehicle and Suspect Approach
•	Night Vision, Shadowing and Light Adjustment
•	Define Patrolling
•	Purpose for Patrol
•	Types of Patrol
•	Identify Required Equipment for a Security Officer
•	Mobile Patrol and Vehicle Safety (Defensive Driving Techniques)
٠	Preventative Patrols and Fire Watches
•	Fixed Post Duties and Vehicle Control
VI.	
•	Weapons of Mass Destruction
•	Fire and Bomb threats and evacuation - Law Enforcement Response
•	Weather Alerts (Hurricane, Flood, Tornadoes)
•	Nuclear Power Plant Alerts
•	Special Response: Gangs, Mentally @, Juveniles , Alcohol & Drug Abuse
•	Riot Preparation
•	Natural Disaster Preparation and Responses
•	Major Electrical Failure
VI	
•	Provide the student with the basics of first aid techniques so that they will be able to
	service a victims needs until professional assistance arrives.
•	Basic first aid instructions on various injuries, wounds and shock: emergency response
	requirements Browide information about the Florida Cood Samaritan Act
•	Provide information about the Florida Good Samaritan Act Orientation to blood borne pathogens
	CPR/ AED
VI	
•	Telephone
	Two-Way Radio Use and
•	Procedures
•	Cellular Communications
•	Routine and Emergency Procedures
•	Telephone Etiquette
-	· · · · · · · · · · · · · · · · · · ·



#### On Site Training

#### Facility Training (40 HOURS)

In addition to the above training each employee, whether an officer or supervisor will be trained in the areas below. Each employee must be familiar with all requirements of a specific facility before being assigned to it. Designated employees of client may ask FPI employees questions about these areas. FPI will provide this training at the facility in coordination with the client, prior to the employee performing their duty.

I. General information and special orders for the facilities to be protected under this contract (8 Hours).

II. Operational procedures for systems on the protected premises (8 hours).

III. Additional support and supervision (24 hours)

Post Re-Training (4 HOURS)

Re-training of officers is provided on an "as needed" basis, usually every three to four months.

I. Similar to the foregoing with emphasis on new or special circumstances that might have arisen (2 hours).

II. Obtain feedback from officers as to their perception of the post (2 hours).





### Employee Incentive and Retention Plan

We understand the importance of employee retention and incentives. Employees work harder when they feel their hard work is recognized. We have several programs to designed to engage our workforce and incentivize them. Today, technology and social media are excellent tools for engaging your workforce. We use email blasts and social media posts to provide notice and recognition.

Employee incentive programs are a great way of keeping high quality talent. For this reason, the following programs have been established with much success:

#### **Employee Referral Program**

We implemented an Employee Referral Program that pays out \$250 for any referral that is employed with us for a period of 90 days. Employee referrals tend do have a much higher retention rate than other forms of recruitment.

#### **Meritorious Service Awards**

The job of a security officer can sometimes become repetitive and complacency can set in. To help mitigate this, we established a Meritorious Service Award. This award is given to employees that performed their duties in an exemplary way during a crisis or incident. For example, if an officer performs first aid or performs life saving actions, we feel that officer should be recognized. We have many awards given to officers who feel they were "just doing their job." They are provided with a certificate and a gift card to a variety of different options. Their pictures are shared via email blast to the entire company and posted on our social media. We have found the officers that receive this award also tend to have high retention rates.

#### **Officers of the Month**

Every month we select one to three employees that deserve recognition. The employees are provided a certificate and gift card to variety of options. These employees are recognized for their hard work and reliability. We have many employees that never miss work, never late, and always willing to help the company. These are the employees that receive this recognition. We have found that many employees strive to receive this recognition. This helps with employee retention and general cooperation with company policies and procedures.

#### **Employee Discounts**

FPI Security Services has a sister company, Florida Gun Center. This company provides a shooting range and law enforcement equipment to many agencies. They have an indoor shooting range which we utilize for firearm qualification and requalification. This is provided to our employees at no cost. Our employees also receive discounts on firearms, equipment, footwear, protective gear, and much more. This gives our employees an opportunity to purchase high quality gear at an affordable price. We want to make sure that our officers have a professional appearance.



## The FPI Difference





SECURITY WITH PRECISION

# Section IV: Past Experience & References



### **Current Client References**

#### **City of Pembroke Pines – Since 2017-2021**

We currently provide Citywide security services for the City of Pembroke Pines. Our duties include armed and unarmed security at water treatment facilities, schools, public works, and housing.

\$700,000 Annual Contract

Captain Javier Diaz – 954-431-2200 – Jdiaz@ppines.com



#### City of North Miami – Since 2018 – 2022

We currently provide Citywide security services for the City of North Miami. Our services include public works, City Hall, and libraries. We also provide additional staff for City events.

\$400,000 Annual Contract

Major James Mesidor-305-891-0294- Jmesidor@northmiamipolice.com

### City of Fort Lauderdale – Since 2012 – 2021

We currently provide Armed and Unarmed security services throughout the City of Fort Lauderdale. Our services include Armed security at water treatment facilities, armed security at City Hall, and unarmed security at public works office. Additionally, we have been asked to provide security for Covid-19 testing facilities withing the City.

\$350,000 Annual Contract

Reina Gonzalez – 954-828-7843 – Rgonzalez@fortlauderdale.gov







# **Pembroke Pines Police Department**

9500 Pines Boulevard · Pembroke Pines · Florida 33024 Phone 954-436-3200 · Fax 954-436-3203



CHARLES F. DODGE City Manager

KIPP M. SHIMPENO Chief of Police

Providence in 1992 Au

December 9, 2019

RE: Reference for FPI Security Services

To whom it may concern,

Please accept this letter as a reference for FPI Security Services. FPI has been providing citywide security services to the City of Pembroke Pines for several years. FPI Security Services meets all contractual requirements and we are pleased with their performance. FPI provides Armed and Unarmed guards for multiple city departments and facilities. Their team is professional.

I look forward to providing additional details if required.

Sincert Javier Diaz Captain



JAY D.SCHWARTZ, Commissioner THOMAS GOOD, Jr, Commissioner ANGELO CASTILLO, Commissioner



#### 700 Northeast 124 Street, North Miami, FL 33161 305-891-0294

To whom this may concern:

FPI Security Services, Inc. has been an active vendor with the City of North Miami since July of 2018. They have provided an array of security related services at several of our City facilities, which includes, but not limited to, the Utilities Department, City Hall and the City's Public Library. Furthermore, FPI has provided additional staffing for various City sponsored events, in which they are utilized to supplement and support Police Department personnel. FPI has derived into the City's exclusively preferred security provider, who has accommodated our needs with minimum notice. Their staff, both administrative and operations, displays a high degree of professionalism and maintains a cordial demeanor with the public. The North Miami Police Department is pleased with services offered by FPI and highly recommends utilizing their services. For additional information, please free to contact me via phone at 305-891-0294 ext. 23200 or via email at Jmesidor@northmiamipolice.com

Sincorely, amusi

James Mesidor, Major Community Policing Section – S.W.A.T.



SECURITY WITH PRECISION

# Section V: Price Proposal



### **Price Proposal**

FPI Security Services reviewed the 2019-2020 Living Wage Notice provided with this solicitation. While performing research, we found that Miami Dade County has already released the living wage notice for 2020-2021. This new rate becomes effective on October 1<sup>st</sup>, 2020. The price proposal we provided on the following page is based on the new notice. This would ensure that we could provide the requested services without an increase until October 1<sup>st</sup> 2021.

The 2019-2020 Living Wage expires on September 30<sup>th</sup> 2020. This would be near the beginning of this contract. We have utilized this pricing method to avoid requesting an increase, due to the new living wage notice, prior to beginning service under this RFP.

Rest of Page Intentionally Left Blank

		PRICE	SHEET				
		(REV	/ISED)				
Award of	f this project will be	made to the highest ranked responsive and responsible p	roposer(s) by the Evaluation 6.3.	Committee, based on the E	valuation Criteria outlined in section		
-			2020-019 Guard Services				
ITEM NO.		POSITION	ANNUAL ESTIMATED LABOR HOURS	HOURLY RATE	ANNUAL COST (Hourly Rate x Estimated Hours)		
1.	Security Guard	I - Level I	16,000	\$ 23.06	368,960.00		
2.	Security Guard	l - Level II	12,800	s 23.06	295,168.00		
3.	Security Guarc	l - Level II with vehicle	8,400	\$ 25.31	212,604.00		
	L			ТОТА	\$ 876,732.00		
evaluatii unit pric expense	ng proposals. No es will prevail. U es and any and a , lodging, meals,	labor hours are not intended to represent the actuminimum quantity is guaranteed or implied. When init Prices shall include, but not be limited to, ful lother costs to the Proposer. The City will not provide the travel and subsistence expenses. No cost to the travel and subsistence expenses. No cost to the travel and subsistence expenses.	n there is a discrepancy I compensation for labo ay and/or reimburse an	between the unit prices or, any and all equipme y additional costs inclu	and any extended prices, the nt used, travel and related ding, but not limited to, trav		
Autho	rized Signature:		Title:	Vice President			
Pr	int/Type Name:	Daniel Gonzalez	Phone:	954-370-5300			
	Email:	Dgonzalez@fpisecurity.com	F.E.I.N. No.:	37-1499692			
	Address:	1771 N Flamingo Road	City	Pembroke Pines			
	State:	Florida	Zip Code:	33028			



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 04/08/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER						NAME MARK S HOERBER FL LIC # A120671					
	COMPREHENSIVE INS	URA	NCE	UNDERWRITERS	PHONE (A/C, No, Ext); (305) 759-0005 (A/C, No);						
	990 NE	92 S	TRE	ET							
	MIAMI SHORE	S, F	L 33	138-2911	INSURER(S) AFFORDING COVERAGE NAIC #						
					INSURE	RA: EVE	EREST INDE	MNITY INSURANCE C	O 10851		
INSU	RED				INSURE	R B: EVE	EREST INDE	MNITY INSURANCE C	O 10851		
	FPI SECURIT	Y SE	ERVI	CES INC	INSURE	RC: EVE	EREST INDE	MNITY INSURANCE C	O 10851		
	1771 N Flan	ninge	o Ro	bad	INSURE	RD: EV	EREST NAT	IONAL INSURANCE C			
	Pembroke P	ines	s, FL	33028	INSURE	RE: EV	EREST NAT	IONAL INSURANCE C	0 10120		
					INSURE	RF: <b>- X - X</b>		( - X - X - X - X - X	- X -		
				NUMBER: 100452				REVISION NUMBER:			
	IIS IS TO CERTIFY THAT THE POLICIES DICATED. NOTWITHSTANDING ANY REC										
CI	ERTIFICATE MAY BE ISSUED OR MAY PI	ERTA	IN, T	HE INSURANCE AFFORDED	BY TH	IE POLICIES	DESCRIBED H	IEREIN IS SUBJECT TO A			
	CLUSIONS AND CONDITIONS OF SUCH P				HAVE BE						
INSR LTR			SUBR WVD	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	-		
A		*	*	51GL007120-201		2/1/2020	2/1/2021	EACH OCCURRENCE	\$ 1,000,000		
								DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000		
	CLAIMS-MADE X OCCUR							MED EXP (Any one person)	\$ 10,000		
	X CGL							PERSONAL & ADV INJURY	\$ 1,000,000		
								GENERAL AGGREGATE	\$2,000,000		
								PRODUCTS - COMP/OP AGG ERROR'S & OMISSIONS	\$2,000,000		
	X POLICY PRO- JECT LOC							COMBINED SINGLE LIMIT	\$ 1,000,000		
В		*	*	51CA000544-201		2/1/2020	2/1/2021	(Ea accident)	\$ 1,000,000		
	X ANY AUTO ALL OWNED SCHEDULED AUTOS AUTOS							BODILY INJURY (Per person)	\$		
								BODILY INJURY (Per accident) PROPERTY DAMAGE	\$		
	HIRED AUTOS							(Per accident)	\$		
-		*	*						\$		
С		*	*	51CC002777-201		2/1/2020	2/1/2021	EACH OCCURRENCE	\$2,000,000		
	CEAINIS-MADE							AGGREGATE	\$4,000,000		
	DED RETENTION \$							Y WC STATU- OTH-	\$		
D	AND EMPLOYERS' LIABILITY	*	5300002413-191		10/1/2019	10/1/2020		4 000 000			
ANY PROPRIETOR/PARTNER/EXECUTIVE								E.L. EACH ACCIDENT	\$ 1,000,000		
If ves, describe under								E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000		
DÉSCRIPTION OF OPERATIONS below						0/4/0000	0///000/	E.L. DISEASE - POLICY LIMIT	\$ 1,000,000		
Е	CRIME - 3D BOND			1CR000102-201		2/1/2020	2/1/2021	3RD PARTY LOSS	\$1,000,000		

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

PRIVATE SECURITY AGENCY & GUARD SERVICES ANY & ALL LOCATIONS WITHIN POLICY' TERRITORIAL LIMIT

MOBILE EQUIPMENT OPERATION LIABILITY E.G. GOLF CART, SEGWAY, CHERRY PICKER (EYE IN SKY) & SUCH IS INCLUDED UNDER GENERAL LIABILITY TERMS.

EMAILED TO: CITYOFCORALGABLES@EBIX.COM AND DRUIZ@CORALGABLES.COM

#### SEE PAGE 2 FOR ADDITIONAL TERMS AND CONDITIONS RELATING TO THIS CERTIFICATE

CERTIFICATE HOLDER	CANCELLATION
CORAL GABLES, FL CITY OF INSURANCE COMPLIANCE PO BOX 12010 - CE	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
HEMET CA 92546-8010	AUTHORIZED REPRESENTATIVE
	March S Houthe

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