



GREATER ORLANDO AVIATION AUTHORITY

24-137-RFP Curbside Traffic Management Services

Contractor:

Allied Universal

161 Washington Street | Suite # 600 |
Conshohocken, PA 19428

Ryan Leneweaver

Director Government Services
C: 571.349.6145 | ryan.leneweaver@aus.com

Michael Grant

General Manager
W: 321.280.3110
C: 407.461.9578
michael.grant@aus.com

Melissa Pettipas

Asst Manager
407-416-9498
melissa.pettipas@aus.com

CONTRACT

This Agreement/Contract is made and entered into effective as of Mar 6, 2024, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and **UNIVERSAL PROTECTION SERVICE, LLC, DOING BUSINESS AS ALLIED UNIVERSAL SECURITY SERVICES**, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all labor, equipment, radios, and all other items necessary or proper for, or incidental to, performing its obligations under **Purchasing Solicitation 24-137-RFP Curbside Traffic Management Services**, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Response Price Page(s), the General Information, the Special Conditions, the Specifications, the Terms and Conditions, the Federal Provisions, any Addenda issued prior to the execution of the Contract, and the Request for Responses, each of which are incorporated herein by this reference.

If the Contractor shall fail to comply with any of the terms, conditions, provisions, or stipulations of the Contract Documents, then the Aviation Authority may avail itself of any or all remedies provided in the Contract Documents, or which are otherwise available by applicable law or in equity, and shall have the right and power to proceed in accordance with the provisions thereof.

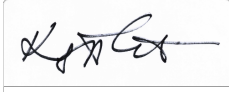
An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any proceeding arising out of or relating to this Contract or the breach thereof.

It is also agreed and understood that the acceptance of the last payment pursuant to the Terms and Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against Aviation Authority and its members, officers, agents and employees arising out of, or by reason of, the Contract obligations or work.

In consideration of the Contractor's obligations set forth in the Contract Documents, Aviation Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the Contract provisions, the compensation as set forth in **Response Price Page(s)** subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

IN WITNESS WHEREOF, the said **GREATER ORLANDO AVIATION AUTHORITY** has caused this Contract to be executed in its name by its Chief Executive Officer, and the said Contractor.

GREATER ORLANDO AVIATION AUTHORITY

By:  boxSIGN 1V3C39J4-4W6653J3

Title: CEO

Date: Mar 6, 2024

“CONTRACTOR”

By: 

Title: President, Florida Region

Date: 2/22/2024

APPROVED AS TO FORM AND LEGALITY

For the use and reliance of the Greater Orlando Aviation Authority, only.

Name of Law Firm: Nelson Mullins Riley & Scarborough, LLP

By:  boxSIGN 1R68P9LP-4W6653J3

Date: Mar 4, 2024

PRICE TABLES

TERMINAL CURBSIDE TRAFFIC MANAGEMENT SERVICES

The Management Fee shall include all payroll and associated costs for the Manager; Assistant Managers, Administrative Staff and any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll and Operating Expenses in Section 4.4 and 4.5.. The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses in Section 4.4 and 4.5.

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Year 1 Management Fee	1	Year	\$1,381,078.00	\$1,381,078.00
2	Year 2 Management Fee	1	Year	\$1,422,510.00	\$1,422,510.00
3	Year 3 Management Fee	1	Year	\$1,465,185.00	\$1,465,185.00
4	Year 4 Management Fee	1	Year	\$1,509,141.00	\$1,509,141.00
5	Year 5 Management Fee	1	Year	\$1,554,415.00	\$1,554,415.00
TOTAL					\$7,332,329.00

REIMBURSABLE PAYROLL AND OPERATING EXPENSE BUDGET

Reimbursable Payroll and Operating Expense Budgets shall include all costs as outlined in Section 4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 through 5. It is estimated that 102 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable positions FTEs may range between 80 and 120 as actual conditions may cause the number of positions to be adjusted accordingly. The Aviation Authority shall only reimburse for the reimbursable positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

PROPOSAL DOCUMENT REPORT
Solicitation No. 24-137-RFP
Curbside Traffic Management Services

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
Year 1 Reimbursable Payroll and Operating Expense Budget					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,579,200.00	\$4,579,200.00
2	Reimbursable Operating Expense Budget	1	Year	\$101,800.00	\$101,800.00
Year 2 Reimbursable Payroll and Operating Expense Budget					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,716,600.00	\$4,716,600.00
2	Reimbursable Operating Expense Budget	1	Year	\$104,900.00	\$104,900.00
Year 3					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,858,200.00	\$4,858,200.00
2	Reimbursable Operating Expense Budget	1	Year	\$108,100.00	\$108,100.00
Year 4					
1	Reimbursable Payroll Expense Budget	1	Year	\$5,004,000.00	\$5,004,000.00
2	Reimbursable Operating Expense Budget	1	Year	\$111,300.00	\$111,300.00
Year 5					
1	Reimbursable Payroll Expense Budget	1	Year	\$5,154,200.00	\$5,154,200.00
2	Reimbursable Operating Expense Budget	1	Year	\$114,700.00	\$114,700.00
TOTAL					\$24,853,000.00

Performance Bond No.: 30194163

Performance Bond Expiration Date: 03/01/2025

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS
that Universal Protection Service, LLC dba
Allied Universal Security Services, hereinafter called
Principal, Western Surety Company and

 , a corporation organized under the laws of the State of
South Dakota and licensed to do business in the State of Florida,
hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation
Authority, hereinafter called Aviation Authority, in the Penal Sum of **One Million Dollars**
(\$1,000,000.00), for the payment of which sum well and truly made, Principal and Surety bind
ourselves, our heirs, personal representatives, successors and assigns, jointly and severally,
firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with Aviation
Authority for **Purchasing Solicitation 24-137-RFP Curbside Traffic Management**
Services at the Orlando International Airport, in accordance with the Contract Documents
which are incorporated therein by reference and made a part thereof, and which collectively
are herein referred to as the Contract.

WHEREAS, Surety is authorized to do business in the State of Florida.

NOW, THEREFORE, the condition of this obligation is such that if Principal:

1. Promptly and faithfully performs each of its obligations under said Contract, including, but not limited to, any warranty provisions, in the time and manner prescribed in the Contract; and
2. Pays Aviation Authority all losses, damages (liquidated or actual, including, but not limited to, damages caused by delays in the performance of Principal, or latent defects in the goods or services furnished by Principal), expenses, costs and attorneys' fees for and in connection with all trial and appellate proceedings, that Aviation Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and
3. Pays Aviation Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) for and in connection with all trial, appellate and bankruptcy proceedings, that the Aviation Authority sustains resulting directly and indirectly from conduct of the Principal, including, but not limited to, want of care or skill, negligence, patent infringement, or intentionally wrongful conduct on the part of the Principal, its officers, agents, employees or any other person or

entity for whom the Principal is responsible, then this bond is void; otherwise it remains in full force and effect.

In the event that the Principal shall fail to perform any of the terms, covenants or conditions of the Contract during the period in which this Performance Bond is in effect, the Surety shall remain liable to the Aviation Authority for all such loss or damage (including, but not limited to, reasonable attorneys' fees and other legal and court costs) resulting from or in connection with any failure to perform up to the amount of the Penal Sum.

In the event the Surety fails to fulfill its obligations under this Performance Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost and expense, including, but not limited to, reasonable attorneys' fees and other legal and court costs for all trial, appellate and bankruptcy proceedings, resulting directly or indirectly from or in connection with the Surety's failure to fulfill its obligations hereunder. This paragraph shall survive the termination or cancellation of this Performance Bond. The obligations set forth in this paragraph shall not be limited by the Penal Sum of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal, and shall remain in full force and effect notwithstanding (i) amendments or modifications to the Contract entered into by Aviation Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by Aviation Authority to Principal without the Surety's knowledge or consent, (iii) the discharge of Principal from its obligations under the Contract as a result of any proceeding initiated under the Bankruptcy Code of 1978, as the same may be amended, or any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or (iv) any other action taken by Aviation Authority or Principal that would, in the absence of this clause, result in the release or discharge by operation of law of the Surety from its obligations hereunder.

The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specification and compliance or noncompliance with any formalities connected with the Contract or the changes therein shall not affect Surety's obligation under this Bond, and Surety hereby waives notice of any such changes. Further, Principal and Surety acknowledge that the Penal Sum of this bond shall be increased or the term of this bond extended in accordance with any amendments or other modifications to the Contract Documents entered into by Aviation Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 23rd day of January, 2024, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

Universal Protection Service, LLC dba
Allied Universal Security Services
Principal (Name of Contractor)

Kimberly Gardner
Witness

By: [Signature]
(Signature)

[Seal]
Witness

Its: David I. Buckman, Global General Counsel
(Title)

(Seal)

Western Surety Company

Name of Surety

By: [Signature]
(Signature)



Its: Melissa Lopez, Attorney-in-Fact
(Title)

[Signature]
Witness Vanessa Ramirez

[Signature]
Witness Christina Rogers

Address: 101 South Reid Street, Sioux Falls, South Dakota 57103-7046

Telephone No.: (312) 822-5000

Fax No.: (714) 505-7011

E-Mail Address: melissa.lopez@performancebonding.com

[Signature]
(Countersignature by Florida Licensed Agent)
Melissa Annette Lopez, FL Lic# W885874

NOTE: If Principal and Surety are corporations, the respective corporate seal should be affixed and attached.

Attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Performance Bond on behalf of Surety.

IMPORTANT:

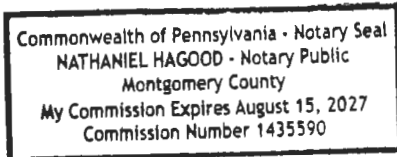
Surety companies executing bonds must meet the requirements set forth in Section 3 of the Contract's Special Conditions.

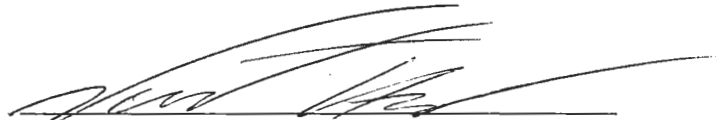
PENNSYLVANIA INDIVIDUAL ACKNOWLEDGMENT

State of Pennsylvania

County of Montgomery

This record was acknowledged before me on 1/24/2024 by David Buckman
Date Name(s) of Individual(s)




Signature of Notarial Officer

Nathaniel Hagood
Printed Name of Notarial Officer

Notary Public
Title of Office

My Commission Expires: August 15, 2027

Place Official Stamp/Notary Seal Above

OPTIONAL

*Completing this information can deter alteration of the document or
fraudulent reattachment of this form to an unintended document.*

Description of Attached Document

Title or Type of Document: _____

Document Date: _____ Number of Pages: _____

Signer(s) Other Than Named Above: _____

CALIFORNIA ALL-PURPOSE ACKNOWLEDGEMENT

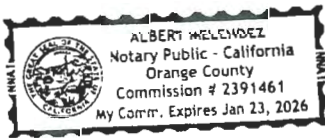
A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Orange }

On JAN 23 2024, before me, Albert Melendez, Notary Public,
personally appeared Melissa Lopez

who proved to me on the basis of satisfactory evidence to be the person(x) whose name(s) is/~~are~~
subscribed to the within instrument and acknowledged to me that ~~he~~/she/~~they~~ executed the same
in ~~his~~/her/~~their~~ authorized capacity(ies), and that by ~~his~~/her/~~their~~ signature(s) on the instrument
the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of State of California that the foregoing
paragraph is true and correct.



WITNESS my hand and official seal.

SIGNATURE

A handwritten signature in blue ink, appearing to read 'Albert Melendez', written over a horizontal line.

PLACE NOTARY SEAL ABOVE

Though the information below is not required by law, it may prove valuable to persons relying on the document
and could prevent fraudulent removal and reattachment of this form to another document.

Description of attached document

Title or type of document: _____

Document Date: _____ Number of Pages: _____

Signer(s) Other than Named Above: _____

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

James William Johnson II, Christina Johnson, Jennifer Anaya, Erik Johansson, Melissa Lopez, Christina Rogers, Albert Melendez, Individually

of Tustin, CA, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 23rd day of April, 2022.



WESTERN SURETY COMPANY

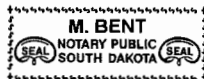
Paul T. Bruflat, Vice President

State of South Dakota }
County of Minnehaha } ss

On this 23rd day of April, 2022, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires

March 2, 2026



M. Bent, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 23rd day of January, 2024.



WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.



Digital Seal Authority and Enforceability

This communication is being provided on behalf of all CNA Surety companies, including **Western Surety Company, Continental Casualty Company, The Continental Insurance Company, American Casualty Company of Reading, Pennsylvania, and National Fire Insurance Company of Hartford** (collectively and individually referred to as “CNA Surety”).

The use of an electronic image of the corporate seal of any CNA Surety company (the “Digital Seal”) and the attachment of the Digital Seal to any surety bond issued by a CNA Surety company is authorized. Each CNA Surety company acknowledges and agrees that the Digital Seal may be affixed to any CNA Surety bond and relied upon to the same extent as if a raised corporate seal were physically attached to the bond.

Delivery of a digital copy of this Digital Seal Authority and Enforceability notice, executed electronically, to an Oblige or Obligee’s representative shall constitute effective execution and delivery of this notice and shall have the same legal effect as delivery of a tangible original of the notice with my original “wet” signature.

In Witness Whereof, this has been executed by the Vice President and Surety General Counsel for each of the CNA Surety companies.

Dated this 31st day of March, 2020.

Rosemary Quinn
Vice President and Surety General Counsel on behalf of



Western Surety Company



The Continental Insurance Company



Continental Casualty Company



National Fire Insurance Company of Hartford



American Casualty Company of Reading, Pennsylvania

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

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

PRODUCER MARSH USA LLC 1717 Arch Street Philadelphia, PA 19103 Attn: Philadelphia.certs@marsh.com / Fax: (212) 948-0360	CONTACT NAME: Marsh U.S. Operations PHONE (A/C, No, Ext): 866-966-4664 FAX (A/C, No): E-MAIL ADDRESS: Philadelphia.Certs@marsh.com														
CN118025105-ALL-AvAWU-24-25	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : See Attached Acord 101</td><td></td></tr><tr><td>INSURER B : Greenwich Insurance Company</td><td>22322</td></tr><tr><td>INSURER C : XL Insurance America</td><td>24554</td></tr><tr><td>INSURER D : Indemnity Insurance Company of North America</td><td>43575</td></tr><tr><td>INSURER E :</td><td></td></tr><tr><td>INSURER F :</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : See Attached Acord 101		INSURER B : Greenwich Insurance Company	22322	INSURER C : XL Insurance America	24554	INSURER D : Indemnity Insurance Company of North America	43575	INSURER E :		INSURER F :	
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INSURER E :															
INSURER F :															
INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428															

COVERAGES **CERTIFICATE NUMBER:** CLE-006532965-33 **REVISION NUMBER:** 32

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PROJECT LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY		RAD943781807	01/01/2024	01/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	UMBRELLA LIAB X OCCUR X EXCESS LIAB CLAIMS-MADE DED RETENTION \$		XSM G72500027 004 Excess of General Liability, Auto Liability, and Workers' Comp	01/01/2024	01/01/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N N/A	RWD300120308 (AOS) RWR300120408 (WI)	01/01/2024 01/01/2024	01/01/2025 01/01/2025	X PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Aviation Liability Insurance		AVNPL2350018	01/01/2024	01/01/2025	Each Occurrence 25,000,000 Aggregate 25,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: CFID# 373942 Reference # 007218.
Greater Orlando Aviation Authority - Purchasing c/o Vertikal RMS, Inc. are included as additional insured (except workers' compensation) where required by written contract.
Liability coverage shall be primary and non-contributory where required by written contract. Waiver of subrogation is applicable where required by written contract.
The Aviation Liability policy includes a \$25,000 Deductible, no SIR.

CERTIFICATE HOLDER Greater Orlando Aviation Authority - Purchasing c/o Vertikal RMS, Inc. 1001 E 101st Terr Ste 235 Kansas City, MO 64131	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Marsh USA LLC</i>
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ADDITIONAL REMARKS SCHEDULE

AGENCY MARSH USA LLC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

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

Aviation Liability Insurers:

Various Lloyds Syndicates
Convex Insurance UK, Limited
Helvetia Global Solutions Ltd
SCOR UK Company Limited
SwissRe International SE
Axis Specialty Europe, SE
Endurance Worldwide Insurance Limited
Everest Insurance (Ireland) DAC

Named Insured:

Allied Universal Topco LLC

Additional Named Insured:

Adesta LLC
Advent Systems, LLC
Advent Systems, LLC, dba Allied Universal Technology Services
Allied Universal Compliance and Investigations, Inc.
Allied Universal Compliance and Investigations, Inc., fka G4S Compliance & Investigations, Inc.
Allied Universal Event Services, Inc.
Allied Universal Executive Protection and Intelligence Services, Inc.
Allied Universal Executive Protection and Intelligence Services, Inc. f/k/a AS Solution North America, Inc.
Allied Universal Finance Corporation
Allied Universal Holdco LLC
Allied Universal Risk Advisory and Consulting Services, Inc.
Allied Universal Risk Advisory and Consulting Services, Inc. f/k/a Andrews International Government Services, Inc.
Allied Universal Sideco, Inc.
AlliedBarton (NC) LLC
AlliedBarton (NC) LLC, dba Allied Universal Security Services
AMAG Technology, Inc.
American Security Programs, Inc.
Clean Sweep Building Services, LLC
FJC Security Services, Inc.
FJC Security Services, Inc., dba Allied Universal Security Services
G4S Holding One LLC
G4S Retail Solutions (Canada) Inc.
G4S Retail Solutions (Canada) Inc. dba Deposita, an Allied Universal Company
G4S Retail Solutions (USA) Inc.
G4S Retail Solutions (USA) Inc., dba Deposita, an Allied Universal Company
G4S Secure Integration LLC
G4S Secure Integration LLC dba Allied Universal Technology Services
G4S Secure Solutions International Inc.
G4S Secure Solutions (Puerto Rico) Inc.
G4S Secure Solutions (USA) Inc.
G4S Secure Solutions (USA) Inc., dba Allied Universal
G4S Technology Software LLC
Guardsmark (Puerto Rico), LLC

Guardsmark (Puerto Rico), LLC, dba Allied Universal Security Services, LLC
Guardsmark (Puerto Rico), LLC, dba Universal Protection Service, LLC
Intelligent Access Systems of North Carolina, LLC
Intelligent Access Systems of North Carolina, LLC, dba Allied Universal Technology Services
Michael Stapleton Associates, Ltd.
Michael Stapleton Associates, Ltd., dba MSA Security
MSA Investigations, Inc.
MSA Security Canada Limited
MSA Security Limited
MSAS Parent Inc.
Naki Cleaning Services, LLC
Peoplemark, Inc.
RONCO Consulting Corporation
Securadyne Systems Intermediate LLC
Securadyne Systems Intermediate LLC, dba Allied Universal Technology Services
Securadyne Systems Texas LLC
Securadyne Systems Texas LLC, dba Allied Universal Technology Services
SFI Electronics, LLC
SFI Electronics, LLC, dba Allied Universal Security Systems
SFI Electronics, LLC, dba Allied Universal Technology Services
SFI Electronics, LLC, dba Universal Protection Security Systems
SOS Security LLC
SOS Security LLC, dba Allied Universal Risk Advisory and Consulting Services
SOS Security LLC, dba Allied Universal Security Services
Spectaguard Acquisition LLC
Staff Pro Inc.
Staff Pro Inc., dba Allied Universal Event Services

Titania Insurance Co. of America
U.S. Security Associates Holding Corp.
Universal Building Maintenance, LLC
Universal Building Maintenance, LLC, dba Allied Universal Janitorial Services
Universal Building Maintenance, LLC, dba Allied Universal Landscaping Services
Universal Group Holdings LLC
Universal Protection GP, Inc.
Universal Protection Security Systems, LP

Universal Protection Security Systems, LP, dba
Allied Universal Security Systems
Universal Protection Security Systems, LP, dba
Allied Universal Technology Services
Universal Protection Service of Canada
Corporation
Universal Protection Service of Canada
Corporation, dba Allied Universal Security
Services of Canada
Universal Protection Service of Canada
Corporation, dba Allied Universal Technology
Services
Universal Protection Service, LLC
Universal Protection Service, LLC, dba Allied
Universal Risk Advisory and Consulting Services
Universal Protection Service, LLC, dba Allied
Universal Security Services
Universal Protection Service, LLC, dba Allied
Universal Security Services, LLC
Universal Protection Service, LP
Universal Protection Service, LP, dba Allied
Universal Risk Advisory and Consulting Services
Universal Protection Service, LP, dba Allied
Universal Security Services
Universal Protection Service, LP, dba Allied
Universal Security Services, LP
Universal Services of America, LP
Universal Services of America, LP, dba Allied
Universal
Universal Thrive Technologies, LLC
Universal Thrive Technologies, LLC, dba Allied
Universal Monitoring and Response Center
Universal Thrive Technologies, LLC, dba Allied
Universal Technology Services
Universal Thrive Technologies, LLC, dba Thrive
Intelligence
UPSH Inc.
USA GP Sub LLC
USA Intermediate, Inc.
USAGM Acquisition, LLC
Vance Executive Protection, Inc.
Vance International Consulting, Inc.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**ADDITIONAL INSURED**

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
AUTO DEALERS COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

Schedule

Additional Insured(s)	Work
Any person or organization you have agreed to include as an additional insured under written contract, provided such contract was executed prior to the date of loss.	All Operations

COVERED AUTOS LIABILITY COVERAGE, Who Is An Insured, is amended to include as an "insured" the person or organization listed in the Schedule above, but only with respect to liability for "bodily injury" or "property damage" otherwise covered under this policy caused, in whole or in part, by the negligent acts or omissions of:

1. You, while using a covered "auto"; or
2. Any other person, except the additional insured or any employee or agent of the additional insured, operating a covered "auto" with your permission;

in the performance of your work as described in the Schedule above.

In no event shall any person or organization listed in the Schedule become an "insured" pursuant to this Endorsement if such person or organization is solely negligent.

IT IS FURTHER AGREED THAT IN NO EVENT SHALL ANY CONTRACT OR AGREEMENT ALTER THE CONDITIONS, COVERAGES OR EXCLUSIONS SET FORTH IN THIS POLICY.

All other terms and conditions of this policy remain unchanged.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: ALLIED UNIVERSAL TOPCO, LLC

Endorsement Effective Date: January 1, 2024

SCHEDULE

Name(s) Of Person(s) Or Organization(s):

Any person or organization where waiver of our right to recover is required by written contract with such person or organization provided such contract was executed prior to the date of loss.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The **Transfer Of Rights Of Recovery Against Others To Us** condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

Any person or organization where waiver of our right to recover is required by written contract with such person or organization provided such contract was executed prior to the date of loss.

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective 01-01-2024

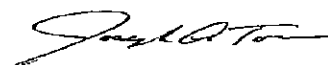
Policy No. RWD3001203-08

Endorsement No.

Insured Allied Universal Topco, LLC

Insurance Company
XL Insurance America, Inc.

Countersigned by



WC 00 03 13
(Ed. 4-84)

B0509
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008

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RISK AND ENDORSEMENT IDENTIFICATION DETAILS

TYPE: Aviation Liability

INSURED: Allied Universal Topco LLC

PERIOD: FROM: 1 January 2024
TO: 1 January 2025

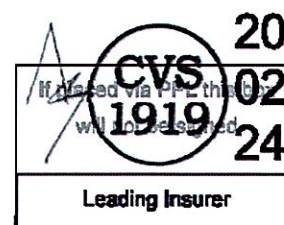
CONTRACT CHANGES

This contract is amended as follows:

ENDORSEMENT
EFFECTIVE DATE: 1 March 2024

Further to Endorsement 04, the contract in respect of the Greater Orlando Aviation Authority is updated as follows:

This endorsement applies to the Insureds "aviation operations" at Orlando International (MCO) as respects the Purchasing Proposal No 24-137-RFP Curbside Traffic Management Services - contract effective March 1st, 2024.



All other terms and conditions remain unchanged.

INFORMATION

Documents seen and noted: **None**

AGREEMENT

(If placed via PPL this section will not be completed)

Leading Insurer	Following Insurer(s)					IMD only
Initial						
Date						

Marsh Limited:

9270



A business of Marsh McLennan

B0509

B0509AVNPL2450013

Page 2 of 2

CTB

008

Name						IMD yes / no
------	--	--	--	--	--	--------------

Following Insurer(s)						
 Initial Date	20					
	02					
	24					
Name						

Note: Where more than one Insurer participates in the contract, the contract terms may mean that it is not always necessary to obtain a record of agreement to the Contract Endorsement from all of those Insurers

Marsh Limited:

9270

008



M M C O 3 5 8 4 6 6 2 0 D 3

A business of Marsh McLennan

CONTRACT ADMINISTRATION AND ADVISORY SECTIONS

SETTLEMENT DUE DATE: If (re)insurers elect not to specify a Settlement Due Date for any additional premium then a default date will be calculated applying the original terms of trade to whichever is the latter of either:

- 1) the latest effective date of the subject matter of the contract endorsement; or
- 2) the date at which the final insurer agreement was obtained.

If placed via PPL this box
will not be signed

Leading Insurer

All other terms and conditions remain unchanged.

AGREEMENT CATEGORY

(If placed via PPL this section will not be completed)

LEADING UNDERWRITERS' CLAUSE AVS100B

Leading (re)insurer only (and any Additional agreement party, if applicable)	Agreed per Box 1 but advise all (re)insurers within 7 days from*	To be agreed by all (re)insurers
		
Initials & date(s) Box 1	Initials & date(s) Box 2	Initials & date(s) Box 3

* Delivery confirmation:

Advised to all (re)insurers by hand-out of copy(ies) / e-mail of copy(ies)
(delete as appropriate) on _____ (insert date).

Name, initials & date: _____

Marsh Limited:

9270



A business of Marsh McLennan

ENDORSEMENT #

This endorsement, effective 12:01 a.m., 01-01-2024 forms a part of

Policy No. RWD3001203-08 issued to Allied Universal Topco, LLC

by XL Insurance America, Inc.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CANCELLATION NOTIFICATION TO OTHERS ENDORSEMENT

This endorsement modifies insurance provided under the following:

WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY INSURANCE POLICY

In the event coverage is cancelled for any statutorily permitted reason, other than nonpayment of premium, advanced written notice will be mailed or delivered to person(s) or entity(ies) according to the notification schedule shown below:

Name of Person(s) or Entity(ies)	Mailing Address:	Number of Days Advanced Notice of Cancellation:
Per the most current schedule maintained by Marsh USA Inc. and furnished to AXA XL no less than 45 days prior to the effective date of the cancellation.		30

All other terms and conditions of the Policy remain unchanged.

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

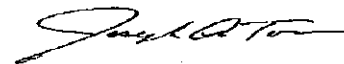
Endorsement Effective 01-01-2024 Policy No. RWD3001203-08 Endorsement No.

Insured Allied Universal Topco, LLC

Premium

Insurance Company
XL Insurance America, Inc.

Countersigned by



ENDORSEMENT

This endorsement, effective 12:01 a.m., January 1, 2024 forms a part of

Policy No. RAD943781807

issued to ALLIED UNIVERSAL TOPCO, LLC

by Greenwich Insurance Company

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CANCELLATION NOTIFICATION TO OTHERS ENDORSEMENT

In the event coverage is cancelled for any statutorily permitted reason, other than nonpayment of premium, advanced written notice will be mailed or delivered to person(s) or entity(ies) according to the notification schedule shown below:

Name of Person(s) or Entity(ies)	Mailing Address:	Number of Days Advanced Notice of Cancellation:
Per the most current schedule maintained by Marsh USA Inc. and furnished to AXA XL no less than 45 days prior to the effective date of cancellation.		30

All other terms and conditions of the Policy remain unchanged.

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B0509AVNPL2450013

003

Page 1 of 2

RISK AND ENDORSEMENT IDENTIFICATION DETAILS

TYPE: Aviation Liability

INSURED: Allied Universal Topco LLC

PERIOD: FROM: 1 January 2024
TO: 1 January 2025

CONTRACT CHANGES

This contract is amended as follows:

ENDORSEMENT

EFFECTIVE DATE: 1 January 2024

In respect of Named Insureds US Operations – For the purpose of certification

CONDITIONS: The following is included:

Insurers agree to automatically include additional Insureds, indemnifications, hold harmless agreements, waivers of subrogation, and such other contractual requirements currently in force including severability of interest, notice of cancellation/amendments and breach of warranty where applicable where in force prior to the commencement of this Insurance or those required during the period of insurance within the normal scope of the Insured's Aviation operations.



All other terms and conditions remain unchanged.

INFORMATION

Documents seen and noted: **None**

AGREEMENT

(If placed via PPL this section will not be completed)

Leading Insurer	Following Insurer(s)
-----------------	----------------------

Marsh Limited:

9270



A business of Marsh McLennan

B0509

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003

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	22					IMD only
	12					
	23					
Initial						
Date						
Name						IMD yes / no

Following Insurer(s)						
Initial						
Date						
Name						

Note: Where more than one Insurer participates in the contract, the contract terms may mean that it is not always necessary to obtain a record of agreement to the Contract Endorsement from all of those Insurers

Marsh Limited:

9270



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CTB

003

CONTRACT ADMINISTRATION AND ADVISORY SECTIONS

SETTLEMENT DUE DATE: If (re)insurers elect not to specify a Settlement Due Date for any additional premium then a default date will be calculated applying the original terms of trade to whichever is the latter of either:

- 1) the latest effective date of the subject matter of the contract endorsement; or
- 2) the date at which the final insurer agreement was obtained.

If placed via PPL this box
will not be signed

Leading Insurer

All other terms and conditions remain unchanged.

AGREEMENT CATEGORY

(If placed via PPL this section will not be completed)

LEADING UNDERWRITERS' CLAUSE AVS100B

Leading (re)insurer only (and any Additional agreement party, if applicable)	Agreed per Box 1 but advise all (re)insurers within 7 days from*	To be agreed by all (re)insurers
		
Initials & date(s) Box 1	Initials & date(s) Box 2	Initials & date(s) Box 3

* Delivery confirmation:

Advised to all (re)insurers by hand-out of copy(ies) / e-mail of copy(ies)
(delete as appropriate) on _____ (insert date).

Name, initials & date: _____

003

Marsh Limited:

9270



A business of Marsh McLennan

RESPONSE SUBMITTAL REQUIREMENTS

TAB 8 FORMS

Completed and signed response forms 1 through 7 are provided below.

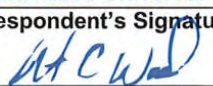
1. Respondent's Certification Form

I have carefully examined the Solicitation and any other documents accompanying or made a part of this Solicitations.

I hereby propose to furnish the goods or services specified in this Solicitation at the prices or rates quoted in my submittal. I agree that my submittal will remain firm for a period of up to one-hundred-twenty (120) days in order to allow the Aviation Authority adequate time to evaluate the submittals.

I certify that all information contained in this Solicitation is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Solicitation on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded the Contract.

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this Solicitation. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company Universal Protection Service LLC d/b/a Allied Universal Security Services	Sworn to and subscribed before me by means of: ☐ physical presence or ☒ online notarization
Respondent's Signature 	this day of <u>October 9</u> 20 <u>23</u>
Print Name and Title Robert Wood	by, <u>Bob Wood</u> who is ☒ Personally Known; or ☐ Produced Identification. Type of identification produced: [Check applicable box to satisfy identification requirement of FLA. Stat. §117.05]
Address: 2301 Maitland Center Parkway Suite 130, 140, 240 Maitland FL 32751	STATE OF FLORIDA) Seal
Date 10/10/2023	COUNTY OF <u>Orange</u>)
Duns Number 17-894-4224	
56-0515447	
Federal Tax Id Number	Notary Public My Commission Expires: <u>8/30/25</u>
bob.wood@aus.com govservices@aus.com Email:	 Printed, typed or stamped commissioned name of Notary Public)

The Aviation Authority only requires Company Federal Tax Id numbers. The Aviation Authority is not requesting individual social security numbers

2. Conflict of Interest Disclosure Form

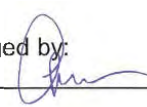
The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

By submission of this Response, the undersigned certifies, under penalty of perjury, that to the best of their knowledge and belief, have met the Florida Statute.

Comments:

Not Applicable

Acknowledged by:



Firm Name:

Universal Security Services LLC d/b/a Allied Universal Security Services

Signature of Authorized Representative:



Name and Title (Print or Type):

Robert Wood, President Florida Region

Date:

10/10/2023

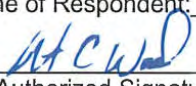
3. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this Solicitation is for a Contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the Aviation Authority may immediately terminate any Contract resulting from this Solicitation upon written notice if the undersigned entity (or any of those related entities of Respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any Contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Name of Respondent: Universal Security Services LLC d/b/a Allied Universal Security Services

By: 
(Authorized Signature)

Title: Robert Wood, President Florida Region

Date: 10/10/2023

4. **E-Verification Certification Form**

Effective January 1, 2021, public and private employers, contractors and subcontractors will be required to register with, and use the Employment Eligibility Verification System (E-Verify) to verify the work authorization status of all newly hired employees. The E-Verify system can be obtained at the U.S. Department of Homeland Security website: <http://www/dhs.gov/E-Verify>.

"Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration (also referred to as Respondent or Contractor).

"Subcontractor" means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration (also referred to as Sub- Vendor or Sub-Contractor).

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

- All persons employed by Vendor/Contractor/Sub-Contractor during the term of the contract, (including assigned sub-vendors/sub-contractors/sub-contractors), to perform employment duties within Florida and any work in pursuant to the contract with the Aviation Authority.

By entering into a contract with the Aviation Authority, the Contractor/Contractor becomes obligated to comply with the provisions of Section 2, Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to, utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien.

The contractor shall maintain a copy of such affidavit for the duration of the contract. Failure to comply will lead to termination of resulting contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court of Orange County, Florida no later than 20 calendar days after the date of termination. If the resulting contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.

I hereby acknowledge and agree that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the resulting contract with the Greater Orlando Aviation Authority.

Company Name: Universal Security Services LLC d/b/a Allied Universal Security Services

Authorized Name: Robert Wood Title: President Florida Region

Signature: [Signature] Date: 10/10/2023

State of Florida

County of Orange



This instrument was acknowledged before me on 10/9/23 (Date)

Notary Public Signature: [Signature]

24-137-RFP Curbside Traffic Management Services

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BASE REV 09/12/2023

5. **Letter of Bondability or Letter of Credit**

As described in Section Three – Special Conditions. The Aviation Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit.

Provide with your Submittal a Letter of Bondability on a surety company letterhead or a letter from a US Bank for a letter of credit confirming that Respondent can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted.

6. **Current W9**

Request for Taxpayer Identification Number and Certification ►

Go to www.irs.gov/FormW9 for instructions and the latest information.

7. **MWBE Forms**

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.



Digital Seal Authority and Enforceability

This communication is being provided on behalf of all CNA Surety companies, including **Western Surety Company, Continental Casualty Company, The Continental Insurance Company, American Casualty Company of Reading, Pennsylvania, and National Fire Insurance Company of Hartford** (collectively and individually referred to as "CNA Surety").

The use of an electronic image of the corporate seal of any CNA Surety company (the "Digital Seal") and the attachment of the Digital Seal to any surety bond issued by a CNA Surety company is authorized. Each CNA Surety company acknowledges and agrees that the Digital Seal may be affixed to any CNA Surety bond and relied upon to the same extent as if a raised corporate seal were physically attached to the bond.

Delivery of a digital copy of this Digital Seal Authority and Enforceability notice, executed electronically, to an Obligor or Obligor's representative shall constitute effective execution and delivery of this notice and shall have the same legal effect as delivery of a tangible original of the notice with my original "wet" signature.

In Witness Whereof, this has been executed by the Vice President and Surety General Counsel for each of the CNA Surety companies.

Dated this 31st day of March, 2020.

Rosemary Quinn
Vice President and Surety General Counsel on behalf of



Western Surety Company



The Continental Insurance Company



Continental Casualty Company



National Fire Insurance Company of Hartford



American Casualty Company of Reading, Pennsylvania

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise
(This page shall be submitted for each MWBE firm.)

Bidder/Proposer Name: Universal Security Services LLC d/b/a Allied Universal Security Services
 Address: 2301 Maitland Center Parkway, Suite 130, 140, 240
 City: Maitland State: FL Zip: 32751

MWBE Firm Name: Southeast Protection Services Inc
 Address: 5774 S. Semoran Blvd
 City: Orlando State: FL Zip: 32822

MWBE Contact Name: Clinton Williams, President Phone: (407) 420.8633
 Email: cwilliams@ecseprotect.com

MWBE Certification Agency: Greater Orlando Aviation Authority Expiration Date: 01/18/2026
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total
Traffic Management Services			25%
			see below

Year 1 \$ 1,515,520 Year 4 \$ 1,656,129
 Year 2 \$ 1,561,008 Year 5 \$ 1,705,858
 Year 3 \$ 1,607,888

Total Term Value: \$ 8,046,401 Percent of total Bid: 25 %

Affirmation

The above-named MWBE firm affirms that it will perform the portion of the contract as described above for the estimated dollar value as stated above. —

By: [Signature] Chairman 10/10/2023
 (MWBE Owner Signature) (Title) (Date)

The Proposer affirms it is committed to utilizing the above named MWBE firm for the portion of the contract as described above for the estimated dollar value as stated above.

By: [Signature] President, Florida Region 10/10/2023
 (Proposer's Authorized Signature) (Title) (Date)

In the event the bidder/proposer does not receive award of the prime contract, any and all representations in this Letter of Intent Affirmation shall be null and void.

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

UNIVERSAL PROTECTION SERVICE, LLC

2 Business name/disregarded entity name, if different from above

DBA ALLIED UNIVERSAL SECURITY SERVICES

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate

☒ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► **P**

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

P.O. BOX 828854

6 City, state, and ZIP code

PHILADELPHIA, PA 19182-8854

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

____ - ____ - ____

or

Employer identification number

5 6 - 0 5 1 5 4 4 7

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign
Here

Signature of
U.S. person ►

Paul Z. Jawn

Date ►

12/14/2023

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

LETTER OF BONDABILITY/LETTER OF CREDIT

CNA SURETY

675 Placentia Ave
Brea, CA 92821

October 6, 2023

Greater Orlando Aviation Authority
Purchasing Department
8652 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

Re: Request for Proposal - 24-137-RFP Curbside Traffic Management Services
Surety Bondability Letter
Universal Protection Service, LLC dba Allied Universal Security Services ("AUS")

To whom it may concern:

Western Surety Company, a member of the C.N.A. Financial Corporation family of insurance companies, is pleased to provide this Letter of Bondability on behalf of Universal Protection Service, LLC dba Allied Universal Security Services ("AUS").

AUS is bonded by Western Surety Company. Western Surety Company is an admitted surety company, rated A XIV by A.M. Best. Western Surety Company's treasury-listing is in excess of \$151,103,000 currently. We have established a bond line of \$50,000,000 per single bond and up to \$150,000,000 in the aggregate in support of AUS' surety needs.

Should AUS be awarded a contract wherein performance and payment bonds are required, Western Surety Company intends to provide the bond(s) needed subject to normal underwriting requirements. It is understood and agreed that providing final bond(s) is at the sole discretion of Western Surety Company and issuance will be based upon review of the underwriting factors at the time of the request.

Any procurement of final bond(s) is a matter between AUS and Western Surety Company and Western Surety Company assumes no liability to third parties, or to AUS if for any reason the bond(s) are not executed.

This letter will expire in 90 days from the date shown above.

Sincerely,

Western Surety Company


Melissa Lopez, Attorney in Fact



CALIFORNIA ALL-PURPOSE ACKNOWLEDGEMENT

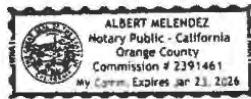
A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }
County of Orange }

On October 6, 2023, before me, Albert Melendez, Notary Public,
personally appeared Melissa Lopez

who proved to me on the basis of satisfactory evidence to be the person(X) whose name(X) is/are
subscribed to the within instrument and acknowledged to me that ~~he~~/she/they executed the same
in ~~his~~/her/their authorized capacity(ies), and that by ~~his~~/her/their signature(X) on the instrument
the person(X), or the entity upon behalf of which the person(X) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of State of California that the foregoing
paragraph is true and correct.



WITNESS my hand and official seal.

SIGNATURE [Signature]

PLACE NOTARY SEAL ABOVE

Though the information below is not required by law, it may prove valuable to persons relying on the document
and could prevent fraudulent removal and reattachment of this form to another document.

Description of attached document

Title or type of document: _____

Document Date: _____ Number of Pages: _____

Signer(s) Other than Named Above: _____

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

James William Johnson II, Christina Johnson, Jennifer Anaya, Erik Johansson, Melissa Lopez, Christina Rogers, Albert Melendez, Individually

of Tustin, CA, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

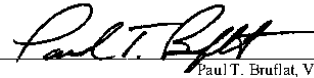
and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 23rd day of April, 2022.



WESTERN SURETY COMPANY



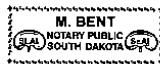
Paul T. Bruflat, Vice President

State of South Dakota }
County of Minnehaha } ss

On this 23rd day of April, 2022, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires

March 2, 2026



M. Bent, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 6th day of October, 2023.



WESTERN SURETY COMPANY



L. Nelson, Assistant Secretary

Form F4280-7-2012

Go to www.cnasurety.com > Owner / Obligor Services > Validate Bond Coverage, if you want to verify bond authenticity.



GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSAL (SOLICITATION)

24-137-RFP

Curbside Traffic Management Services

Solicitation documents are available from the Greater Orlando Aviation Authority's Purchasing and Procurement Department e-Procurement Platform:

<https://procurement.opengov.com/portal/goaa>

SOLICITATION SUBMISSION DUE DATE

Sealed Electronic offers will be accepted up to **11:00 AM Tuesday, October 17, 2023**, via the electronic procurement portal referenced above. Opening will be held *via a Microsoft Teams Meeting*.

PRE- SOLICITATION CONFERENCE **September 26, 2023, at 10:00 a.m.**
Respondents may attend in person or via Microsoft Teams Meeting:

[Click here to join the meeting](#)

Meeting ID: 237 891 522 905

Passcode: TekPft

In Person Location

GOAA Annex Building,
1st Floor Gemini Conference Room
5855 Cargo Road,
Orlando, FL 32827- 4399

E-Procurement Platform

The Aviation Authority's Procurement Services Department has transitioned to an E-Procurement Platform, OpenGov. New Solicitations are posted with OpenGov and electronic responses will be accepted via the e-Procurement Portal.

To access new Solicitations, visit <https://procurement.opengov.com/portal/goaa> to get started, click [here](#) to sign up. You will receive an email to activate your account. For more information about how to register, please see our [help file here](#).

Registration and Notification of Solicitations

THERE IS NO COST FOR VENDORS TO REGISTER WITH OpenGov

Receiving Electronic Responses to Bids/Responses

To successfully submit a response to a Solicitation, Vendors are required to submit their electronic response via OpenGov - <https://procurement.opengov.com/portal/goaa>. Mailed, faxed, emailed, and hand delivered submissions will not be accepted. Responses will only be accepted via OpenGov. By way of the e-Procurement Portal, responses will be locked and digitally encrypted until the submission deadline passes.

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1.0 **GENERAL INFORMATION**

1.1 **Intent and Purpose**

- a. The Greater Orlando Aviation Authority (the “Aviation Authority”) is soliciting interested parties to provide Curbside Traffic Management Services to ensure the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the terminal curbs. This is to be accomplished through managing vehicle activity and providing customer assistance at the curbs at the Orlando International Airport. The selected Proposer(s) will perform responsibilities as specified by the Transportation Security Administration.
- b. The Agreement, if awarded following the Solicitation process, shall commence on or about March 1, 2024 for a five year term.
- c. The Aviation Authority has set a MWBE participation **goal of twenty-five percent (25%)**, for this Solicitation.

1.2 **Tentative Schedule**

Release Date	September 17, 2023
Pre-Proposal Meeting Date (10:00 am Eastern Time)	September 26, 2023
Deadline for submission of questions (5:00 pm Eastern Time)	October 3, 2023
Release of Addendum, if any	October 10, 2023
Deadline to submit Proposals (by 11:00 am Eastern Time)	October 17, 2023
Procurement Committee (PC)*	November 14, 2023
Interviews, if necessary*	TBD
Recommendation to the Aviation Authority Board*	December 13, 2023

**Sunshine Meeting schedules are posted weekly on the Aviation Authority website.*

1.3 **Solicitation Information**

- a. Sealed electronic responses will be received for this Solicitation through the Greater Orlando Aviation Authority e-Procurement Portal (Portal) located at <https://procurement.opengov.com/portal/goaa>. By way of the Portal, responses will be locked and digitally encrypted until the submission deadline passes.
- b. **Responses submitted by hard copy, e-mail, telephone or fax shall not be accepted. Responses submitted outside of the designated electronic submission Portal shall be rejected as non-responsive regardless of where received.**
- c. The Aviation Authority shall not be responsible for delays caused by any occurrence. This shall include any delay as a result of a technology issue. Any late response shall not be accepted.

- d. The time/date stamp clock located in the electronic submittal portal shall serve as the official authority to determine lateness of any response.
- e. Respondents shall not be allowed to modify their responses after the opening time and date. Responses may be examined thirty (30) days after the Solicitation opening or upon recommendation for award, whichever occurs first.

1.4 Submitting Questions and Receiving Responses

Respondents shall submit all inquiries regarding this Solicitation via the e-Procurement Portal, located at <https://procurement.opengov.com/portal/goaa>. Please note the deadline for submitting inquiries in Section 1.2. All answers to inquiries will be posted on the Aviation Authority e-Procurement Portal. Respondents **may also click “Follow” on this Solicitation to receive an email notification when answers are posted.** It is the responsibility of the Respondent to check the website for answers to inquiries.

- a. If a Virtual and/or Pre-Solicitation Conference is held, please see the Cover Page of this solicitation for the location, date, and time. The purpose of any Pre-Solicitation Conference is to review and discuss the solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Respondents are expected to be familiar with the Solicitation Documents.
- b. Questions will be answered through the e-Procurement Portal.
- c. If the Purchasing Department determines that it is necessary to change the dates or times prior to the due date, the change will be announced and posted on the e-Procurement Portal.
- d. All prospective Respondents shall thoroughly examine and become familiar with the Solicitation package and carefully note the items which must be submitted with the Solicitation as detailed in **Section 8, Solicitation Response Submittals**.
- e. Submission of a Response shall constitute an acknowledgment that the Respondent has read and understands the Solicitation Documents. The failure or neglect of a Respondent to receive or examine any Solicitation Document shall in no way relieve it from any obligations under its Response or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.

1.5 Contract Period

- a. The Contract period will be for **five years** with the **Contract** to commence on or about **February 1, 2024**.
- b. The Aviation Authority shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a

Respondent's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

1.6 Communications; Questions Regarding Specifications or Solicitation Process

- a. Any official communication from a Respondent during the Solicitation process should be submitted to the Aviation Authority via the e-Procurement Portal, <https://procurement.opengov.com/portal/goaa>. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Manager of Board Services.
- b. In accordance with the above-referenced policies, any communication directly or indirectly to seek to encourage any specific result in connection with an Aviation Authority selecting process, including but not limited to, written communications, any and all forms of electronic communications or messaging, including social media, oral communications either in person or by telephone, initiated by a Proposer or through a lobbyist, agent or third person, to any Aviation Authority staff and/or Committee/Board member who is a member of any committee constituted for the purposes of ranking Solicitations, making recommendations or making an award, is prohibited from the time that the Solicitation is released to the time that the award is made.

1.7 Exceptions to Terms and Conditions within the Solicitation

- a. If a Respondent desires any changes or modifications to the terms and conditions set forth in the Solicitation Documents, the Respondent should submit these changes or modifications to the Aviation Authority in writing prior to the deadline for questions and comments about the Solicitation.
- b. The Aviation Authority will consider such requested changes to the Contract's terms and conditions. If any such requested changes or modifications are acceptable, the Aviation Authority will modify the terms and conditions by Addenda to this Solicitation prior to the deadline for Response submission. In submitting any requested changes or modifications, a Respondent should state the specific terms or conditions in the Aviation Authority's Solicitation Document, which the Respondent wishes to change, and the desired language, terms or conditions. Respondents are requested to not substitute entire agreements or sets of terms and conditions but discuss separately each term or condition that they take exception to or desire to change.

Exceptions noted within the response submittal may cause the response to be deemed non-responsive.

1.8 Notice of Intent to Award Contract

Unless all Responses are rejected by the Aviation Authority, a Notice of Intent to Award is anticipated to be provided within ninety (90) days from the opening of Responses to the responsible and responsive Respondent submitting the Response deemed to be most advantageous to the Aviation Authority, all factors being

considered. For all procurements, the Aviation Authority reserves the right to reject any or all Responses and to cancel the procurement or to solicit new Responses.

1.9 Public Meetings/Public Records

Please be aware that all meetings of the Aviation Authority's Board are duly noticed public meetings and all documents submitted to the Aviation Authority as a part of or in connection with a Solicitation will constitute public records under Florida law regardless of any person's claim that proprietary or trade secret information is contained therein.

1.10 Code of Ethics and Business Conduct Policy

The Aviation Authority has adopted a Code of Ethics and Business Conduct Policy (Section 204.01) which addresses, the obligation of the Aviation Authority's Board members and employees to follow the Florida Statutes in reference to these issues. This includes, but is not limited to, the obligations of the Aviation Authority's Board members and employees with respect to having an interest in business entities, outside employment, gratuities, divulgence of information, unauthorized compensation and acceptance of gifts. Please be aware that any violation of this policy by a Respondent and/or any attempt to influence an Aviation Authority Board member or employee to violate the policy is sufficient cause for the denial of the right of the Respondent to Respond on any Contract or sell any materials, supplies, equipment, or services to the Aviation Authority for a period of time that is determined by the Chief Executive Officer. A copy of this policy is available upon request from the Chief Administrative Officer.

The remainder of this page is intentionally blank.

2.0 BACKGROUND INFORMATION if needed

2.1 Airport Demographics

- a. Orlando International Airport (MCO) is operated and managed by the Aviation Authority. It is expected that more than 56 million domestic and international passengers will travel through MCO during the 2022-2023 fiscal year.

As of April 2023, MCO is served by 34 commercial airlines and 6 cargo carriers. In 2022, the MCO was the 9th busiest airport in the United States and the 17th busiest airport in the world.

- b. MCO, like all airports in the United States, is self-sustaining, with airport revenues being generated from user fees, concessions, and airline revenues. No local taxpayer dollars contribute to the operation of MCO.

2.2 Current Curbside Traffic Management

Currently, curbside traffic management services is performed and managed by Aviation Authority staff.

3.0 **SPECIAL CONDITIONS**

Revised Per Addendum 1

3.1 **Minimum Requirements**

Respondents must meet the following minimum requirements to be considered for the award of the contract. Respondents will address each requirement specifically in their Response. Each Respondent must acknowledge on company letterhead and provide written documentation that their firm meets the Minimum Requirements.

- a. Respondent shall be registered/qualified to do business in the State of Florida. Provide a copy of such registration/qualification to the Aviation Authority with the Response submission.
- b. This Solicitation includes a Minority and Women Business Enterprise (MWBE) participation requirement. The Participation Goal for this Contract will be 25% for MWBEs.
 - 1) All Respondents, including a Respondent which is an MWBE, shall comply with the MWBE requirements by having MWBEs other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal.
 - 2) The Response will be considered non-responsive to the Solicitation if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the MWBE policy, that the Respondent has met or has made a good faith effort to meet the established MWBE goal.
- c. Respondent must have at least **five (5) consecutive years of verifiable experience within the last ten (10) years providing** one or more of the following types of security services or traffic management services with a minimum of 2,000 hours per week per single location requiring specialized training and/or certifications of the contractor, and where the security services are regulated and audited by a state, or federal government agency, such as the following:
 - 1) Provides security services or traffic management services at a large hub U.S. commercial-service airport regulated by the Transportation Security Administration (TSA), CFR 49 Part 1542 or
 - 2) Provides security services or traffic management services at a facility owned / operated by a federal, state, or local government agency or
 - 3) Provides security services or traffic management services at a hospital or other healthcare facility.
- d. Provide a photocopy Class "B" Security Agency License by the Florida Department of Agriculture and Consumer Services.

<https://www.fdacs.gov/Business-Services/Private-Security-Licenses/Class-B-Private-Security-Agency-License-Requirements>.

- e. An affirmative statement that the Respondent is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Solicitation Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.
- f. **Return of Required Response Forms and Proof of Insurance.**
 - 1) **Response Forms to be turned in to the Aviation Authority**
The Response forms, (1 through 7) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Response to be deemed as non-responsive.
 - 2) **Proof of Insurance**
The Proof shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.4 Insurance Requirements. Provide evidence of one of the following: Certificate of Insurance on Acord form or form acceptable to Aviation Authority, signed affirmation of ability to comply from a licensed insurance agent, or insurance quote.

3.2 Evaluation of Responses

- a. Respondent(s) must meet the requirements as stated in Section 3.1 and demonstrate the capability required to provide the services described in Section 5.0 Scope of Services. Responses will be evaluated using the following criteria:

EVALUATION CRITERIA	
CATEGORY	POINTS
Experience and Qualifications of Respondent; Successful Completion of Similar Projects and References.	20
Knowledge and Experience of Manager and Staff	20
Operational Plans: Staffing Plan, Transition Plan, and Training Plan, Customer Service Plan and has demonstrated the capacity and ability to provide the requested services.	20
Meeting MWBE Goal and Prior or Pending Convictions, Indictments, Investigations, and Claims.	20
Management Fee/Pricing.	20
TOTAL:	100

- b. The Aviation Authority, in its sole discretion, may award the Contract to the responsible and responsive Respondent submitting the Response which is deemed to be the most advantageous to the Aviation Authority, price and other factors being considered.
- c. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Respondent's past performance and may consider such information in its evaluation and selection of Respondents.

3.3 Selection Process

- a. Responses to this Solicitation will be evaluated and ranked by the Procurement Committee ("Committee"). The Committee may, in its sole discretion, seek the assistance of other Aviation Authority staff, consultants and legal counsel with respect to the evaluation and any recommendation for award.
- b. Responses will be evaluated based upon the Evaluation Criteria per Section 3.2; and supported by the Respondent's provided required information per Section 8.0 Response Submission Requirements.
- c. The Committee will evaluate the responses and may, at its sole discretion, invite one or more of the Respondents that appear to be the most advantageous to interview with the Committee. The purpose of such an interview would be to allow Respondents to elaborate upon their Response before a recommendation for ranking of the Responses is made. Interview responses, along with the Response will become part of the Respondent's response to be evaluated by the Committee.
- d. In the event the Committee determines that presentations/interviews are not necessary, the Committee shall submit to the Aviation Authority Board for approval, a ranking and recommendation of the Respondent(s) that are most advantageous to meet the needs of the Aviation Authority. The Aviation Authority Board may accept, reject or amend the recommendation of the Committee.
- e. After the Aviation Authority Board has established and approved the final rankings, negotiations with the highest ranked firms may be initiated. If any of those negotiations are unsuccessful, the Aviation Authority may open negotiations with the next ranked firm, etc. until the successful completion of negotiations and execution of a contract. The Aviation Authority may reject all Responses at any time throughout this process.
- f. The Aviation Authority shall have the right, but not the obligation, to award all or any portion of the services. The extent and scope of the Services, along with the fees for such services, will be subject to final approval by the Aviation Authority. The Aviation Authority intends, but is not obligated, to enter into a non-exclusive agreement with the highest ranked Respondent to perform the

required Services described herein. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.

- g. The Aviation Authority reserves the right to waive any informality in the Response, to reject any and all Responses, and to re-advertise or elect not to proceed with the services for any reason. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings.
- h. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings. The meetings of the Committee and Aviation Authority Board are public meetings.
- i. All parties desiring information regarding the award of the Contract may visit <http://Orlandoairports.net>

3.4 Surety Bonds/Letters of Credit/Liability Insurance

A Surety Bond/Letter of Credit **is** required for this Contract.

- a. Prior to Aviation Authority's execution of the Contract and within ten (10) business days of the award, the Contractor shall furnish to Aviation Authority a Performance Bond, and a Payment Bond if required, completed on the Aviation Authority's forms provided in the Contract Documents. Such Performance Bond shall be current and in compliance at all times during the Term of the Contract in a penal sum equal to **One Million Dollars (\$1,000,000.00)**.
- b. The Contractor may elect to provide the Aviation Authority, in lieu of the required Performance Bond (but not the Payment Bond if required by general law), a letter of credit in an amount equal to **One Million Dollars (\$1,000,000.00)** and issued on the Aviation Authority's form of irrevocable standby letter of credit ("Letter of Credit"). The Contractor shall provide the Aviation Authority with a Letter of Credit that remains in effect for at least one year after the expiration or earlier termination of the term of the Contract including any renewal or other extended term. If the Contractor fails to perform any obligation required of it under the terms of the Contract including, but not limited to, providing the Aviation Authority with an acceptable renewal or replacement letter of credit within the required time limits, the Aviation Authority shall be entitled, in addition to any other remedies, to draw the full amount of the funds available under any Letter of Credit provided by Contractor to Authority and to hold such funds until such time as the Aviation Authority in its discretion shall determine the amount of damages, costs and expenses owing to it from the Contractor. The Aviation Authority shall retain from such funds an amount equal to its actual or anticipated damages, costs and expenses, and shall thereafter return the remaining amount of the funds, if any, to the Contractor.

- c. Prior to the commencement of any renewal or extended term of the Contract, Contractor, at its own expense, shall provide to the Aviation Authority an acceptable renewal or replacement Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit .
- d. Except as provided in this Performance Bond Section, the Aviation Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit attached to these Solicitation Documents. The sole change to the forms of Performance Bond and Letter of Credit that the Aviation Authority will accept is that the Contractor may provide a Performance Bond or a Letter of Credit **that is for a period of less than the full initial term of the Contract but which still has an effective term of not less than twelve (12) months**. The Aviation Authority shall release any existing Letter of Credit provided by the Contractor upon the Aviation Authority's receipt and approval of a renewal or replacement Letter of Credit that complies with the requirements of this Contract.
- e. If the Contractor is required to provide any renewal of the Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit (collectively, the "Replacement"), Contractor shall, at the discretion of the Aviation Authority, calculate the penal sum/amount (the "Amount") of any such Replacement as follows:
 - 1) If the Renewal is provided in connection with the expiration of an existing Performance Bond or Letter of Credit prior to expiration of the initial term of the Contract but not in connection with an amendment to the Contract where the compensation to be paid to Contractor is increased, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit.
 - 2) If the Replacement Performance Bond is provided in connection with an amendment of the Contract where the compensation to be paid to the Contractor during the period covered by the then current Performance Bond or Letter of Credit is increased for any reason, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit plus an amount that bears the same ratio to the increased compensation to be paid to the Contractor that the Amount of the then current Performance Bond or Letter of Credit bears to the total compensation to be paid to the Contractor prior to such amendment to the Contract.
 - 3) If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fixed Amount, the Replacement shall be in an Amount equal to the lesser of either (i) the Amount required during the initial term of the Contract; or (ii)

an Amount that bears the same ratio to the total estimated compensation to be paid to the Contractor during the renewal term that the Amount required during the initial term of the Contract bore to the total estimated compensation to be paid to the Contractor during the initial term of the Contract.

- 4) If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fraction or percentage of the Contract price, the Replacement shall be in an Amount equal to the same annualized percentage of the total estimated compensation (including any reimbursable expenses) to be paid to the Contractor during the renewal term (i.e., if the initial Performance Bond or Letter of Credit is 1/6 of the total three year Contract cost, then the Replacement will be one-half of the total estimated compensation to be paid to the Contractor during the renewal year).
- f. Failure to timely submit an acceptable Performance Bond or Letter of Credit prior to commencement of the Contract in addition to all other rights available to the Aviation Authority under law, shall give the Aviation Authority the right to withdraw the Notice of Intent to Award, without the need for providing the Contractor advance notice or the opportunity to cure. Contractor acknowledges responsibility for any damages or costs incurred by the Aviation Authority due to its failure to comply with this Section 3.6.
- g. Surety Bonds delivered to the Aviation Authority in satisfaction of any requirement under this Contract must meet the following criteria:
- 1) Performance and Payment Bonds provided to the Aviation Authority in connection with Contracts having a value in excess of \$500,000.00 shall be duly issued by an insurer or corporate surety which:
 - a) Is authorized to conduct insurance business in the State of Florida;
 - b) Holds a currently valid certificate of authority by the U.S. Department of Treasury pursuant to 31 U.S.C. ss 9304-9308; and
 - c) Has no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.
 - d) Notwithstanding the provisions of (c) above, an insurer or corporate surety which is not rated by AM Best Rating Services may be accepted by Aviation Authority, but only if approved by Aviation Authority's Risk Manager and Department Vice President following a review or investigation of the insurance company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, of the insurance

company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, liquidity and such other factors as the Aviation Authority's Risk Manager may deem appropriate.

- h. Liability Insurance Companies furnishing insurance coverages required by these General Conditions shall (a) be currently authorized to conduct insurance business in the State of Florida, and (b) must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.
- i. In the event that the Aviation Authority requests Contractor to purchase materials or as a condition to approval of a Subcontractor in accordance with Section 6 of the Standard Terms and Conditions, the Aviation Authority shall have the right to require Contractor to provide a payment bond in accordance with Section 255.05, Florida Statutes.
- j. Letters of Credit shall be issued by a bank with an office located in the State of Florida and reasonably acceptable to the Aviation Authority's Chief Executive Officer or designee.

3.5 Insurance Requirements

The Respondent's submittal shall demonstrate ability to meet all portions listed in this Section.

If awarded a contract and prior to Notice to Proceed, the Awarded Contractor must attain and provide a Certificate of Insurance in compliance with this *Section*. At its sole expense, the Contractor shall maintain the following insurance during the term of this Contract, including any extensions or renewals and such insurance will apply to Contractor, its employees, agents, and Subcontractors.

a. **Commercial General Liability and Automobile Liability:**

- 1) Commercial General Liability insurance covering any and all claims for property damage and bodily injury (including death) and including, but not limited to premises, products and completed operations, and Contractual liability for Contractor's covenants, with a limit of liability not less than **One Million Dollars (\$1,000,000)** per occurrence; and
- 2) Automobile liability insurance covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on Aviation Authority property resulting in property damage or bodily injury, including death with a limit of not less than **One Million Dollars (\$1,000,000)** combined single limit per accident;
- 3) Additional Insured Endorsement. Such above referenced liability insurance shall name the Aviation Authority and the City of Orlando and their members (including, without limitation, members of the Aviation

Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds.

b. Workers' Compensation and Employer's Liability.

The following insurance shall apply to all Contractor's employees who will be engaged on the Aviation Authority property in the performances of Services in this Contract: (i) workers' compensation insurance with statutory limits in accordance with Florida law, and (ii) employer's liability insurance policy limits not be less than \$100,000 for each accident, \$100,000 for disease each employee and \$500,000 for disease policy limit. If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations. The Aviation Authority will not accept State of Florida exemptions.

c. Other Insurance Requirements. Contractor agrees to the following as it relates to all above required insurance:

- 1) **Self-Insured Retention and Deductibles.** Contractor's insurance policies shall not be subject to a self-insured retention or deductible exceeding Ten Thousand Dollars (\$10,000), if the value of the Contract is less than \$1,000,000, and not be subject to a self-insured retention or deductible exceeding One Hundred Thousand Dollars (\$100,000), if the Contract is \$1,000,000 or more, unless approved by the Aviation Authority's Chief Executive Officer. The above deductible limits may be exceeded if the Contractor's insurer is required to pay claims from the first dollar at 100% of the claim value without any requirement that Contractor pay the deductible prior to its insurer's payment of the claim.
- 2) Insurance policies shall be primary insurance and not contributory to any other valid insurance the Aviation Authority may possess, and that any other insurance the Aviation Authority does possess shall be considered excess insurance only.
- 3) Insurance shall be carried with an insurance company or companies be currently authorized to conduct insurance business in the State of Florida, and must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating and said policies shall be in a form acceptable to the Aviation Authority.
- 4) Any liability insurance maintained by Contractor written on a claims-made form basis will maintain coverage for a period of time determined by the Aviation Authority to be appropriate to cover claims made after the Contractor has concluded its services to the Aviation Authority.

- 5) All insurance required for this Contract shall contain a waiver of subrogation clause, as allowed by law, in favor of the Authority and the City of Orlando.
- 6) A properly completed and executed Certificate of Insurance on a form provided or approved by the Aviation Authority (such as a current ACORD form) evidencing the insurance coverages required by this Section shall be furnished to the Aviation Authority upon the Notice of Intent to Award of the Contract and each renewal thereafter during the term of this Agreement and its renewal/extension. Contractor acknowledges that any acceptance of Certificate of Insurance by the Aviation Authority does not waive any obligations herein this Agreement.
- 7) The Aviation Authority is currently contracted with a third party for the management of all insurance certificates related to Aviation Authority Contracts. Contractors who enter into a Contract with the Aviation Authority will be contacted directly by the third party vendor for insurance certificates and related matters such as expired certificates. An introductory letter will be sent instructing each Contractor of the proper procedures for processing updated insurance certificates as well as any other insurance related matter that may arise over the term of the Contract. Contractors will respond as directed in the introductory letter as well as any further instructions they may receive.
- 8) The Contractor shall provide the Aviation Authority immediate written notice of any adverse material change to the Contractor's required insurance coverage. For purposes of this Insurance Section, an "adverse material change" shall mean any reduction in the limits of the insurer's liability, any reduction of any insurance coverage, or any increase in the Contractor's self-insured retention and any non-renewal or cancellation of required insurance.
- 9) If any insurance coverage is canceled or reduced, Contractor shall, within forty-eight (48) hours remit to the Aviation Authority a Certificate of Insurance showing that the required insurance has been reinstated or replaced by another insurance company or companies acceptable to the Aviation Authority. If Contractor fails to obtain or have such insurance reinstated, the Aviation Authority may, if it so elects, and without waiving any other remedy it may have against Contractor, immediately terminate this Contract upon written notice to Contractor.
- 10) The Aviation Authority's Chief Executive Officer shall have the right to alter the monetary limits or coverages herein specified from time to time during the term of this Contract, and Contractor shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

3.6 Airport Security

The successful Respondent will be required to comply with all applicable regulations of the TSA and of the Aviation Authority relating to airport security, including those relating to access to the Airport Operations Area (AOA) of MCO, as such regulations may be in effect or changed from time to time.

3.7 Airport Operations Area

- a. The Contractor's personnel and vehicles shall not be allowed within the AOA, which includes the ramp area and aprons, unless authorized by the Vice President. Contractor's personnel are required to successfully complete SIDA Training and demonstrate proficiency in all Airport Operations Instructions (AOI's) regarding secured access to airfield and aircraft ramp and apron areas. No escorts of any type will be provided.
- b. Airport Security: Contractor's services shall be performed in accordance with TSA, Federal Aviation Administration (FAA), and any other governmental agency security directives, rules, and regulations. The FAA and the TSA may assess fines and penalties for Contractor's noncompliance with the provisions of Title 49 Code of Federal Regulations (CFR), Parts 1540 and 1542, as amended from time to time, or by other agencies for noncompliance with laws or regulations applicable to Contractor's operations. Within ten (10) days of notification in writing, Contractor shall reimburse the City for any paid fines or penalties assessed against the City because of Contractor's noncompliance with 49 CFR 1540 and 1542 or other applicable laws or regulations.
- c. The Contractor acknowledges that fines or penalties associated with non-compliance with security regulations must be reimbursed to MCO.

3.8 Verification of Employment Status

- a. Prior to the employment of any person under this Contract, the Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the Contract term, and an express requirement that Contractors include in such subcontracts the requirement that Subcontractors performing work or providing services pursuant to the Aviation Authority. Contractors will utilize the E-Verify system to verify the employment eligibility of all new employees hired by the Subcontractor during the Contract term. For more information on this process, please refer to United States Citizenship and Immigration Service site at: <http://www.uscis.gov/portal/site/uscis>.
- b. **Only those employees determined eligible to work within the United States shall be employed under this Contract.**
- c. By submission of a Response to this Solicitation, the Contractor affirms that all employees in the above categories shall undergo e-verification before

placement on this Contract. The Contractor shall commit to comply with this requirement.

3.9 Identification and Access Requirements

- a. Contractor is required to conduct an employee background check, or require its Subcontractors to perform an employee background check, in accordance with the requirements herein on each person proposed for employment at Orlando International Airport in connection with this Contract, if such person is an employee of Contractor or an employee of a Subcontractor for whom Contractor is required to sign the Aviation Authority's badge application ("Contractor Responsible Employees"). Such background check must be successfully completed prior to such person applying for an access control identification badge with the Aviation Authority. Each background check shall be performed to the following minimum requirements:
- b. Each employee must provide a ten (10) year work history.
- c. Contractor must confirm the last five (5) years of each employee's work history. Any gaps in employment of thirty (30) days or more during such five year period must be explained in writing by the employee and must be confirmed by Contractor through W-2s, student transcripts, medical records, or written references of stay-at-home situations from credible local persons such as pastors or priests (which reference must indicate personal knowledge of employee's general work history during the gap period).
- d. Contractor must check each employee's criminal history for the immediately preceding five years, with such check to be conducted in each county where the employee has lived or worked in such five year period.
- e. Contractor shall not present any Contractor Responsible Employee to the Aviation Authority's Access Control Office for badging if such person has any unexplained gaps in their work history, has a criminal record that would disqualify them from receiving an access control badge or has an unacceptable termination record.
- f. The Aviation Authority will issue, for a fee, as stated below to all Contractor Responsible Employees an identification badge that will display their picture, name, and other applicable information; and any key(s) required in the performance of the Contract, provided that such person meets the minimum criteria established to receive a badge. At all times while on airport property, the Contractor Responsible Employees are required to display such badges prominently on their uniforms in accordance with Aviation Authority's guidelines. Every new employee requiring unescorted access to a secure area of the airport must be electronically processed by the Aviation Authority's Access Control Office for a Criminal History Records Check and Security Threat Assessment before an identification badge is issued. In addition to this records check, the employee will be required to attend security training class (approximately 1 hour), and in the case of operating a vehicle on the Airport

Operating Area (AOA) the employee will also be required to attend a driving safety class (approximately 1 hour); both training classes are provided by the Aviation Authority. The Contractor shall maintain, and shall require its Subcontractors to maintain, a permanent record in its files of the background information, including drug screening tests, on all current and former employees who are utilized in the performance of this Contract and, when requested, shall provide such information to Aviation Authority, TSA, or such other entity as deemed appropriate by the Aviation Authority. The Contractor further agrees to perform, or require its Subcontractors to perform, such additional employee background checks, fingerprinting, or other identification measures as may be required by any future security rules or applicable federal regulations.

g. Fees Associated with Identification Badges and Keys

New Issue/Renewal	\$100.00
Name Change	\$25.00 (paid at time of issuance)
Addition	\$25.00 (i.e. adding company name, driver, etc.)
Deletion	\$25.00
Lost	\$500.00
Stolen	No Charge with proper documentation
New Hard Key	\$50.00
Lost Hard Key	\$500.00
AOA Vehicle Decal	\$25.00 per vehicle

Note: No personal checks or credit card payments are accepted. Companies will be assessed a \$1,000.00 fee for each non-returned identification badge and \$500.00 for each non-returned key.

- h. Contractor must maintain all information described above for a period of four (4) years following expiration of this Contract. Such information is subject to audit by the Aviation Authority and must be sufficient in scope and detail to permit verification of compliance by Aviation Authority audit. Actual damages to the Aviation Authority resulting from a breach by Contractor of its obligations hereunder will be difficult or impossible to determine. As a result, Aviation Authority shall be entitled to recover liquidated damages of \$250.00 for every Contractor Responsible Employee presented to the Aviation Authority for access control badging (a) for whom the above background check has not been completely and accurately performed, or (b) who should not have been presented per the above guidelines. The amount payable hereunder by Contractor is not a penalty, is in addition to any access control badging application fee paid by the employee and is payable whether or not such employee is issued an access control badge by the Aviation Authority.
- i. Contractor must co-sign with the Subcontractor all badge applications for any employee of a temporary employment agency engaged as a Subcontractor to provide personnel to Contractor on this Contract. All employees provided by temporary employment agencies for this Contract shall be Contractor Responsible Employees. Before submitting a badge application for an

employee provided on this Contract by a temporary employment agency, Contractor or the temporary employment agency must submit to the Aviation Authority's Authorized Representative (AAR) for prior approval of such employee, a Contract between the temporary employment agency and such employee reflecting an intended assignment of such employee to the Contract for the remaining duration of the Contract or the duration of the Contractor's need for such position.

Revised Per Addendum 1

3.10 Minority and Women Business Enterprise ("MWBE") Program

The Aviation Authority has established a MWBE Participation Goal of 25%, which means that 25% of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from MWBEs. All Respondents, including a Respondent which is an MWBE, shall comply with the MWBE requirements outlined in this Section by having MWBEs other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal.

- a. To encourage development and growth of MWBEs, the Aviation Authority has adopted a Non-Federally Funded Minority and Women Business Enterprise ("MWBE") Program, which is available on the Aviation Authority's website Small Business Development.
- b. It is the policy of the Aviation Authority that MWBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the MWBE Program to implement this policy. This participation can take the form of purchasing Contracts, subcontracts, joint ventures or similar arrangements.
- c. Respondents are required to submit, with their Response, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm. The Respondent may make duplicates of this form as needed. Both the MWBEs and the Respondent are required to affirm the information provided by signing the form prior to submittal. After the Responses are opened, but prior to award, the Aviation Authority may request, receive, and review additional information from the Respondent in order to verify the accuracy of the information presented by the Respondent and the good faith effort of Respondents to reach the MWBE goal.
- d. After the Responses are opened and prior to an award of the Contract, the Aviation Authority may request, receive and consider omitted and supplemental information from the Respondents as to the certification of the Respondents, if applicable, and of any Respondent's Subcontractor, supplier or joint venture in order to determine MWBE status.
- e. The successful Respondent shall enter into subcontract(s)/purchase orders with the MWBEs identified in the Respondent's Response documents which the Aviation Authority relied upon in awarding this Contract, subject only to the

Aviation Authority's right to approve all Subcontractors. The Contractual arrangements with the MWBEs shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful Respondent must submit copies of the signed subcontract(s)/purchase order(s) to the office of Small Business Development for each MWBE prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the MWBEs identified in the Respondent's Response documents or failure to submit copies of the signed subcontract(s)/purchase order(s) may result in loss of the award to Respondent.

- f. A Respondent shall not breach any of its obligations with the MWBEs. In the event Respondent desires to terminate or replace a MWBE, Respondent shall promptly notify the Aviation Authority of the impending termination, the reason for the termination and obtain the Aviation Authority's approval prior to proceeding with the termination. Following the termination Respondent shall replace the terminated MWBE with another MWBE. If the Respondent is unable to utilize another MWBE for performance of that portion of this Contract, the Respondent shall provide the Aviation Authority with documentation, in a form satisfactory to the Aviation Authority, showing that it is not possible to replace the terminated MWBE with another MWBE. The MWBE percentage for participation must not decrease below the percentage proposed during the term of the Contract.
- g. The successful Respondent shall submit to the Aviation Authority a Disbursement Form with each invoice submitted for payment, indicating the amount of money spent with each MWBEs since the previous invoice.
- h. Failure to carry out the requirements set forth herein or the commitments made by the Respondent (e.g. failure to subcontract with and use MWBEs, to pay MWBEs as committed in the Response documents, the failure to promptly pay MWBE Subcontractors in accordance with Section 5, subsection 50, etc.) shall constitute a breach by the Respondent of this Contract and may result in termination of the Contract by the Aviation Authority or such other remedy as the Aviation Authority deems appropriate. Additionally, Contractor is reminded two or more failures to satisfy the requirements set forth herein or the commitments made by Respondent may result in debarment under the Aviation Authority's Debarment of Contractors Policy 130.04.
- i. A list of currently certified MWBEs may be obtained via the internet at Small Business Directory. The Aviation Authority will provide this information as a convenience only, and Respondents shall be solely responsible for ensuring all MWBEs are capable of performing. Certification of eligibility as an MWBE should be completed prior to submission of a Response. During the Solicitation process, Respondents may contact the Office of Small Business Development for any questions or information concerning the MWBE Program.

- j. Compliance with the MWBE policy of the Aviation Authority does not relieve Respondents of the equal employment opportunity obligations under state and Federal laws and regulations.
- k. The Response will be considered non-responsive to the Solicitation and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the MWBE policy, that the Respondent has met or has made a good faith effort to meet the established MWBE goal.

3.11 Good Faith Effort for MWBE Program

- a. If the Respondent fails to meet the MWBE Participation Goals, the Aviation Authority will require Respondent to submit evidence of good faith efforts within two (2) business days of request; such evidence may include, but is not limited to the following:
- b. Indicating the name and title of the person responsible for the Respondent's good faith efforts to reach the participation goal;
- c. Provide evidence of attendance at Pre-Solicitation Conference meeting, if any, scheduled by the Aviation Authority to inform MWBE firms of subcontracting opportunities under a given Contract;
- d. Provide a list of MWBE firms contacted;
- e. Provide copies of written correspondence to MWBE firms that their Response is being solicited, as well as certified return receipts to prove receipt or the reason for non-delivery;
- f. Provide evidence of information provided to the MWBE firms about the specific work the Contractor intends to subcontract;
- g. Provide evidence of information provided to MWBE firms on bonding and insurance requirements;
- h. Provide copies of advertisements in general circulation media, trade association publications, and minority focus media advertising for MWBE firms interested in subcontracting;
- i. Provide evidence that Respondent provided interested MWBE firms with assistance in reviewing the Contract plans, specifications, and the terms and conditions of the general Contract, subcontract and addenda;
- j. Providing evidence that the Respondent provided MWBE firms prompt notice of addenda affecting specific trade Contractors;
- k. Provide evidence that Respondent made follow-up inquiries after initial solicitations of interest from MWBE firms. Respondent shall maintain

documentation of the date, time and name of individuals contacted. A telephone log is acceptable documentation of this activity;

- l. Provide a list of quotes submitted by MWBE firms;
- m. Provide documentation as to why MWBE firms were not utilized;
- n. In those instances where a majority Subcontractor is selected for a scope of work for which MWBE Responses were submitted, the Respondent shall submit records of all quotations received from MWBE firms and from the selected majority Subcontractor, and provide an explanation of the reasons why the MWBE firms will not be used during the course of the Contract. Receipt of a lower price quotation from a non MWBE firm prior to or at the time of Solicitation Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent to demonstrate that MWBE firms were not rejected as unqualified without a thorough and documented investigation of their capabilities and capacity.
- o. Additional information on meeting good faith efforts can be found by going to <https://orlandoairports.net/airport-business/>.

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4.0 COMPENSATION - INVOICE AND PAYMENT FOR SERVICES

4.1 Invoices

- a. The Aviation Authority shall pay the Contractor, subject to authorized deductions, and subject to the provisions of the following Sub-Sections: 4.3 Management Fee and Sub-Section 4.4 Reimbursable Payroll and Sub-Section 4.5 Operating Expenses up to the amounts set forth on the Proposal Pricing Pages – Attachment B for Contractor Staff that is authorized by the Aviation Authority as required by the Specification.
- b. The Contractor shall invoice the Aviation Authority for the following: the Management Fee; and the Reimbursable Payroll and Operating Expenses; by the tenth (10th) day of each month following the month in which the services were performed by the Contractor in conformity with Contract requirements.
- c. The Contractor's invoice shall describe the services rendered, dates rendered, and shall contain invoices for Reimbursable Payroll and Operating Expenses and other information as needed and be accompanied by such supporting documents and materials as the Aviation Authority shall request.
- d. The Contractor's monthly invoices for Management Fees for each of the five (5) years of the Contract shall not exceed one-twelfth (1/12th) of the Contractor's Management Fees for the applicable year, as set forth on the Proposal Pricing Pages within the eProcurement System.
- e. The cumulative total of the Contractor's monthly invoices submitted for the Reimbursable Payroll and Operating Expenses for each of the five (5) years of the Contract shall not exceed the total Aviation Authority provided amount for the applicable year, as set forth on Proposal Pricing Pages, unless prior written authorization is obtained from the Chief Executive Officer or designee.
- f. If the term of this Contract shall end on a day other than the last day of a calendar month, the payment of the Management Fee and the Reimbursable Payroll and Operating Expenses for such month (and up to the extent provided in the Sub-Sections below), shall be pro-rated based upon the actual number of days in the month.
- g. Notwithstanding any other provision hereof, the Aviation Authority shall have the right to deduct any amounts due the Aviation Authority from the Contractor from the Management Fee and Reimbursable Payroll and Operating Expenses payable by the Aviation Authority to the Contractor.
- h. The Aviation Authority shall pay the undisputed amount of Contractor's invoice per The Florida Prompt Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act.

- i. The Aviation Authority shall have the right, but not the obligation, to pay directly to third parties (including Subcontractors) all past due amounts owed by Contractor to third parties for labor and materials used for the work hereunder, based on invoices submitted by such third party, and all such amounts paid by the Aviation Authority shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.
- j. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. Invoices may be sent electronically to accounts payable goaa-ap@goaa.org.

4.2 Performance

- a. The Aviation Authority shall, at regular intervals, monitor the performance of Contractor to determine whether the work to be performed under the Contract has in fact been accomplished to Aviation Authority's satisfaction and/or completed in a timely manner.
- b. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contract or by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.
- c. Contractor shall be financially responsible for all Federal civil penalties assessed against Aviation Authority for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or sub-consultants and/or subcontractors.

4.3 Management Fee

Contractor shall invoice the Aviation Authority for the Management Fee as set forth in the **Schedule of Fees**. The Management Fee shall include the following:

- a. All payroll and associated costs for:
 - 1) Manager.
 - 2) Assistant Managers,
 - 3) Administrative Staff.
- b. The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses in **Section 4.4 and 4.5 below**, including but not limited to:

- 1) Contractor overhead and profit [either use periods or not but be consistent]
- 2) Sub-Contractors Management Fee
- 3) All required insurances as outlined in Section 3.5 of the Special Conditions
- 4) Workers compensation for all employees including management fee and reimbursable positions
- 5) All Bond expenses (Performance Bond, Customs Bond, etc.)
- 6) Recruiting expenses
- 7) Badges and keys
- 8) Payroll processing expenses
- 9) Office equipment and Operating Supplies
- 10) All costs for Vehicles and all other motorized equipment, including fuel, upkeep, insurance, and maintenance.
- 11) Staff Engagement Program
- 12) Record Retention Obligation (5 Years Post-Contract)
- 13) Radios, batteries, accessories, and chargers purchase, maintenance and replacements.
- 14) Cost for internet services and associated connectivity costs for Contractor provided computers and devices.
- 15) Costs associated with all pre-approved training (i.e. trainer, training materials). The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.
- 16) Costs for contractors cell phones and data.
- 17) Cost of benefits for all management and all reimbursable positions, including but not limited to, retirement contributions, life insurance, and any other Contractor provided benefits not covered under Reimbursable Payroll and Operation Expenses in Section 4.4 and 4.5
- 18) Health insurance premiums for the positions in the Management Fee
- 19) Health Insurance premiums **in excess** of Five Hundred Twenty Five Dollars (\$525) per month for contract year 1; Five Hundred Fifty Dollars

(\$550) per month for Year 2; Five Hundred Seventy Five Dollars (\$575) per month for Year 3; Six Hundred Dollars (\$600) per month for year 4; Six Hundred Twenty Five Dollars (\$625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.

- 20) Non-resident legal, administrative, bookkeeping, executive personnel expenses and off-site general office expenses.
 - 21) All other costs associated with the performance of this Contract not listed in the Reimbursable Payroll and Operating Expenses in Sections 4.4 and 4.5.
- c. The Management fee will not change even if the contract scope adjusts up or down. As asset numbers are adjusted up or down the Contractor shall manage the staff necessary to perform required maintenance functions.
 - d. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may agree to re-adjust the Management Fee by a written amendment.

4.4 Reimbursable Payroll Expenses

Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll Expenses paid by the tenth (10th) day of each month for the services performed by the Contractor during the prior month. Approval of the Staffing Schedules shall not be construed as, and is not, authorization to exceed the annual Reimbursable Payroll Expenses Budget.

The Reimbursable Payroll Expenses **shall be limited** to the following:

- a. Actual hourly rates paid the employee for the following positions:
 - 1) Supervisor positions
 - 2) Traffic Enforcement positions
- b. Associated payroll taxes: Social Security, Medicare, Federal & State Unemployment.
- c. Overtime hours as approved in advance by the AAR
- d. Actual paid time-off taken (vacation, sick, bereavement, jury duty) and holiday pay as approved by the AAR. Contractor shall provide detailed leave and holiday plan for the AAR approval. The Aviation Authority will not reimburse Contractor for any accrued vacation or sick leave hours at the time of Contract expiration, at the end of any Contract Year, or upon employee termination for

any reason. Contractor shall provide its policy on paid time-off and holidays prior to contract execution

- e. Reimbursement for Health Insurance premiums for up to Five Hundred Twenty Five Dollars (\$525) per month for contract year 1; Five Hundred Fifty Dollars (\$550) per month for Year 2; Five Hundred Seventy Five Dollars (\$575) per month for Year 3; Six Hundred Dollars (\$600) per month for year 4; Six Hundred Twenty Five Dollars (\$625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.

4.5 Reimbursable Operating Expenses

Contractor shall invoice the Aviation Authority for the actual Reimbursable Operating Expenses incurred and paid for by the Contractor during the prior month.

- a. The Reimbursable Operating Expenses **shall be limited** to the following:
 - 1) **Uniforms for the reimbursable positions.** Uniform program shall be approved by the AAR as described in Section 5.17
 - 2) **Subcontracted Work:** Subcontracted Work (Excluding MWBE Participation} at actual cost as approved by the Aviation Authority. There shall be no mark-up associated with the subcontracted work.
- b. The Contractors aggregate annual invoices for Reimbursable Payroll and Operating Expenses shall not exceed the total Reimbursable Payroll and Operating Expenses Budget for the applicable year, unless prior authorization had been obtained from the Aviation Authority. If not specifically set forth in Sections 4.5, any other expenses incurred by Contractor shall not be reimbursed and shall be included in the management fee.
- c. If not specifically set forth in the Management Fee, any other Payroll or Operating Expenses incurred by the Contractor shall not be reimbursed and shall be included in the management fee.
- d. Only the Reimbursable Payroll and Operating Expenses set forth in Sections 4.4 and Section 4.5 shall be reimbursable by the Aviation Authority. If not specifically set forth in Sections 4.4 and Section 4.5, any other expenses incurred by Contractor shall not be reimbursed by the Aviation Authority and shall be included in the Management fee.

4.6 Non-Reimbursable Expenses

- a. The following expenses shall not be reimbursed by the Aviation Authority:
 - 1) Any accrued leave hours at the time of Contract expiration, at the end of any Contract year, or upon employee termination for any reason.

- 2) Monthly health insurance premiums in excess of the amount described in Reimbursable Positions Section 4.4.
 - 3) Health care premiums for the positions included in the management fee.
 - 4) Costs or expenses of legal representation, or of union negotiations and administration.
 - 5) Costs of any interstate/intrastate local flat rate telephone calls, extended calling services, long distance, or directory assistance toll telephone service.
 - 6) Costs of any and all interest, late charges, penalties, and fines paid by the Contractor and/or its employees.
 - 7) Taxes accrued above Federal or State wage limitation will not be reimbursed. Only Federal and State Unemployment taxes actually paid will be reimbursed.
 - 8) Any other costs or expenses not specified under Sub-Sections 4.4 and 4.5 Reimbursable Payroll and Operating Expenses.
- b. Contractor shall pay all costs and expenses connected with its operations when due and submit to the Aviation Authority, on or before the tenth (10th) day of each month, itemized statements of all approved Reimbursable Payroll and Operating Expenses incurred and paid for during the previous calendar month.
 - c. Each such statement shall be accompanied by such proof of charges and disbursements and other supporting documents as the Aviation Authority requests, shall include, but not limited to, electronic attendance records, payroll registers, healthcare employee participation records and any other payroll records; paid invoices for the reimbursable operating expenses and any other supporting documents as requested by Aviation Authority.
 - d. Reimbursement of reasonable, allowable expenses shall be made by the Aviation Authority within approximately thirty (30) days of its receipt from Contractor of monthly itemized statements submitted provided that (i) the statements are in the format required by the Aviation Authority, (ii) all appropriate supporting documents are attached to each statement, (iii) the statement contains an acknowledgement that the Aviation Authority has not previously reimbursed the Contractor for any of the itemized expenses, and (iv) the statement is complete and accurately reflects the actual costs incurred.
 - e. Once a complete and accurate invoice is received, and provided no items are in dispute, the Aviation Authority shall review and pay such invoice in full within thirty (30) days. Within said thirty (30) day period, the Aviation Authority shall notify the Contractor of its objection to any item or items of expense which it

deems to be non-reimbursable. Any such notice shall set forth the nature of the Aviation Authority's objection and shall be accompanied by the Aviation Authority's payment of the undisputed portion of such statement.

4.7 Labor Compensation

The Contractor's labor compensation for the reimbursable positions shall be fixed at the hourly labor rates as agreed upon with the Aviation Authority and shall not be subject to markups. Employees are required to utilize an automated time and attendance system. Employee's timesheets, printed records shall be included with the invoice and only actual hours worked and accounted for shall be billed.

4.8 Compensation Adjustment

Throughout the term of this Contract, at the end of each month thereof, the AAR may make a payment adjustment to the Contractor's invoice as specified in Section 4.3. In addition, deductions may be taken for Contractor's failure to provide a Manager, Assistant Manager(s), and/or Administrative Staff for a period exceeding twenty-one (21) calendar days as specified in Section 5.8, Section 5.9 and Section 5.10.

4.9 Health Insurance

- a. Contractor shall provide health benefits in accordance with applicable Federal Laws (including Federal Affordable Care Act) to its employees working at the Airport, effective not more than sixty days after the date of hire of each employee.
- b. The Aviation Authority is only obligated to reimburse for Health Insurance premiums for up to Five Hundred Twenty Five Dollars (\$525) per month for contract year 1; Five Hundred Fifty Dollars (\$550) per month for Year 2; Five Hundred Seventy Five Dollars (\$575) per month for Year 3; Six Hundred Dollars (\$600) per month for year 4; Six Hundred Twenty Five Dollars (\$625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan as described in Section 4.4. All other Health benefits costs shall be included in the Management Fee. Nothing hereunder is intended to reduce or limit any obligation Contractor has to provide employee health insurance coverage under any union contract or applicable law.
- c. The Contractor shall, at any time the Aviation Authority so requests, certify to the Aviation Authority that Contractor is in compliance with this Section. The Contractor's obligation to maintain records, and the Aviation Authority's right to examine such records, shall include records relating to the employee health insurance required to be provided pursuant to this Section.

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5.0 SCOPE OF WORK/SPECIFICATIONS

5.1 Overview

- a. The Contractor shall provide Curb Traffic Management Services to ensure the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the terminals' curbs.
- b. The Contractors' employees assigned to this Contract shall not be allowed to engage in secondary employment with any enterprise doing business at the Orlando International Airport without prior approval of and at the sole discretion of the AAR.

5.2 Work Hours

- a. The Contractor shall be obligated to perform curb traffic management services twenty-four (24) hours per day, seven (7) days per week, 365 days per year.
- b. Contractor shall not exceed the staffing requirements described in this Section without advance, written approval from the AAR.
- c. In the event an emergency condition is declared by the Aviation Authority's Chief Executive Officer, the Chief of Operations, or the Vice President of Operations or their respective designees, the Contractor will perform work during such hours as specified by the Aviation Authority.
- d. The Contractor shall provide a monthly report of all hours worked by each employee to Aviation Authority not later than the tenth working day of the following month. Employees shall not remain or loiter around any work place area once their assigned shifts have been completed.

5.3 Licensing

Contractor shall ensure compliance with all Federal, State and local licensing requirements.

5.4 Regulations

- a. The Contractor shall comply with all applicable federal, state and local laws, ordinances, rules and regulations pertaining to the performance of the work specified herein.
- b. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies.
- c. The Contractor shall obtain all permits, licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.

- d. Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The Safety Data Sheets shall be made available to all workers and Aviation Authority's representatives. Contractor shall report immediately to the AAR any spillage or dumping of hazardous materials on Aviation Authority property. The Contractor shall also be responsible for the cleanup and any costs incurred for all such incidents caused by Contractor, or Contractor's sub-consultants or subcontractors.
- e. During the performance of this Contract, Contractor shall keep current and, if requested by the Aviation Authority, provide copies of any and all licenses, registrations or permits required by applicable governing agencies. Contractor shall keep a copy of any and all licenses, registrations and permits on the job site while performing the Contract work.

5.5 Aviation Authority's Responsibilities

- a. The Aviation Authority will provide employee parking at the designated Employee Parking Lot at no cost to the Contractor or its employees while performing the work specified herein.
- b. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, office and support space as it determines to be reasonably necessary for the Contractor's operations conducted in direct support of this Contract. The Aviation Authority reserves the right to relocate the office and support space at its sole discretion.
- c. The Contractor will be required to sign a Space Use Agreement Form.
- d. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, with utility service where presently available and required by the Contractor to perform its obligations and functions under this Contract.
- e. The Aviation Authority will provide the Contractor telephone service for use in its offices at MCO. Contractor shall reimburse the Aviation Authority for any cost of all interstate/intrastate local flat rate calls, extended calling services, long distance and directory assistance telephone calls incurred in the use of such telephones. Contractor shall be responsible to provide cellular phones for its use, at no cost to the Aviation Authority.

5.6 Contractor's Duties and Responsibilities

- a. The responsibility of all management, supervisors, support personnel and front line personnel is safety of the public, and employees while supervising and providing services.

- b. The Contractor shall ensure that there are a sufficient number of qualified personnel available on-site at all times in accordance with the approved Staffing Schedule.
- c. The Contractor shall notify the AAR if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor's plan and time table to refill such vacancy as directed by the AAR.
- d. The Contractor shall provide the AAR the Manager's and Assistant Managers' resumes indicating their experience knowledge and ability to perform the requirements of their positions.
- e. The Aviation Authority reserves the right to approve or disapprove a Contractor employee's qualifications to serve in contracted positions. The Aviation Authority reserves the right to require adjustment or replacement of any Contractor position or personnel at any time at the sole discretion of the AAR.
- f. The Contractor must advise the AAR in writing within twenty-four (24) hours of receipt of a notice of resignation or the termination of personnel included in the Management Fee and Supervisors.
- g. Upon request, a copy of the staffing schedule, time sheets, and/or employee time cards shall be provided to the AAR.
- h. Traffic Management Specialists are expected to be actively working their area at all times and assist TM Specialists in adjacent areas if the need arises. Traffic Management Specialists will not pair or "bunch" together when working the curb.
- i. Traffic Management Specialists will not congregate with the tow truck or the tow driver when not involved in towing activities.
- j. Traffic Management Specialists must be in possession of their radios and other assigned equipment at all times while on duty.
- k. Supervisors and/or Traffic Management Specialists will not tap, bang, hit, or touch any vehicle when performing their duties. Refer to Exhibit 1, Guidelines for Curbside Traffic Management Services.

5.7 Contractor's Personnel

The Contractor must provide all personnel deemed necessary to meet the requirements of the Contract.

- a. Contractor shall select and hire only persons who are able and qualified to perform the job duties for which they are hired. The individuals shall be courteous and capable of acting in the utmost professional manner when interacting with customers and the public.

- b. The Contractor shall report to the AAR any possible theft, fraudulent activity or vandalism by employee(s) or subcontractor(s) or any allegations of employee(s) or subcontractor(s) dishonesty within twenty-four (24) hours.
- c. The Contractor's employees engaged to perform work under this Contract should be regular, full-time personnel. The use of "short term temporary" or casual "day labor" personnel to perform the work will not be permitted, except as authorized by the Aviation Authority on a case-by-case basis. This prohibition shall extend to the use of any temporary help or placement agencies. The Aviation Authority, with the Aviation Authority's AAR written approval, may authorize part-time personnel.
- d. Contractor shall be responsible for the conduct, demeanor and appearance of the employees performing services while on or about the Airport while acting in the course and scope of employment.
- e. The Contractor's employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at Orlando International Airport.
- f. The Contractor shall be responsible for ensuring that all found articles found by its employees on Aviation Authority's premises are turned over to the Aviation Authority or the Aviation Authority's designated agent in charge of such articles.
- g. Contractor shall transfer promptly from the Aviation Authority any employee or employees that the AAR advises are not satisfactory, and replace such personnel with employees satisfactory to the Aviation Authority; but in no event shall Aviation Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor.
- h. A valid Florida driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around Orlando International Airport. Each of the Contractor's motor vehicles brought onto the Aviation Authority's premises shall have the Contractor's business name and/or logo prominently displayed on both front doors of such vehicle.
- i. Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- j. Contractor staff shall be able to communicate in English to include the comprehension of verbal and written instructions. Contractor shall ensure that all personnel are able to communicate in English by telephone or two-way radio.

- k. Contractor shall maintain a drug-free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the Aviation Authority, if requested.
- l. The Contractor shall have management presence seven (7) days a week.

5.8 Manager

- a. The Contractor shall designate a Manager who shall carry out the day-to-day obligations of the Contractor under this Contract. The Aviation Authority requires the Manager be a full-time employee, locally based, and exclusive to this Contract. The Manager shall have overall authority for this Contract, and the authority required to act on the behalf of the Contractor in the performance of this Contract. The Manager shall be responsible for coordinating and directing the activities of the Assistant Managers, Supervisors and Staff.
- b. The Manager may vary his/her work hours to provide for overall management of this Contract. All instructions and notices given by the Aviation Authority to the Manager shall be as binding as if given to the Contractor, and all statements made by the Manager shall be binding as if made by the Contractor.
- c. The Manager shall attend coordination meetings, scheduled from time to time by the AAR, to review the Contractor's compliance and when follow-up action, if any, is required to correct identified deficiencies in Contractor's performance.
- d. The Contractor shall advise the Aviation Authority in writing of the name and qualifications of its intended Manager, at least two (2) weeks before hiring any substitute or replacement of the proposed or existing Manager. The Aviation Authority shall have the right, in its sole discretion, to approve or reject any new Manager selected by Contractor. The Manager shall meet the following minimum qualifications:
 - 1) Meet all minimum requirements for Assistant Managers, as listed in Section 5.9;
 - 2) Have a minimum of three (3) years of traffic management or security management experience;
 - 3) Be available for emergency response seven days per week;
 - 4) Possess excellent written and verbal communications skills;
 - 5) Shall have any required Licenses.

- e. If the Contractor fails to provide an Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct Four Hundred Dollars (\$400) per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

5.9 Assistant Managers

- a. The Contractor shall provide a minimum of two (2) Assistant Managers who shall assist the Manager in the Contractor's operations at the Airport. The Aviation Authority requires the Assistant Managers be full-time, locally based, and exclusive to this Contract.
- b. All instructions and notices given by the Aviation Authority to the Assistant Managers shall be as binding as if given to the Contractor, and all statements made by the Assistant Managers shall be as binding as if made by the Contractor when an Assistant Manager is acting in the capacity of the Manager.
- c. The Assistant Managers may vary their work hours to assist in providing overall management of the contractor staff. The Assistant Managers shall meet the following minimum qualifications:
 - 1) Meet the minimum requirements for Supervisors, as listed in Section 5.10;
 - 2) Have at least two (2) years of traffic management or security management experience;
 - 3) Act as the designee and to assist with all other duties in absence of the Manager; and
 - 4) Be available for emergency response seven days per week;
 - 5) Possess excellent written and verbal communications skills; and
 - 6) Shall have any required Licenses.
- d. If the Contractor fails to provide an Assistant Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct Three Hundred and Fifty (\$350.00) dollars per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.
- e. The Assistant Managers shall also be responsible for Safety, Employee Training and Quality Assurance Program which includes the following:
 - 1) Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with, government safety regulations, Aviation Authority safety procedures and industry standards.

- 2) Recommend policy/procedure changes to protect and educate employees on how to prevent accidents through the use of safety training programs and assist with safety regulation enforcement.
 - a) Investigate accidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.
 - b) Be responsible for ensuring all performed services meet the established standard of quality service and performance.
 - c) Develop and administer all training. Identify training needs and organize training to meet quality standards.
 - d) Develop and implement Quality Assurance and Quality Control Programs.

5.10 Administrative Staff

- a. The Contractor shall provide a minimum of one (1) full time Administrative staff, who shall be locally based, exclusive to this Contract, and work five (5) days per week, eight (8) hours per day to support the administrative requirements for the Contract.
- b. The Administrative Staff shall devote their time exclusively to providing administrative support to the Manager and the Assistant Managers for the work performed for this Contract. Administrative duties include, but not limited to, HR/payroll, customer service, records management, invoices and any other administrative duties deemed necessary for the performance of this Contract.
- c. If the Contractor fails to provide Administrative Staff for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct Two Hundred Fifty Dollars (\$250.00) per day per person from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

5.11 Supervisors

- a. The Supervisors shall supervise Contractor staff under the direction of the Manager and the Assistant Managers.
- b. The Contractor's Supervisors shall be on duty 24 hours a day and be vested with sufficient authority to act as the Contractor's representative and shall be the first point of contact for operational needs. The Supervisors shall ensure professional decorum is observed and all Contractor personnel follow approved procedures.
- c. The Supervisors shall ensure that the necessary notifications of incidents are performed during his/her tour of duty.

- d. All Supervisors shall meet the following minimum qualifications:
 - 1) All the minimum requirements for ~~Security—Personnel~~, Traffic Management Specialist as described in Section 5.12.
 - 2) Have at least one (1) year of traffic management or security experience;
- e. Assure traffic safety, traffic enforcement, and enforcement of the TSA mandates concerning unattended vehicles.
- f. Respond to and resolve all customer concerns related to Contracted Staff.
- g. Supervise, plan, and review daily tasks performed by Contracted Staff. Provide for the safety and security of the work area.
- h. Collect information and prepare written reports, logs, and correspondence as required. Responsible for review and accuracy of all documentation produced by the Contracted Staff.

5.12 Traffic Management Specialist

- a. Curb Traffic Management Specialist shall perform the duties specified in this Contract and in the Approved Operating Procedures provided by the Aviation Authority at locations determined by the AAR.
- b. Ensure traffic safety, parking enforcement, and enforcement of the TSA mandates concerning unattended or waiting vehicles.
- c. Provide crowd control services when required (i.e. emergency situations, inclement weather, etc.).
- d. Assist the traveling public by providing information concerning flight activity, the Orlando International Airport, parking options, and any other assistance as appropriate.
- e. Maintain the continued focus on customer service with an emphasis on interpersonal skills, whether written or verbal.
- f. Coordinate with the Aviation Authority's Ground Transportation enforcement staff and commercial vehicle activities at the curb.
- g. The duties may also include other anticipated operations at the Airport:
 - 1) Initiate calls for parking citations in accordance with appropriate statutes and ordinances. Coordinate with the towing contractor for removal of unattended vehicles.

- 2) Prepare written reports, logs, and correspondence as required.

5.13 Traffic Management Staffing Requirements

STAFFING BREAKDOWN:

	Daily Hours	Weekly Hours	Annual Hours	FTE
Manager	8	40	2,080	1
Assistant Manager	16	80	4,160	2
Admin	8	40	2,080	1
				<u>4</u>

	Daily Hours	Weekly Hours	Annual Hours	FTE
Supervisor	48	336	17,472	9
Terminal A Level 2	104	728	37,856	19
Terminal A Level 3	80	560	29,120	14
Terminal B Level 2	104	728	37,856	19
Terminal B Level 3	80	560	29,120	14
Terminal C Level 2	40	280	14,560	7
Terminal C Level 6	48	336	17,472	9
Train Station PDL	24	168	8,736	5
PTO Coverage				6
				<u>102</u>

Total FTE **106**

5.14 Breaks

At no time will any work area be left unattended for the purpose of taking a break or any other reason. The Aviation Authority will establish break coverage with the Contractor.

5.15 Vehicles and Equipment Required By Contractor

- a. Contractor shall provide a minimum of one (1), Contractor owned or leased vehicles, to be on site at the airport at all times for Contractor's operational use. Vehicles shall be equipped with emergency lighting equipment, to

include roof mounted amber- colored lights. The Contractor's company name shall be prominently displayed on both sides of vehicles.

- b. Each Contractor's vehicle must meet all requirements for issuance of Vehicle Access Permits issued by Aviation Authority. Contractor shall bear all costs for the vehicles, vehicle fuel, upkeep, insurance, and maintenance and shall include those costs as part of the Management Fee. Vehicles shall be kept in good working order and free from rust or physical blemishes.

5.16 Communications

- a. The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient radios (programmable to interface with GOAA radio frequency) smart/cell telephones, facsimile/copy machines, office computers, including all maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.
- b. Contractor shall provide, at the Contractor's cost, portable radios, programmable to interface with GOAA frequency, chargers and batteries for each requires staffed position. The Contractor shall maintain the radios in good working condition. A minimum of Forty-Five (45) radios are required.
- c. The Contractor's employees and subcontractors shall abide by the Aviation Authority's established radio use procedures and etiquette requirements at all times. Radios provided and maintained by the Contractor must be suitable/programmable to the Aviation Authority's radio frequency.

5.17 Uniforms

- a. While working on airport property, all Contractor's employees shall wear neat-appearing uniforms with the company name and/or logo and footwear of a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.
- b. Uniforms must present a professional appearance and be functional for physical job requirements. The uniforms shall be clean and fresh, fit properly, and be in good condition at all times.
- c. Contractor shall submit uniform samples to the AAR, for approval, prior to the commencement of the Contract and prior to introduction of any change to the approved uniform.
- d. All Contractor's employees shall wear their uniforms at all times while on duty. Any Contractor employee(s) (supervisory or non-supervisory) working under this Contract and not wearing a uniform, which complies with the provisions of this Section, shall immediately be suspended from further duties. The Contractor will immediately provide a replacement security personnel at no additional cost to the Aviation Authority.

5.18 Performance Requirements

- a. All services shall follow the highest standards prevailing in the industry, as well as applicable codes, rules, regulations, laws, and practices governing the work.
- b. The Contractor and the Subcontractor shall hire or contract with a sufficient number of employees so as to enable it to conduct the Contractor's operation and perform the Services as authorized and required.
- c. Contractor shall provide supervisory and management staff to meet the contract requirements. Contractor shall furnish all necessary skill, labor, supervision, and management for performance of the services in accordance with these Specifications.
- d. Contractor shall be responsible for recruiting, employing, training, and supervising personnel to perform services as defined in the Contract.
- e. The Contractor's performance is subject to examination and review by the Aviation Authority and other regulatory authorities.
- f. Contractor shall provide for overall management of the services provided under this Contract, which shall include, but not be limited to, the following:
 - 1) Ensure that all personnel are able to relate to other people in a polite, courteous and respectful manner. Customer service training shall be included in the Contractor's training program.
 - 2) Ensure that there are adequate Personnel available to meet the requirements of the Staffing Schedules..
 - 3) Ensure that all personnel respond to the instructions of Aviation Authority personnel and understand the roles of, Orlando Police Officers, and Federal Officials with appropriate jurisdiction and credentials.
 - 4) Ensure Contractor report damage of Aviation Authority properties or facilities occurring during their duty. Contractor shall notify the Aviation Authority immediately. Contractor shall be financially responsible for any damages due to negligence, or that are not reported as required by employees of the Contractor or subcontractors.
- g. Contractor shall be financially responsible for all Federal civil penalties assessed against Aviation Authority for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or sub-consultants and/or subcontractors.

5.19 Reporting Requirements

Contractor shall complete written reports related to events occurring during each shift; communicate verbally and in writing, and provide detailed information to the Aviation Authority.

5.20 Aviation Authority's Inspection and Evaluation Program

- a. The Aviation Authority reserves the right at its sole discretion to inspect the work areas to determine if the Contractor is performing and in compliance with the terms and conditions of the Contract Documents.
- b. Aviation Authority will conduct inspections and evaluations to ensure Contractor's Personnel are performing as required and to ensure continuing compliance with Contract requirements.
- c. The Aviation Authority documentation of inspection results will be available for review by the Contractor through coordination with the AAR.
- d. Notwithstanding any other rights the Aviation Authority may have in the Contract Documents, the Aviation Authority may issue a formal written correspondence describing the deficiency to the Contractor for any failure by the Contractor to comply with the terms of this Contract ("Notice of Deficiency"). Upon receipt of the Notice of Deficiency, the Contractor shall take immediate action to correct the noncompliance. The Contractor shall deliver its written response to the AAR personally or by delivery to the Aviation Authority's Security Office, by close of the next business day. The response shall include the Contractor's factual report of the event(s), immediate corrective action taken, any mitigating circumstances involved in the event(s), and planned action to prevent future occurrence of the noncompliance.

5.21 Training Program:

- a. The Contractor shall provide each employee engaged in the performance of work under this Contract with the training needed to safely and competently perform the work hereunder.
- b. The Contractor shall maintain as a part of each employee's employment record a training record for such employee. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended. A transcript of the training records shall be made available to the Aviation Authority upon request.
- c. Training provided by the Contractor shall include appearance, attitude, conduct, customer service, incident reporting, and other duties outlined in the Aviation Authority-approved Standard Operating Procedures. The Contractor

shall ensure that all training materials are secured and accounted for at all times and shall not share or release the information to any other party.

5.22 Safety and Protection

The Contractor shall be solely and completely responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for safety of, and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including but not limited to, the general public who may be affected thereby.

5.23 Use of Premises

During the progress of the work specified herein, the Contractor shall keep the premises free from accumulation of waste materials and other debris resulting from the work. At the completion of the work, the Contractor shall remove all waste materials and debris from and about the premises, as well as tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the Aviation Authority.

5.24 Additional Services

- a. If the Aviation Authority requests the Contractor to provide services in addition to those specified above, the Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed not-to-exceed budget for performing such Additional Services. The Contractor shall not perform any Additional Services until the Aviation Authority has issued a written notice-to-proceed with the execution of the work plan.
- b. The Contractor will not be authorized to perform or invoice the Aviation Authority for any work not specifically authorized in the notice-to-proceed notice.

5.25 Exhibit 1 Curbside Traffic Management Services Guidelines

The remainder of this page is intentionally blank.

6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

6.1 Intent to Award-Appeal

Any Respondent who is adversely affected by a decision or intended decision concerning this competitive solicitation or contract award and who wants to appeal such specifications, decision, or intended decision shall file an appeal within five (5) business days and in compliance with the Aviation Authority's Policy 110.04, Appeal Process. The intent to award to a Respondent, if any, will be posted on the Aviation Authority's Website for review by interested parties, and will remain posted for a period of five (5) business days; excluding weekends, federal holidays, and Aviation Authority's holidays. Failure to file an appeal in accordance with the Aviation Authority's Policy 110.04, shall constitute a waiver of the appeal process.

6.2 Awards

As the best interest of the Aviation Authority may require, the right is reserved to make award(s) by individual items, group of items, all or none, or a combination thereof; to reject any and all Responses or waive any minor irregularity or technicality in Responses received. Contractors are cautioned to make no assumptions unless their Response has been determined as meeting the Minimum Requirements and being responsive and responsible. All awards made as a result of this Solicitation shall conform to applicable policies of the Aviation Authority. The Aviation Authority may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Response via written notice.

6.3 Responsible Vendor Determination

Respondents are hereby notified that Section 287.05701, Florida Statutes, requires that the Aviation Authority may not request documentation of or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor.

6.4 Additional Terms & Conditions

The Aviation Authority reserves the right to reject Responses containing any additional terms or conditions not specifically requested in the original special conditions and/or the terms and conditions.

6.5 Purchasing Agreements With Other Governmental Entities

Aviation Authority permits the awarded Contractor(s) to extend the pricing, terms and conditions of this Solicitation to other governmental entities at the Contractor's discretion. Each governmental entity that utilizes this solicitation or resulting Contract will be responsible for execution of its own requirements with the awarded Contractor (s).

6.6 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Solicitation; and written correspondence concerning Solicitations may be submitted to the Purchasing Department. An appropriate official or employee of the Aviation Authority may initiate communication with a Respondent in order to obtain information or clarification needed to develop a proper and accurate evaluation of the Solicitation. Any official communication from a Respondent during the Solicitation process should be submitted in writing to the Greater Orlando Aviation Authority, **GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827- 4399** or via the e-Procurement Platform as directed during the Solicitation process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Chief Administrative Officer. Failure to adhere to these requirements could result in Board action to disqualify your firm from consideration of award.

Respondents to this Solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. (F.S. 287.057 (23))

6.7 Whistle Blower Reporting Line

The Aviation Authority is committed to the highest level of integrity in its operations and is fully committed to protecting the organization, its operations, and its assets against fraud, waste or abuse. The Aviation Authority has established a Whistle Blower Reporting Line with a third-party service provider as a means for employees, Contractors, vendors, tenants and the general public to report suspected fraud, waste or abuse in connection with Aviation Authority operations. Should Contractor suspect any fraud, waste or abuse in connection with any work under this Contract, including any work of its Subcontractors or laborers, it shall promptly report such activity at 877-370-6354, through email: GOAA@integritycounts.ca, or through the online reporting form at <http://www.integritycounts.ca/org/GOAA>. The Contractor shall include this reporting requirement in all subcontracts and vendor agreements. The Contractor is further encouraged to report any suspected fraud, waste or abuse it suspects in connection with any other airport operation or project.

6.8 EEO Statement

Contractors must ensure that employees and applicants for employment are not discriminated against for reasons of race, color, age, religion, sex, national origin, or handicapped status. Minority and female-owned businesses are encouraged to participate. The Aviation Authority is an equal opportunity employer.

6.9 Federal Fair Labor Standards Act

All Contracts and subcontracts that result from this Contract incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. The Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

6.10 Occupational Safety And Health Act of 1970

All Contracts and Sub-Contracts that result from this Contract incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor (also known as Consultant) must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Consultant retains full responsibility to monitor its compliance and their Subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

6.11 Discounts

All discounts, EXCEPT THOSE FOR PROMPT PAYMENT, shall be considered in determining the lowest net cost for Solicitation evaluation purposes.

6.12 Pricing

Firm prices shall be proposed and include FOB DESTINATION, for all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the Aviation Authority to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for 90 days from the date of opening. The obligations of Aviation Authority under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Aviation Authority Board.

6.13 Incurred Cost

The Aviation Authority is not liable for any cost incurred by any Contractor prior to an award. Costs for developing a response to this request for Solicitation are entirely the

obligation of the Contractor and shall not be chargeable in any manner to the Aviation Authority.

6.14 Errors

In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Contractor's total offer will be adjusted accordingly.

6.15 Taxes

The Aviation Authority is exempt from Federal excise taxes and all sales taxes.

6.16 Silence of Specifications

The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided.

6.17 Assignment

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the Aviation Authority's prior written consent, which consent may be granted or withheld in the Aviation Authority's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation, change in federal identification number or, any change in ownership of or power to vote a majority of the outstanding voting stock or ownership interests of the Contractor shall constitute an assignment of this Contract for purposes of this Section. In the event the Contractor assigns or subcontracts or attempts to assign or subcontract any right or obligation arising under this Contract without the Aviation Authority's prior written consent, the Aviation Authority shall be entitled to terminate this Contract. Assignments require at least 60 days prior notice.

6.18 Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable

attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, or the acts or omissions of Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Aviation Authority's negligence or by the joint negligence of Aviation Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, Subcontractors, licensees, or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (c) arising out of or in connection with any claim, suit, assessment or judgment prohibited by this condition or in favor of any person described in below, or (d) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, Subcontractors, licensees or invitees. Aviation Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, Contractor shall engage counsel reasonably acceptable to Aviation Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Aviation Authority may pursue indemnity, the Aviation Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Aviation Authority unless the Contractor and the Aviation Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and Contractor shall be responsible for such legal fees, costs and expenses. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract. No recourse under or upon any obligation, covenant or agreement contained in this Contract, or any other agreement or document pertaining to the work or services of the Contractor hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or any judgment obtained against Aviation Authority, or the City, or by the enforcement of any assessment or by any legal or equitable proceeding by virtue of any statute or otherwise, under or independent of this Contract, shall be had against any member (including, without limitation, members of the Aviation Authority's Board or the City's Council, or members of the citizens advisory committees of each), any officer, employee or agent, as such, past, present, or future of Aviation Authority or City, either directly or through the Aviation Authority or the City or otherwise for any claim arising out of or in connection with

this Contract or the work or services conducted pursuant to it, or for any sum that may be due and unpaid by Aviation Authority. Any and all personal liability of every nature, whether at common law or in equity, or by statute or by constitution or otherwise, of any such member, officer, employee, or agent, as such, to respond by reason of any act or omission on his or her part or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for the payment for or to Aviation Authority, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the Aviation Authority, is expressly waived and released as a condition of and in consideration of the execution of this Contract and the, promises made to Contractor pursuant to this Contract. In any and all claims against the Aviation Authority or the City, or any of their officers, members, agents, servants or employees, by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation of Contractor under this Section shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefit payable by or for the Contractor or any Subcontractor under Workers' Compensation Acts, disability benefit acts or other employee benefit acts. No provisions of this condition shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that Aviation Authority may have as to any party or person described therein.

6.19 Patents and Royalties

The Contractor, without exception shall indemnify and save harmless the Aviation Authority and its employees from liability of any nature of kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the Contract, including its use by the Aviation Authority. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the Response prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.

6.20 Software License to Contractor

If this purchase is for the license of software products and/or services, and unless otherwise agreed, Contractor hereby grants to the Aviation Authority , a perpetual, irrevocable, nonexclusive, nontransferable, royalty free license to use the software. This software is "proprietary" to Contractor, and is licensed and provided to the Aviation Authority for its sole use for purposes under this Agreement and any attached work orders or invoices. The Aviation Authority may not use or share this software without permission of the Contractor; however the Aviation Authority may make copies of the software expressly for backup purposes.

6.21 Warranty Against Infringement of Intellectual Property

Contractor warrants that the goods or services do not infringe upon or violate any United States patent, copyright, or trade secret. Contractor will defend at its expense any action

against the Aviation Authority or the Aviation Authority as licensee to the extent that it is based on a claim that goods used or services provided used within the scope of the license hereunder infringe upon a United States patent, copyright or trade secret, and Contractor will pay any and all costs and damages finally awarded against the Aviation Authority or the Aviation Authority as licensee in such actions which is attributable to such claim. Should the products or services become, or in Contractor's opinion be likely to become, the subject of any claim of infringement, Contractor shall either: (a) procure for the Aviation Authority the right to continue to use the goods or services; or (b) modify the goods or services to make them non-infringing, provided that such modification does not materially adversely affect the Aviation Authority's authorized use; or (c) replace the goods or services with equally suitable, compatible, and functionally equivalent non-infringing goods or services at no additional cost to the Aviation Authority; or (d) if none of the foregoing alternatives is reasonably available to Contractor, terminate this agreement and refund to the Aviation Authority the payments actually made to Contractor under this agreement.

6.22 Optional Ownership of Work Product

Contractor agrees that any and all analyses, evaluations, reports, memoranda, letters, ideas, processes, methods, programs, and manuals that were developed, prepared, conceived, made or suggested by the Contractor for the Aviation Authority pursuant to a Work Order, including all such developments as are originated or conceived during the term of the Contract and that are completed or reduced to writing thereafter (the "Work Product") and Contractor acknowledges that such Work Product may be considered "work(s) made for hire" and will be and remain the exclusive property of the Aviation Authority. To the extent that the Work Product, under applicable law, may not be considered work(s) made for hire, Contractor hereby agrees that this Agreement effectively transfers, grants, conveys, and assigns exclusively to the Aviation Authority, all rights, title and ownership interests, including copyright, which Contractor may have in any Work Product or any tangible media embodying such Work Product, without the necessity of any further consideration, and Aviation Authority shall be entitled to obtain and hold in its own name, all Intellectual Property rights in and to the Work Product. Contractor for itself and on behalf of its Contractors hereby waives any property interest in such Work Product.

6.23 Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI)

In the course of performing the Agreement work, Contractor may gain access to Sensitive Data Types including but not limited to Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI), Financial Information and/or other confidential information of the Aviation Authority. Contractor agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, Subcontractors, and sub-consultants who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Contractor shall seek the Aviation Authority's prior written consent

before releasing, disclosing, or otherwise making such confidential information available to any other person. This provision shall not apply to information required to be released by applicable law, legal subpoena, or other lawful process. The Contractor must notify the Aviation Authority as soon as practicable in the event Contractor is notified of or discovers any compromise and/or breach or suspected breach, such as unauthorized access to, theft of, misuse of and unintentional releases or of any security/sensitive data types, or confidential information of the Aviation Authority and/or Individuals ("Data Breach") involving Contractor controlled systems such as, but not necessarily limited to, web sites, transmission infrastructure, voice response unit, and retrieval and storage systems. This notification should include, to the extent known, the type of Data Breach, type of data compromised and/or breached, and results of any forensic investigation. To the extent Contractor is responsible for the Data Breach and upon mutual agreement of the parties, Contractor shall be responsible to implement, in coordination with the Aviation Authority, a commercially reasonable Remediation Plan to address and respond to a Data Breach. Such commercially reasonable "Remediation Plan" will include certain administrative requirements associated with addressing and responding to such Data Breach to the extent necessary under the circumstances, and may include but is not necessarily limited to: (i) preparation and mailing or other transmission of legally required notifications, (ii) preparation and mailing or other transmission or communication to impacted Individuals such as may be required by applicable law or regulation; (iii) offering potentially impacted Individuals the opportunity to enroll in a credit monitoring service offered by a vendor of Contractor's choice for a two-year period, or other period as required by applicable law, at no charge to the impacted Individuals; and (iv) payment of applicable reasonable legal, audit, accounting and administrative expenses associated with the investigation, notifications and recovery arising from the Data Breach. The remedies provided for in the Remediation Plan shall be in addition to any other remedies available to the Aviation Authority under this Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

6.24 Training

If specified, supplier(s) may be required at the convenience of the Aviation Authority, to provide employees training in the operation and maintenance of any items(s) or services purchased from this Solicitation.

6.25 Acceptance

Items may be tested for compliance with the Specifications. Items delivered not conforming to specifications may be rejected and returned at Contractor's expense. Any increase in cost may be charged against the Contractor.

6.26 Safety Warranty

The selling dealer, distributor, supplier, and manufacturer shall be responsible for having complied with all Federal, State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective on the date of

manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

6.27 Warranty

The Contractor agrees that, unless otherwise specified, the supplies and/or services furnished under this Solicitation shall be covered by the most favorable commercial warranty the Contractor gives to any customer for comparable quantities of such supplies and/or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the Aviation Authority by any other provision of this Solicitation.

6.28 Conflict of Interest:

The award hereunder is subject to provisions of State of Florida Statutes. All Contractors must disclose with their bid the name of any officer, director, or agent who is also an employee of the Aviation Authority. Further, all Contractors must disclose the name of any Aviation Authority employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Contractor's firm or any of its branches.

6.29 Drug-Free Workplace

Whenever two or more Responses, which are equal with respect to price, quality, and service, are received by the Aviation Authority for the procurement of commodities or Contractual services, a Response received from a business that has implemented a drug-free workplace program per 287.087, Fla. Stat. shall be given preference in the award process.

6.30 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Response for a Contract to provide goods or services to a public entity, shall not submit a Response on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Responses for leases of real property to a public entity, shall not award or perform work as a Contractor, supplier, Subcontractor, or consultant under any Contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.

6.31 Public Entity Crimes

All Contractor are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Response on a Contract to provide any goods or services to a public entity, may not

submit a Response on a Contract with a public entity for the construction repair of a public building or public work, may not submit Responses on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, Subcontractor, or consultant under a Contract with a public entity, and may not transact business with any public entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently \$35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

[Convicted Vendor List / Vendor Registration and Vendor Lists / State Agency Resources / State Purchasing / Business Operations / Florida Department of Management Services - DMS \(myflorida.com\)](#)

6.32 Scrutinized Companies

Awarded Contractor shall certify that it and its Subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Agreement is for more than \$1,000,000 the Contractor further certifies that it and its Subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. For Contracts of any amount, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts \$1,000,000 and greater, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these Contracting prohibitions, this section shall become inoperative and unenforceable.

6.33 Licenses and Certifications

The awarded Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the

applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Department. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The Aviation Authority does not exempt itself from permitting requirements. The Contractor shall pay all Aviation Authority permit, inspection and impact fees required for the project or services required under this Contract; all other fees for permits required by agencies/municipalities other than the Aviation Authority shall be the responsibility of the awarded Contractor.

6.34 Subcontractors

The Contractor shall be fully responsible for all acts and omissions of the Subcontractors and of persons and organizations directly or indirectly employed by them and of persons and organizations for whose acts and omissions of persons directly employed by the Contractor. In the event a qualified Subcontractor is employed, the Contractor shall:

- a. Obtain approval in advance by the Aviation Authority.
- b. Continuously monitor the Subcontractor's performance, shall remain fully responsible to ensure that the Subcontractor performs as required and itself perform or remedy any obligations or functions which the Subcontractor fails to perform properly. Nothing contained herein shall be construed to prevent a Contractor from using the services of a common carrier for delivering goods to the Aviation Authority.
- c. To the extent feasible, the provisions of this Contract shall apply to any such Subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any Subcontractor a party to this Contract, nor make such Subcontractor a third party beneficiary hereof.
- d. The Aviation Authority may require that copies of invoices for all work (including invoices submitted to the Contractor for work performed by a Subcontractor) shall be submitted to the Aviation Authority by the Contractor and the Aviation Authority shall pay all compensation to the Contractor.
- e. It shall be the sole responsibility of the Contractor to deal with a Subcontractor with respect to the collecting and submission of invoices and the payment of compensation. In no event shall the Aviation Authority have any obligation or liability hereunder to any Subcontractor, including, in particular, any obligations of payment.
- f. If the Contractor has qualified as an MWBE or LDB program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received MWBE or LDB certification,

unless the MWBE and LDB Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Subcontractors that are MWBE and/or LDB certified.

6.35 Verbal Instructions

No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any Aviation Authority employee. Only those communications, which are in writing from an authorized Aviation Authority representative, may be considered. Only written communications from Contractors, which are signed by a person designated as authorized to bind the company, will be recognized by the Aviation Authority as duly authorized expressions on behalf of the Contractor.

6.36 Litigation Venue

All litigation shall take place either in the State Courts of Florida, wherein venue shall lie in Orange County, Florida, or in the Federal Courts wherein venue shall lie in the Middle District in and for the State of Florida. The Contractor expressly waives venue in any other location.

6.37 Addition, Deletion, or Modification of Services

The Aviation Authority reserves the right at its sole discretion to increase, decrease, or delete any portion of this agreement/Contract at any time without cause, and if such right is exercised by the Aviation Authority, the total fee shall be reduced or increased by a prorated basis. If work has already been accomplished on the portion of the Contract to be increased, decreased, or deleted, the Contractor shall be paid for the correct portion on the basis of the estimated percentage agreed upon by the Aviation Authority, the Contractor, and the AAR upon completion of such portion.

6.38 Operation During Dispute

In the event the Aviation Authority has not canceled the Contract in accordance with the terms of the Contract, and there remains a dispute between the Contractor and the Aviation Authority, the Contractor agrees to continue to operate and perform under the terms of the Contract while such dispute is pending. Further, the Contractor agrees that, in the event a suit is filed for injunction or other relief, it will continue to operate until the final adjudication of such suit by the court.

6.39 Funding

Obligation of the Aviation Authority for payment to a Contractor is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

6.40 Contract Termination

The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The Aviation Authority retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by the Aviation Authority, provided herein, the awarded Contractor shall be paid for services performed through the date of termination.

- a. **Termination for Cause:** If, through any cause, Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the Aviation Authority shall thereupon have the right to terminate this Agreement by giving written notice to Contractor of such termination and specifying the effective date.
- b. Notwithstanding the above, Contractor shall not be relieved of liability to the Aviation Authority for damages sustained by the Aviation Authority by virtue of any breach of this Agreement by Contractor, and the Aviation Authority may withhold any payments to Contractor for the purposes of set-off until such time as the exact amount of damages due the Aviation Authority from Contractor is determined. This provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages.
- c. **Termination for Convenience of Aviation Authority:** The Aviation Authority may terminate this Agreement at any time for any reason or no reason at all by giving at least thirty (30) days' notice in writing to the Contractor. If the Agreement is terminated by the Aviation Authority as provided herein, Contractor will be paid for the services performed through the Termination Date.
- d. **Termination for Convenience of Contractor:** The Contractor may terminate this Agreement by giving at least 180 days' notice to the Aviation Authority. Upon receipt of notice of termination by the Aviation Authority from the Contractor, Contractor shall perform the services through the end of Termination Date and shall be paid for the services performed through the Termination Date.

6.41 Contractor Responsibilities

Contractors, by submitting a Response, certify that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the AAR, and that telephone contact and mail correspondence may, in some cases, not be appropriate. Aviation Authority approved representatives of the Contractor shall be available to meet with the AAR, as may be required, to accomplish the Aviation Authority's objectives as effectively and efficiently as possible, during all phases of this agreement/Contract/Response.

6.42 Supervision of Contract Performance

During the term of this Contract, the AAR or designee, shall act on the behalf of the Aviation Authority, but in no event shall the AAR have authority to modify or terminate this Contract, or make final decisions with respect to amendments, time extensions, assignments, cost or payment adjustments or payment disputes. These must be approved by the CEO or the Aviation Authority Board depending on the circumstances.

6.43 Monitoring of Work

The Contractor shall provide the AAR with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the Contract. The Contractor shall designate, in writing, a person to serve as liaison between the Contractor and the Aviation Authority.

6.44 Prompt Payment

For payment promptness, the Aviation Authority shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. Aviation Authority does not expect to be billed in excess of the ordered quantity and will not pay for any quantity above the ordered quantity. Contractors may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last. Requests for final payment for any work or services for which a permit is required shall include a copy of all required permits and copies of all required inspection reports. Failure to provide proof of acquisition of all required permits and successful completion of all required inspections shall represent an incomplete invoice and will delay payment. Contractor shall submit for payment by the Aviation Authority the amounts billed to Contractor by Subcontractors in the billing/payment request submitted first after receipt of the applicable Subcontractor invoice. Contractor shall remit payment to Subcontractors/suppliers, based upon Subcontractors/suppliers invoice, not later than seven (7) days following receipt of payment from the Aviation Authority if Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if Aviation Authority makes payment through a paper draft or check. Contractor may not submit to the Aviation Authority for payment any amount based on an invoice of a Subcontractor that Contractor disputes. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

6.45 Right To Audit Records

In performance of this Agreement, the Contractor shall keep books, records, and accounts of all activities related to the Agreement, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Agreement and the performance of this

Agreement shall be open to inspection during regular business hours by an authorized representative of the Aviation Authority, and shall be retained by the Contractor for a period of five (5) years after termination of this Agreement—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

6.46 Copying Documents

Contractor hereby grants the Aviation Authority and its agents permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to Aviation Authority with or in connection with the Contractor's Response or which are contained in the Contract Documents (the "Submittals"). The permission granted by the Contractor shall be on behalf of the Contractor and any and all other parties who claim any rights to any of the materials or documents comprising the Submittals. Such permission specifically authorizes the Aviation Authority and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by Aviation Authority for its own internal purposes or for responding to requests for copies from any member of the public regardless of whether the request is specifically characterized as a public records request pursuant to Chapter 119, Florida Statutes. This provision shall survive the expiration or termination of the Contract.

6.47 Florida Public Records Law

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AVIATION AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS AT: www.orlandoairports.net/publicrecords; , PHONE NUMBER 407.825.2400; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Aviation Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to: Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service. Upon request from the Aviation Authority's custodian of public records, provide the Aviation Authority with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the Aviation Authority would provide the records and at a cost that does not exceed the cost provided in Chapter 119.07, Florida Statutes, or as otherwise provided by law. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Aviation Authority. Upon completion of the Contract, meet all

requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Contractor or keep and maintain public records required by the Aviation Authority to perform the service. If the Contractor transfers all public records to the Aviation Authority upon completion of the Contract, the Contractor shall, upon termination of the Contract, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Aviation Authority, upon request from the Aviation Authority's custodian of public records, in a format that is compatible with the information technology systems of the Aviation Authority. If a Contractor does not comply with a public records request, the Aviation Authority shall enforce the Contract provisions in accordance with the Contract.

6.48 Federal Compliance Provisions

Contractor agrees to recognize and comply with all applicable standards, orders or regulations issued pursuant to 2 C.F.R. Part 200, Appendix II. Standards, orders or regulations that are not applicable to the scope of work will not be required of the Contractor. To the extent applicable, the Contractor shall cause the inclusion of the provisions of these provisions in all subcontracts.

- a. **Equal Employment Opportunity:** For any federally assisted construction Contract, as defined in 41 CFR 60-1.3, the Contractor, Subcontractor, subrecipient shall follow all of the requirements of the Equal Opportunity Clause as stated in 41 CFR 60-1.4.
- b. **Davis–Bacon Act:** For any federally assisted construction Contract, in excess of two thousand dollars (\$2,000), the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Davis-Bacon Act (40 U.S.C. 3141 – 3148) as supplemented by Department of Labor Regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and assisted Construction”); and the Copeland “Anti-Kickback” Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). For a definition of “Construction” see 48 CFR 2.101.
- c. **Contract Work Hours and Safety Standards Act:** For any federally assisted Contract, in excess of one hundred thousand dollars (\$100,000), that involves the employment of mechanics or laborers, the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Contract work Hours and Safety Standards Act (40 U.S.C. 3702 and 3704), as supplemented by Department of Labor Regulations (29 CFR Part 5).

- d. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352):** Contractors that apply or Bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal Contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.
- e. **Debarment and Suspension:**
- 1) Non-federal entities and Contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).
 - 2) Upon request, the vendor agrees to provide the Aviation Authority with subsequent certification(s) for it and/or its suppliers, Subcontractors and subconsultants after Contract award.
 - a) This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the vendor is required to verify that none of the vendor, its principals (defined at 2 C.F.R. § 80.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
 - b) The vendor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
 - c) This certification is a material representation of fact relied upon by County (subgrantee). If it is later determined that the vendor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Federal Government serving as grantee and the Aviation Authority as subgrantee, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
 - d) The vendor must comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this order/Contract

is valid. The vendor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

- f. **Clean Air Act and the Federal Water Pollution Control Act:** For any federally assisted Contract, or subgrant, in excess of one hundred and fifty thousand dollars (\$150,000), the Contractor, Subcontractor, subrecipient or subgrant recipient shall comply with all of the requirements of the Clean Air Act (42 U.S.C. 7401 -7671q.) and the Federal water Pollution Control Act as amended (33 U.S.C. 1251 – 1387).
- g. **Energy Policy and Conservation Act:** The Contractor agrees to comply with the mandatory standards and policies relating to energy efficiency contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act 42 U.S.C. 6201.
- h. **Federal System for Award Management:** A order/Contract shall not be made to parties listed on the government-wide exclusions set forth in the System for Award Management (“SAM”) (found at www.sam.gov), which contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory Aviation Authority.
- i. **Title Vi List of Pertinent Nondiscrimination Acts And Authorities**
During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”) agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:
 - 1) Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
 - 2) 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
 - 3) The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
 - 4) Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
 - 5) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);

- 6) Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- 7) The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and Contractors, whether such programs or activities are Federally funded or not);
- 8) Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- 9) The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- 10) Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- 11) Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- 12) Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

j. **Procurement of Recovered Materials:**

- 1) In the performance of this Contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired.
- 2) Competitively procured within a timeframe providing for compliance with the Contract performance schedule;

- 3) Meeting Contract performance requirements; or
- 4) At a reasonable price.
- 5) Information about this requirement, along with a list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
- 6) Awarded Contractors are required to fully comply with all requirements outlined in 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

6.49 Federal Emergency Management Agency (FEMA) Contract Requirements

In the event of a hurricane, civil disturbance, or other declared emergency, the Contractor will be required to begin response within one hour after notification and be on site no later than two hours after notification unless there are circumstances beyond control of the Contractor (roadway damage, etc.). **Cost of the service will be at the standard or non-standard working hours at the discretion of the Aviation Authority.** If State of Florida declares a State of Emergency, Contractor agrees to the terms outlined in the Federal Emergency Management Agency (FEMA) Contract Requirements. <https://www.fema.gov/grants/procurement>

6.50 Additional FEMA Requirements.

The Uniform Rules authorize FEMA to require additional provisions for non - Federal entity Contracts. FEMA, pursuant to this Aviation Authority, may require the following:

- 1) Access to Records. The following access to records requirements apply to this Contract:
 - a) The Contractor agrees to provide the Florida Division of Emergency Management, Greater Orlando Aviation Authority, Orlando, Florida, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts, and transcriptions.
 - b) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
 - c) The Contractor agrees to provide the FEMA Administrator or his authorized representatives' access to construction or other work sites pertaining to the work being completed under the Contract.

- d) In compliance with the Disaster Recovery Act of 2018, the non-federal entity and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

2) Compliance with Federal Law, Regulations, and Executive Orders.

This is an acknowledgement that FEMA financial assistance will be used to fund the Contract only. The Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

3) No Obligation by Federal Government.

The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the non -- Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.

4) Program Fraud and False or Fraudulent Statements or Related Acts.

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.

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PROPOSAL DOCUMENT REPORT

Solicitation No. 24-137-RFP

Curbside Traffic Management Services

RESPONSE DEADLINE: October 17, 2023 at 11:00 am

Report Generated: Tuesday, October 17, 2023

Allied Universal Security Services Proposal

CONTACT INFORMATION

Company:

Allied Universal Security Services

Email:

govservices@aus.com

Contact:

Mallorie Heyl

Address:

161 Washington Street, Suite 600
Suite 600
Conshohocken, PA 19428

Phone:

(614) 381-5977

Website:

aus.com

Submission Date:

Oct 17, 2023 8:18 AM

ADDENDA CONFIRMATION

Addendum #1

Confirmed Oct 16, 2023 8:38 PM by Mallorie Heyl

QUESTIONNAIRE

1. Respondent Submittals (without Cost)*

Please Upload your COMPLETE response, including any and all required forms listed in the solicitation and the corresponding attachments.

(Do not upload cost information in here)

GOAA_2023_Curbside_Traffic_Management_Services_Proposal_AUS_FINAL.pdf

2. Separate Cost Proposal*

Confirm that your fee proposal is not attached in your Proposal and is attached separately here.

Terminal_Curbside_Traffic_Management_Services_AUS_Pricing.xlsx

3. REVISIONS | ADDENDA | QUESTIONS & ANSWERS * By selecting YES below, participants are confirming that they have reviewed revisions and all answers to questions published and any addenda up to the closing date and have given consideration to all information in preparing the response to this solicitation. Selecting YES will serve as confirmation of acknowledgement.*

Confirmed

4. I certify that I have read, understood and agree to the terms in this solicitation, and that I am authorized to submit this response on behalf of my company.*

Confirmed



Allied Universal® Proposal to Greater Orlando Aviation Authority for Curbside Traffic Management Services

Presented to:

Janice K. Hughes, CPPB
Senior Purchasing Agent
Greater Orlando Aviation Authority

Tel: 407.825.6425
Email: Janice.Hughes@goaa.org

Submitted by:

Taylor McDonald
Director Government Services
Allied Universal Security Services

Tel: 954-415-7419
Email: govservices@aus.com

3.1 Minimum Requirements

- a. Respondent shall be registered/qualified to do business in the State of Florida. Provide a copy of such registration/qualification to the Aviation Authority with the Response submission.

State of Florida Department of State

I certify from the records of this office that UNIVERSAL PROTECTION SERVICE, LLC is a Delaware limited liability company authorized to transact business in the State of Florida, qualified on January 30, 2012.

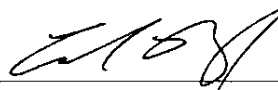
The document number of this limited liability company is M12000000566.

I further certify that said limited liability company has paid all fees due this office through December 31, 2022, that its most recent annual report was filed on May 31, 2022, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Eleventh day of April, 2023*




Secretary of State

Tracking Number: 5128161537CU

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

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

b. Respondent must have at least five (5) consecutive years of verifiable experience within the last ten (10) years providing one or more of the following types of security services or traffic management services with a minimum of 2,000 hours per week per single location requiring specialized training and/or certifications of the contractor, and where the security services are regulated and audited by a state, or federal government agency, such as the following:

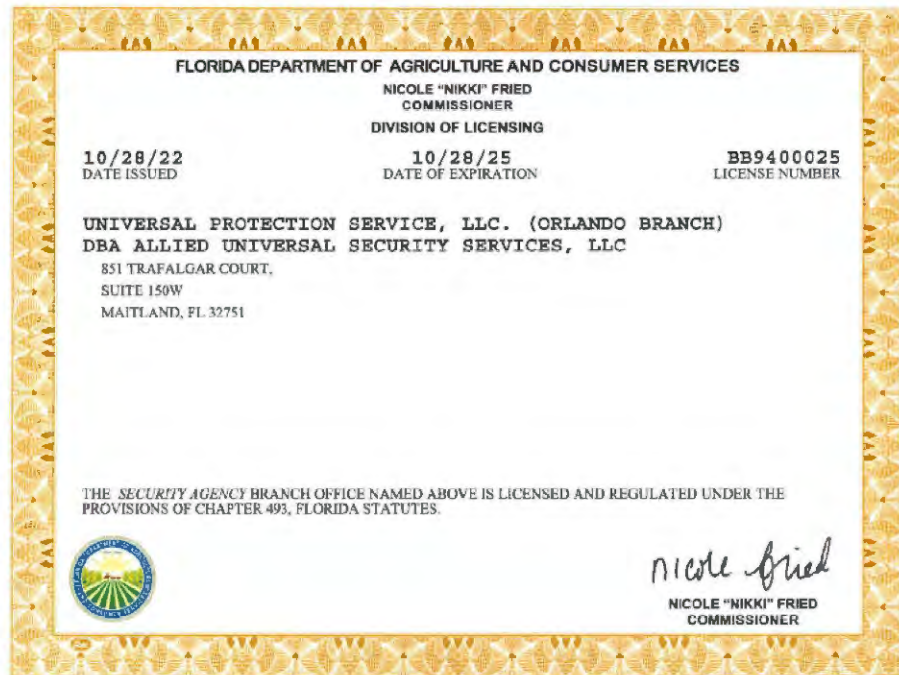
- 1) Provides security services or traffic management services at a large hub U.S. commercial-service airport regulated by the Transportation Security Administration (TSA), CFR 49 Part 1542 or
- 2) Provides security services or traffic management services at a facility owned / operated by a federal, state, or local government agency or
- 3) Provides security services or traffic management services at a hospital or other healthcare facility.

Allied Universal has provided security services at Fort Lauderdale-Hollywood Airport (FLL) since February 2010. We also provided curbside traffic control services at FLL for well over five consecutive years. The contract was ultimately split into two separate contracts in 2023. Allied Universal provided extensive **curbside traffic management including expertise ensuring the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the terminals' curbs** from 2015 to 2023. Allied continues to provide over 3,500+ HPW security services at FLL. FLL is a Transportation Security Administration (TSA), CFR 49 Part 1542 airport.

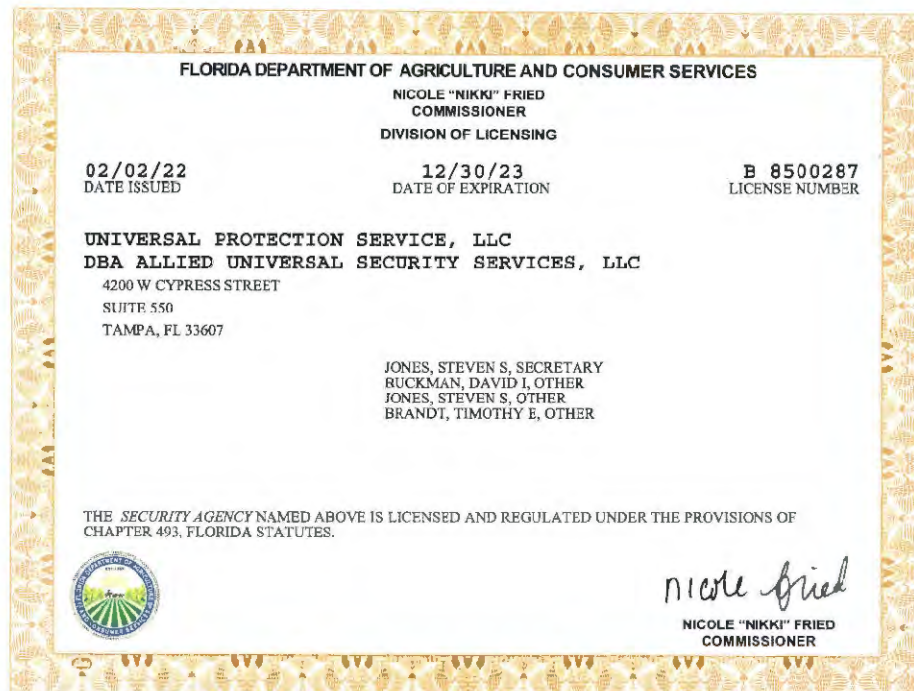
Fort Lauderdale-Hollywood International Airport	
Address	100 Aviation Boulevard, Fort Lauderdale, FL 33315
Contact Person	Frank Capello
Telephone Number	954-359-2356
Email Address	fcapello@broward.org
Current or Former Client Service Dates	Since 2010
Scope of Services	
Monitor exit lanes, vehicle screen at all security gates, man security and vehicle access gates, man SIDA access points. Allied Universal managed curbside traffic control between 2015 and January 2023 when the contract was ultimately split into two separate contracts. Allied currently provides over 3,500+ security services at FLL and has provided security services at FLL since February 2010. Allied provides: • Merchandise Inspections at FLL: Merchandise inspections at FLL consist of screening concession merchandise entering the sterile concourses at FLL, and similar security tasks. • Employee Inspections at FLL: Employee inspections at FLL consists of conducting prohibited items inspections of credentialed (badged) employees and escorted visitor(s) at FLL, and similar security tasks approved in advance and in writing by the Contract Administrator. Assigned CSS Personnel will use x-ray machines, handheld metal detectors, walk-through magnetometers, and/or patdowns, as necessary, to prevent the entry of prohibited items into the secured areas at FLL. • Secure Exit Lanes at FLL: Secure exit lanes at FLL consists of assigning CSS Personnel to access control points to secure the exit lanes at FLL.	

c. Provide a photocopy Class "B" Security Agency License by the Florida Department of Agriculture and Consumer Services.

Florida Department of Agriculture and Consumer Services Orlando Branch License is BB9400025.



Florida Department of Agriculture and Consumer Services Tampa Branch License is B8500287



d. An affirmative statement that the Respondent is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Solicitation Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.

Allied Universal Security Services is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award.

e. Return of Required Response Forms and Proof of Insurance.

1) Response Forms to be turned in to the Aviation Authority

The Response forms, (1 through 7) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Response to be deemed as non-responsive.

Completed and signed response forms 1 through 7 are provided in Tab 8.

2) Proof of Insurance

The Proof shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.4 Insurance Requirements. Provide evidence of one of the following: Certificate of Insurance on Acord form or form acceptable to Aviation Authority, signed affirmation of ability to comply from a licensed insurance agent, or insurance quote.

A copy of the Company's standard Certificate of Liability Insurance follows. Allied Universal can meet the required insurance(s) listed in **Section 3.4 Surety Bonds/Letters of Credit/Liability Insurance**, is provided in **TAB 2, General Company Information, item C, Proof of Insurance**.

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TAB 2 – General Company Information

A. Company Name

Provide the name of Respondent's company (including the name of any parent company), Include:

1. Contact name and complete contact information of individual responsible for account ("Lead Individual").
2. Type of organization (corporation, sole proprietor, partnership, other).
3. Federal employer identification number.

Universal Protection Service, LP d/b/a Allied Universal® Security Services is the parent and sole member of Universal Protection Service, LLC d/b/a Allied Universal® Security Services. The parent maintains 100% ownership of the entity.

450 Exchange
Irvine CA 92602
866.877.1965

CONTACT INFORMATION	
Lead Individual General Manager Orlando	Michael Grant W: 321.280.3110 C: 407.461.9578 michael.grant@aus.com
Director Government Services City & State	Ryan Leneweaver C: 407.461.9578 ryan.leneweaver@aus.com
Contact Person Director Government Services	Taylor McDonald C: 954-415-7419 taylor.mcdonald@aus.com
Regional Vice President	Eric W. Glasgow, MBA C: 904.514.9911 Eric.Glasgow@aus.com
President, Florida Region	Robert C. Wood CPP, CFE C: 347-728-1702 bob.wood@aus.com

2. Type of organization (corporation, sole proprietor, partnership, other).

Universal Protection Service, LLC d/b/a Allied Universal® Security Services is a limited liability company.

3. Federal employer identification number.

The **Federal Employer Identification Number** for Universal Protection Service, LLC, d/b/a Allied Universal® Security Services, is 56-0515447.

B. Cover Letter

The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the services proposed and include the following:

1. Provide a brief narrative description of the firm's expertise, experience, history, and the resources directly available for the proposed project.

October 17, 2023

Greater Orlando Aviation Authority
5855 Cargo Road,
Orlando, FL 32827- 4399

Dear Ms. Hughes and Members of the Procurement Committee:

Thank you for the opportunity to present our proposal for Curbside Traffic Management Services. Universal Protection Service, LLC d/b/a Allied Universal® Security Services (AUS) and Southeast Protection Services Inc. (Southeast) have partnered to fulfill the obligations under the Greater Orlando Aviation Authority's contract for curbside traffic management services. Combining the strength of Allied Universal's global aviation expertise and extensive experience in the Orlando area with Southeast's strong diverse, MWBE, organization of talented professionals.

Allied Universal provides specialized **curbside security and traffic control services at many airports such as Dallas Love Field (DAL), LaGuardia Airport (LGA), Hollywood Burbank Airport (BUR), John Wayne Airport (SNA), Lee County Port Authority Airport/ Southwest Florida International Airport (RSW)** as well as providing curbside traffic control at **Fort Lauderdale-Hollywood Airport for over 8 years..** In addition, **we provide large-scale curbside traffic control at many regulated facilities such as: Port Everglades, Port Tampa Bay JAXPORT, Miami-Dade Transit and Tri-Rail along with many others.** We have a deep understanding of the very unique qualifications that it takes to provide curbside traffic control. Our officers need to be able to maintain a calm demeanor and differentiate between situations requiring positive forceful action and those requiring calm diplomacy and compassion. Our officers are specifically screened for these personality characteristics and are trained to effectively maintain positive yet personable control of the terminal curbside area.

Company Experience with Curbside Traffic Management at Airports

Allied Universal has led the security industry in growth, innovation, and service excellence since 1957. AUS has a deep understanding of the very unique qualifications that it takes to provide a comprehensive and fully compliant security program in a highly regulated and complex environment such as curbside security and traffic control at a large category X airport. Below are a few of the reasons why we are uniquely positioned to be the best security partner for curbside traffic management services at GOAA:

Deep roots in the Orlando area. Opening operations in Orlando in 1986, today, Allied Universal's 2,000+ security professionals provide comprehensive security solutions to more than 300 customers in the greater Orlando area. Allied Universal® has served as the largest provider of security services in Orlando for more than 30 years, providing us with a unique understanding of the challenges in recruiting and retention in the market along with deep relationships with the community, local agencies, associations, and law enforcement. Similar to Allied Universal®, Southeast, the minority

partner of AUS, has strong roots at GOAA. Safeguard is a GOAA certified MWBE that serves as an AUS partner on the contract 23-105-Security Services at Orlando International Airport.

Allied Universal® has more **than 20 years of aviation security experience**, serving as the security partner for over 130 airports around the world, including nine (9) category X, large hub airports in the United States including curbside and traffic control services.



We secure more than **two dozen large and medium hub airports complying with Title 49 CFR § 1542 Airport Security Regulations, as well as numerous small hub, non-hub, and general aviation facilities.** Additional aviation programs include securing air cargo facilities and airline related services including catering inspection, terminal security, and foreign aircraft security, complying with Title 49 CFR § 1544, 1546, 1548, 1549, and 1550 regulations, accounting for more than 4,500,000 hours of comprehensive security and screening services per year.

Our current aviation security programs in the United States include:

- Contracts for 9 Cat X airports, totaling over 50,000 man-hours per week
- Contracts for 25 Cat 1 & 2 airports, totaling over 31,000 man-hours per week
- Contracts for 24 Cat 4 & GA airports, totaling nearly 4,000 man-hours per week

Our involvement in the below associations helps shape the industry through the development of policies and best practices keeping us and our clients current with changing and emerging regulatory standards.

INDUSTRY ENGAGEMENT



A History of Deep Resources in Orlando

A dedicated management and support team for the Airport Curbside Team, including a Manager, Assistant Manager (2) and Administrative Staff supported by a local Recruiter/Human Resource Coordinator, a Training Manager and Supervisor, and Office Assistants based in our local office. This team will be responsible for the administrative needs of the security program (recruiting, training, uniforming, human resources, scheduling, payroll and billing, compliance, and reporting).

Curbside Traffic Management Office – The AUS curbside traffic management team will be based in the GOAA-assigned office located on-site. This dedicated team will be responsible for the administrative needs of the curbside traffic management program (recruiting, training, uniforming, human resources, scheduling, payroll and billing, compliance, and reporting) and will also be supported by our local Orlando/Maitland operations for recruiting campaigns, training, and emergency surge support.

Aviation Security Expertise – AUS understands that “aviation expertise” means more than flying in our aviation experts from time to time—it means ensuring that your team, on the ground, is supported by a network of similar aviation security managers to ensure the team is being continuously developed and learning what other airports are doing to combat threats and changing regulatory requirements facing Airport Security programs today.

2. Respondent must certify in writing with its Response that Respondent is registered/qualified to do business in the State of Florida. Include a copy of such registration/application to the Aviation Authority with the Response submission.

The Company is registered/qualified to do business in the State of Florida. A copy of our registration/application is provided above.

3. Proposer shall provide a photocopy Class “B” Security Agency License by the Florida Department of Agriculture and Consumer Services.

Florida Department of Agriculture and Consumer Services Orlando Branch License is BB9400025.

Florida Department of Agriculture and Consumer Services Tampa Branch License is B8500287

A copy of our Class “B” Security Agency License issued by the Florida Department of Agriculture and Consumer Services is provided above.

4. An affirmative statement that the Proposer is willing to sign the Contract set forth in this RFP, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Proposer, without significant or material change to such terms or conditions.

Allied Universal Security Services is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award.

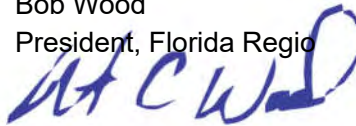
AUTHORIZED PRIMARY CONTACT

Taylor McDonald
Director Government Services

A handwritten signature in blue ink, appearing to read "Taylor McDonald".

AUTHORIZED SIGNATORY

Bob Wood
President, Florida Region

A handwritten signature in blue ink, appearing to read "Bob Wood".

C. PROOF OF INSURANCE

The submittal shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.4 Insurance Requirements.

NOTE: If the Respondent is a joint venture or partnership, which is not currently in existence, the above requested documentation shall be submitted from each entity of the proposed joint venture or partnership.

The Company will meet all insurance thresholds as stated in item C, Proof of Insurance. A standard sample Certificate of Insurance follows.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 02/07/2023		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER MARSH USA INC 1717 Arch Street Philadelphia, PA 19103 Attn: Philadelphia.Certs@marsh.com / Fax: (212) 945-0360		CONTACT NAME : Marsh U.S. Operations PHONE (A/C No. Ext) : 866-966-4864 FAX (A/C No.) : EMAIL ADDRESS : Philadelphia.Certs@marsh.com		INSURER(S) AFFORDING COVERAGE NAIC #		
CN118025105-ALL-AVAILU-23-24		INSURER A : See Attached Acord 101		INSURER B : Greenwich Insurance Company 22322 INSURER C : XL Insurance America 24554 INSURER D : Indemnity Insurance Company of North America 43575 INSURER E : INSURER F :		
INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428						
COVERAGES CERTIFICATE NUMBER: CLE-006532965-26 REVISION NUMBER: 19						
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
WKS/LTR	TYPE OF INSURANCE	ACORD SUBS (REQ) (WVD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-ECT ☐ LOC OTHER:					EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY		RAD843751806	01/01/2023	01/01/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION \$		XSM 672500027 003	01/01/2023	01/01/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in RH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	RWD300120307 (AOS) RWR300120407 (WI)	01/01/2023 01/01/2023	01/01/2024 01/01/2024	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Aviation Liability Insurance		AVNPL2150204	01/01/2023	01/01/2024	Each Occurrence \$ 25,000,000 Aggregate \$ 25,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) RE: OFID# 373942 Reference # 007216 Greater Orlando Aviation Authority - Purchasing c/o Ventral RMS, Inc. are included as additional insured (except workers' compensation) where required by written contract. Liability coverage shall be primary and non-contributory where required by written contract. Waiver of subrogation is applicable where required by written contract.						
CERTIFICATE HOLDER Greater Orlando Aviation Authority - Purchasing c/o Ventral RMS, Inc. 1001 E 101st Terr Ste 235 Kansas City, MO 64131			CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Marsh USA Inc.</i>			

ACORD 25 (2016/03)

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AGENCY CUSTOMER ID: CN118025105

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARSH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 161 Washington Street, Suite 600 Conshohocken, PA 19428
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Aviation Liability Insurers

Various Lloyds Syndicates
Convex Insurance UK, Limited
Helvetia Global Solutions Ltd
SCOR UK Company Limited
SwissRe International SE
Axis Specialty Europe, SE
Endurance Worldwide Insurance Limited

ACORD 101 (2008/01)

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TAB 3 – Respondent's Experience, Qualifications And Methodology

A. Experience and Qualifications

1. Provide a summary of the company's background, history, locations, number of years in business, the total number of employees, key personnel, qualifications, experience, how business is organized, and notable achievements.

Background In Aviation

Our aviation security program responsibilities vary from program to program and include:

	Access control at employee/vendor checkpoints		Employee/vendor screening using screening technology and visual inspection of belongings
	AOA access control and vehicle searches		Terminal and airfield perimeter roving patrols
	Screen and log persons and/or vehicles accessing restricted areas		Alarm and incidents response
	Monitor airfield permits		CCTV and alarm systems monitoring
	Escorts and security for construction of runways, taxiways and terminals /concourses		Credentialing and employee/visitor badge management
	Securing exit lanes from sterile area to public areas		Concession inspections
	Customer service ambassadors & Passenger assistance		Canine explosive detection & Cargo screening
	Queue management & Ticket counter support		Taxi dispatch and ride share management
	Escorting international passengers to Customs and Immigration		Monitoring and controlling curbside traffic and pedestrian management

Traffic Management, Curbside Traffic Control and Taxi Dispatch. Our Security Professionals enforce security rules and regulations, as well as loading and staging rules for airports around the nation. **Security Professionals help maintain smooth traffic flow, monitor vehicles stopped at the terminal to actively load and unload baggage, assist emergency vehicles and personnel responding to incidents, and provide information assistance to travelers, as well as coordinate taxi dispatch and all other passenger ground transportation.** Security Professionals also monitor and assist pedestrians while crossing traffic lanes to enter and exit the parking garage and monitor the coordination of the smooth flow of vehicle traffic and the safe crossing of

pedestrians. We ensure the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the terminals' curbs.

Security Gate and Vehicle Access Checkpoints. On an annual basis, we control, log, and verify more than 15 million entry and exit transactions at security gate checkpoints at the airports we serve. Many of the transactions require close visual inspection of the identification and/or identification verification using an Access Control device to verify valid and proper access. **Security Professionals are specifically trained to TSA standards to inspect vehicles and packages at these sites.**

Vehicle Screening. Many of our clients require that we assist in monitoring and coordinating the movement of vehicles, employees, vendors, customers, and visitors in and out of their aviation facilities airside and landside, from concession trucks to catering vehicles entering the airfield. Our Security Professionals are responsible for **screening vehicles at staffed Security Gate entry points at all the airports that we secure.** Our officers **inspect driver credentials and Customs Seals** and are trained in physical search techniques, explosive detection techniques, and behavioral pattern recognition to ensure suspicious persons along with prohibited items, weapons, and contraband do not enter the facilities that we protect.

Exit Lanes. We have provided exit lane security at airports. We work closely with airport and TSA officials to ensure that no security incidents or breaches occur at checkpoint exit lanes or other traveler exit portals from the sterile area throughout the airport. We provide security 24 hours a day, seven days per week at sterile area exit points and have responsibilities for additional checkpoints during late evening and early morning hours.

Access Control/Employee Secured & SIDA Access Points. Our employees actively conduct document inspections and verify security authorization for airport employees, airline crews, employees, and federal officers including TSA, Federal Flight Deck Officers (FFDO), Federal Air Marshals (FAM), and other government officials. Security Professionals are specifically trained to inspect and screen packages at these sites as well as verify 100 percent identity of each employee entering the Secured Areas of the airport through airside access points. This verification is done currently with an access control (SIDA) badge check along with a fingerprint biometric verification process. Screening technology also includes using handheld metal detectors, L-3 and Smiths Detection X-Ray Machines, and CEIA and PMD2 Walk-Through Metal Detectors.

Employee Inspections and Employee Screening. Each day, our Security Professionals screen more than **250,000** visitors and employees a day using x-ray machines and walk-through metal detectors at entrances for hundreds of locations across the country. We staff employee screening portals, screening all badged employees entering and exiting airports. We continue to find prohibited items being brought to work by employees on a daily basis. Employee screening is conducted using handheld metal detectors and pat-down procedures when necessary. At some airports, our Security Professionals conduct random employee inspections and screening.

Access Control Alarms. Our Security Professionals are first responders to access control alarms at all of the airport sites. We monitor access points and alarms and are responsible to respond within the required timeframe outlined in the Airport security program. Many alarms are distinctive, and there are several different access points where visitors, unauthorized persons, vendors or employees could push through an entry or exit point and gain access to the Secured Area. Security

Professionals are equipped with two-way radios and are able to quickly resolve alarms and ensure the sites remain safe and secure.

AOA and Secured Area Escorts. Our Security Professionals provide personnel escorts at all the airports we serve and vehicle escorts onto the AOA and into Secured Areas at most airports vendors and airport personnel requiring an escort to their work site are carefully screened, logged in and given a “follow-me” escort service across active ramp and apron areas, ramp taxiways, vehicle service roads, and perimeter roads to gain access to their work areas each day.

At Allied Universal we recognize how important it is to have the local presence required to support a large program. **We understand that it may not be practical to bring executive aviation and recruiting expertise in from far-reaching locations on a routine basis to meet the day-to-day challenges of maintaining a world-class experience for the travelling public.** If selected for the curbside security program, Allied Universal looks forward to maintaining the Orlando Airports reputation as one of the leading airports delivery a world-class client experience.

A comprehensive traffic program is critical to ensuring a safe, secure, and inviting environment at GOAA. Allied Universal's team members are well trained, reliable, supported by national resources, and focused on helping Orlando International Airport reach its customer service goals as well as supporting the growth initiatives for the people and visitors to the greater Orlando area.

We understand that the client experience for every flying passenger and driver with an arrival or departure from Orlando Airport is critical to reputation and brand of the greater Orlando area. We will allocate the critical resources to work in partnership with GOAA's traffic management and client experience team. **Allied Universal and Southeast are proven, trusted partners at Orlando Airport and we are committed to providing an autonomous team of curbside traffic specialists.**

ALLIED UNIVERSAL CURBSIDE TRAFFIC CONTROL AT AIRPORTS EXPERTISE

Allied Universal provides specialized **curbside security and traffic control services at many airports such as Dallas Love Field (DAL), LaGuardia Airport (LGA), Hollywood Burbank Airport (BUR), John Wayne Airport (SNA), Lee County Port Authority Airport/ Southwest Florida International Airport (RSW)** as well as providing curbside traffic control at **Fort Lauderdale-Hollywood Airport for over 8 years.** In addition, **we provide large-scale curbside traffic control at many regulated facilities such as: Port Everglades, Port Tampa Bay JAXPORT, Miami-Dade Transit and Tri-Rail along with many others.**

We have a deep understanding of the very unique qualifications that it takes to provide curbside traffic control. Our officers need to be able to maintain a calm demeanor and differentiate between situations requiring positive forceful action and those requiring calm diplomacy and compassion.

Our officers are specifically screened for these personality characteristics and are trained to effectively maintain positive yet personable control of the terminal curbside area.

Allied Universal is already a respected security provider in Orlando and the aviation security industry throughout Florida and nationwide, **currently serving Greater Orlando Aviation Authority, Fort Lauderdale-Hollywood International Airport, Miami International Airport** as well as **Fort Lauderdale Executive Airport, North Perry Airport and Opalocka Airport in Florida.** In addition, we secure **Orange County, City of Orlando Parking, City of Orlando Downtown Ambassadors, Seminole County, Osceola County** as well as many others here locally in the Orlando area.

Allied Universal Traffic Control Specialists will monitor the curb front traffic control to provide visual observations in accordance with TSA standards requirements of all vehicles entering the Airport Terminal area at various locations. **At our airports where we provide curb side and traffic control Traffic Control Specialists that provide curb side assistance to direct traffic to the proper locations. They monitor the arrival and departure areas for vehicles unattended, direct drivers to cell phone waiting areas and contact airport police in the case of disorderly drivers that do not comply with TSA regulations.** All Traffic Control Specialists are trained to:

We have a deep understanding of the very unique qualifications that it takes to provide curbside traffic control. Our traffic control specialists will be trained to maintain a calm demeanor and differentiate between situations requiring positive forceful action and those requiring calm diplomacy and compassion. Our traffic control specialists will be specifically screened for these personality characteristics and will be trained to effectively maintain positive yet personable control of the terminal curbside area while delivering a positive experience for the traveling public.

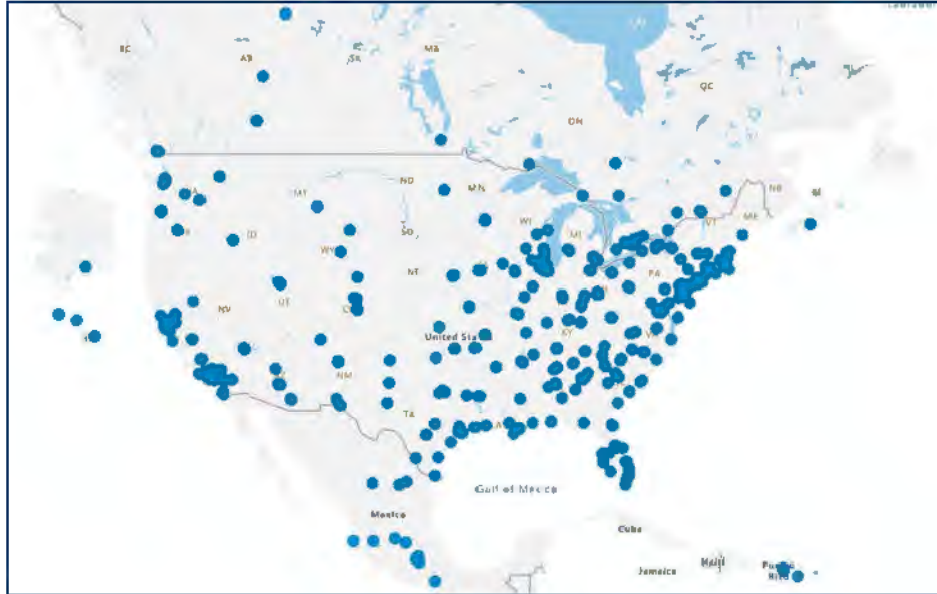
"Allied Universal recognizes that GOAA operates under Transportation Security Administration (TSA) mandate 49 CFR 1542 and requires Curbside Traffic Management Services to ensure the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic through the terminal facility. This is accomplished through the management of traffic."

Our Traffic Control Specialists will monitor and enforce (as necessary) parking regulations in front of each of the terminal buildings that they service. This duty requires that our Traffic Control Specialists hired for these positions be able and willing to act in a manner of authority to maintain control of the terminal area (using whistles and other articles of authority). However, **our Traffic Control Specialists will be trained to be able to enforce traffic**

rules to keep airport vehicles and pedestrians away from the airport's passenger terminals while maintaining a positive customer experience for the visitors to the airport. Our Traffic Control Specialists are trained in customer service to effectively maintain the compliance requirements associated with 49 CFR 1542.

Years In Business / Locations / Total Number of Employees

- Allied Universal has been in business since 1957.
- The Company operates 350 branch offices in North America that provide our full array of services. A complete list of office locations may be found online at .
- Allied Universal employs 750,000 world-wide, and 300,000 in North America



Key Personnel Qualifications and Experience

AWARD-WINNING GOVERNMENT SERVICES

Allied Universal® has a dedicated Government Services team that provides operations personnel and government clients an additional resource to ensure contract compliance and delivery of best practices. We understand the complexity of maintaining compliance with rules and regulations while providing the required security services, considering the need for qualified, security professionals. Allied Universal®'s Government Services provides security services to municipal, state, and Federal clients across hundreds of individual sites nationwide.

35,000,000+ hours of armed and unarmed security services provided annually to Federal State and Local governmental facilities nationwide	Over \$1 billion In annual revenue	Dedicated Team of Government Services Experts
 20,000+ Specially training Security Professionals	 4,800+ Government locations Up to 200 locations under a single contract	 850+ Government clients

Our ability to service and manage the City's specific security requirements is backed by our current offering of a wide range of security services we provide nationwide at government and quasi-government facilities today:

- Access Control
- Alarm Response
- Armed Protective Services
- Canine Teams
- Control Centers and CCTV Operations
- Emergency/Alarm Response
- Detecting, Reporting, Correcting Safety Hazards
- Enforcing Policies/Procedures & State Laws
- Fire Safety Officers
- Customer Service
- Hazmat Responders
- Internal/External Patrols
- Patrol Services (Vehicle, Bike, Foot)
- Recruiting and Providing Cleared Personnel
- Traffic Control
- Terrorism Awareness Training

- Escort Services

- X-Ray, Magnetometer, Wand Device Operation

Who We Serve

Allied Universal® is recognized by our clients as the industry leader, specializing in force protection and a We understand the complexity of maintaining compliance with rules and regulations while providing the required curbside traffic control services, considering the need for qualified, security professionals. Allied Universal's Government Services provides security services to **850+ municipal, state, and Federal government clients across hundreds of individual sites nationwide, including single contracts covering up to 200 facilities. In Florida, Allied Universal® supports 200+ clients in Orlando including State, County, City, and other specialized clients providing similar regulatory requirements.** While each client contract is unique in scope and size, typical facilities Allied Universal® secures include:

200+

**Clients in
Orlando**

WHO WE SERVE

Allied Universal® is recognized by our clients as the industry leader, specializing in force protection and access control to local, state, and federal government facilities and agencies, including:

• Airports • Business Improvement Districts • City Administrative Services • Consulates/Embassies • Courts • Federal, Civilian, and Defense Contractors	• Federal Government Agencies • International Financial Agencies • Municipal, County, and State Agencies • Ports/Port Authorities • Public Utilities • Transportation/Transit Authorities
--	--

MAINTAINING THE SAFETY AND SECURITY OF THE TRAVELING PUBLIC



Allied Universal® is the largest provider of specialized airport aviation security in the U.S. With extensive experience at Large/Medium/Small Hubs, Category X international airports, and general aviation airports. We work with our government partners in full compliance with the Department of Homeland Security and Transportation Security Administration's requirements. Allied Universal® now has over **30+ Airport Certified Employees (ACEs)** as well as aviation experts with over 20 years of transportation security operational and law enforcement expertise to our aviation programs. **Expanded Airport Security** curriculum that now includes **Behavior Recognition, Aggression Management, Violence Prevention, and Insider Threat Training.**



We understand the complexity of maintaining compliance with rules and regulations while providing the required security services and the need for qualified officers. Allied Universal® Government Services provides security services to municipal, state and Federal government clients across 4,800 individual sites nationwide, including single contracts covering up to **200** separate facilities.

HOW GOAA BUSINESS WILL BE ORGANIZED

In North America, we operate our business under the existing Allied Universal® brand, and our international business operates under the G4S brand. Today we operate in more than 96 countries with an experienced team of approximately 800,000 employees and more than 1,400 local offices.

The Company's Orlando Curbside Traffic Management will be an autonomous office and home of the support team behind the employees and managers providing services to GOAA's curbsides supported by our local Orlando office at any time, if needed. Support staff and management already have specific knowledge of the GOAA curbside program and stakeholders.

Further our local branch team supports numerous clients throughout the greater Orlando area to include other programs with the City of Orlando and Orange County. The team will continue to oversee strategy, hiring, training, scheduling, supervision and administration. Branch office managers, recruiters, trainers and support staff also assist with:

- Promptly filling extra coverage requests
- Onboarding new employees
- Training and human resource inquiries

- Engagement with local business partners in Orlando

The local team consists of highly experienced executives and managers who have worked with government agencies, locally and nationwide. **It is important to note that these personnel are current employees that are based in Florida with the Dedicated Support team coming from our Orlando Branch Office and Orlando Curbside Traffic Management Office.** The Allied Universal® organizational structure responsible for executive oversight at Orlando International Airport account is a direct result of implementing best practices for similarly sized portfolios and is best described as two primary levels of support.

Regional Executive Support

Each branch office is supported by a regional office with a Regional Vice President (RVP) who is committed to the overall successful performance of the entire region, overseeing and directing all operational, financial and administrative functions. The RVP reports directly to the Region President, is accessible to the management team, and acts as an added resource to provide additional direction and support the account. Region Presidents provide key executive support to resolve business issues quickly and efficiently when senior level involvement is needed.

2500
Employees in
Orlando

WHY ALLIED UNIVERSAL® IN ORLANDO?

- Allied Universal's local office supports the community by creating jobs in Orlando every day.
- Allied Universal® employs more than **2,500 employees in Orlando** that can provide the depth of employee resources critical to the success of this project
- Allied Universal® has a proven track record by servicing **almost 100,000 hours per week in Orlando**
- We serve more government agencies in Orlando than any other company, **including City of Orlando, University of Central Florida, Orange County, Seminole County, Osceola County, and many others.**

NOTABLE ACHIEVEMENTS

In September of 2022, Hurricane Ian hit the state of Florida as a Category 4 Hurricane. The storm required Orlando International Airport to cease operations on the 28th of September, and resume operations on the 30th of September. Allied Universal supported this with Managers, Supervisors, and Officers that remained on site to maintain the safety and security of the facilities throughout the storm. Our customer Mr. Karamarkovich stated, "Fabio, You and your response team did a wonderful job over the past couple of days during the "shut-down", "shelter-in-place", and the "recovery" phases of Hurricane Ian. Please extend my "thank you" to all of those involved from your team."

Orlando International Airport's brand-new Terminal C started operations in September of 2022, after 5 years of construction. With the addition of this new Terminal to the Airport, Allied Universal was asked to increase its staffing and support by more than 3000 hours per week (75 personnel). Our operations rolled out in phases as parts of the Terminal were released from Construction to Authority control, followed by the setting of the sterile area, and finally the first commercial service arrival. **We are proud to have been able to support MCO during this historic new chapter in the Airport's long history.**

2. Provide a list of similar projects/contracts provided in the past five years with other entities or airports.

Allied Universal provides specialized **curbside security and traffic control services at many airports such as Dallas Love Field (DAL), LaGuardia Airport (LGA), Hollywood Burbank Airport (BUR), John Wayne Airport (SNA), Lee County Port Authority Airport/ Southwest Florida International Airport (RSW)** as well as providing curbside traffic control at **Fort Lauderdale-Hollywood Airport for over 8 years..** In addition, **we provide large-scale curbside traffic control at many regulated facilities such as: Port Everglades, Port Tampa Bay JAXPORT, Miami-Dade Transit and Tri-Rail along with many others.** Our officers need to be able to maintain a calm demeanor and differentiate between situations requiring positive forceful action and those requiring calm diplomacy and compassion. Our officers are specifically screened for these personality characteristics and are trained to effectively maintain positive yet personable control of the terminal curbside area. A sampling of duties for a few select airports with traffic control is provided below:

John Wayne Airport: Allied Universal provides contract security services for John Wayne Airport including AOA gate access control, roving perimeter patrol, loading dock security, monitor exit lanes, and curbside traffic control. The traffic control portion of the SOW began in two phases after being handled by the Orange County Sheriff Previously. In 2020 Allied Universal began staffing and providing services on the arrival level. Three-man teams were deployed for two shifts per day during airport operating hours. In 2021, Allied Universal began staffing the departure level, completing the transition from the sheriff to contract security. Three-man teams are currently deployed for two shifts per day for the departure level as well. Each shift includes a breaking/relief officer. Allied Universal security professionals are expected to enforce security rules and regulations, as well as loading and staging rules as prescribed by JWA. **Security professionals help maintain smooth traffic flow, monitor vehicles stopped at the terminal while actively loading and unloading baggage, assist emergency vehicles and personnel responding to incidents, provide information assistance to travelers, and assist with directing passengers to ground transportation (i.e Uber/Lift/taxi service). Security professionals monitor and assist pedestrians while crossing traffic lanes to enter and exit the parking areas and monitor the coordination of the smooth flow of vehicle traffic and the safe crossing of pedestrians.**

Hollywood Burbank Airport: Allied Universal has been proudly providing safety and security services to Hollywood Burbank Airport since 2017. Services include AOA gate access control, perimeter patrol, and **curbside traffic control. Traffic control is provided from six-man teams working two shifts per day. Vehicle traffic control is provided on the Airport public roadway. Traffic Control Officers (TCO) are responsible for allowing /enforcing safe movement of passengers along all crosswalks and curbside at both terminal concourses. The TCOs also perform walking patrol of terminal areas as well as crowd control inside terminals and at TSA Security Checkpoints during peak periods determined by Authority staff. TCOs assist Airport Police in a non-law enforcement role and are deployed as emergency personnel during incidents as needed.**

For more than 20 years, Allied Universal® has provided comprehensive aviation security programs to airports and airlines across the world. The vast majority of these contracts are held directly with airlines, national aviation authorities, airport authorities, or the operating company. With more than

130 airline and airport customers, we have provided a partial listing of the airport security programs in the United States and Canada, along with the hours per week, and the year the contract started.

Airport	HPW	Category	Customer Since
Baltimore/Washington International Thurgood Marshall Airport	5,700	X	2003
Buffalo Niagara International Airport	823	I	2017
Burbank Hollywood International Airport	900	I	2017
Columbus International Airport	1,456	I	2019
Dallas Love Field Airport	1,944	I	2015
Daniel K. Inouye International Airport	16,593	X	2021
El Paso International Airport	1,320	I	2021
Fort Lauderdale International Airport	3,500	X	2010
John Wayne International Airport	913	I	2012
Manchester-Boston Regional Airport	580	II	2002
Miami International Airport	6,600	X	2008
Orlando International Airport	5,200	X	2020
Philadelphia International Airport	1,913	X	2019
Phoenix Sky Harbor International Airport	1,759	I	2018
San Antonio International Airport	744	I	2014
Vancouver International Airport (CATSA)	40,000		2010

REFERENCES

Allied Universal provides security services for the Orlando International Airport related to personnel screening and security area monitoring services, to include access control, vehicle search services, foot/vehicle patrol services, searches of persons, searches of property, and searches of equipment at multiple locations located throughout the Orlando International Airport ("OIA") in accordance with the Contract Documents and pursuant to the Aviation Authority's Standard Operating Procedures (SOPs)/Post Orders and the Code of Federal Regulations (CFR) Title 49 Part 1500 series.

Allied Universal's security program at Orlando International Airport is led by a dedicated On-site Account Manager with an Assistant Manager and 24/7 Supervisors. Allied Universal's Account Manager has been in the Aviation Security business for 20+ years and holds his ACE certification in Security through AAEE.

Orlando International Airport's brand new Terminal C started operations in September of 2022, after 5 years of construction. With the addition of this new Terminal to the Airport, Allied Universal was asked to increase its staffing and support by more than 3000 hours per week (75 personnel). Our operations rolled out in phases as parts of the Terminal were released from Construction to Authority control, followed by the setting of the sterile area, and finally the first commercial service arrival. We are proud to have been able to support MCO during this historic new chapter in the Airport's long history.

SCOPE OF WORK HIGHLIGHTS

- Personnel (Individual) Searches
- Property Searches
- Access Control
- Alarm Response
- Vehicle Search Services
- Foot/Vehicle Patrol Services at Multiple Locations



REFERENCES

Allied Universal® has served as Miami International Airport's security provider since 2008, providing 7,000 hours per week of service. The security team secures approximately 45 posts consisting of employee checkpoints, main elevators, vendor elevators, construction (development) areas, international arrival areas, the Airport Administrative Headquarters, fire inspection details, a cargo area, and its adjacent rooftop parking areas, and a Loading Dock. The program is overseen by a dedicated Project Manager, Assistant Manager and on-site Supervisors. The Project Manager is one of Allied Universal's 30 managers who has achieved their ACE certification in security.

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

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

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

SCOPE OF WORK HIGHLIGHTS

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



REFERENCES

In 2020, Allied Universal® assumed the security contract with BWI when its long-term contractor, Akal, elected to divest the program and focus on other business opportunities outside of contract security. Akal began its first contract BWI Airport in October 2003, and successfully remained as the prime security contractor to the airport until divesting in 2020. In 2018, Akal, now Allied Universal®, began its 3rd consecutive contract term.

Throughout the many years as BWI's security provider, Akal worked hard to become a valuable partner to the airport, a mission Allied Universal® continues today.

In the almost 20 years of providing service to BWI, there have been no significant penalties or punitive actions and we have had an excellent partnership with the Airport.

Security services include:

- Airport perimeter access control at the external gates
- Access control and monitoring of activity at internal secured area portals
- Escort of construction vehicles in and out of the airfield as well as on the Aircraft Operations Area (AOA), as well as posted officers at the site of construction projects.
- Compliance services for MAA conducted by a dedication team of security personnel who operate at MAA's direction. Allied Universal® employs and pay this team, but they are strictly tasked by MAA.
- SIDA badge processing for airport vendors and staff
- Occasionally support staffing the exit lanes at security checkpoints

The program is led by a Project Manager, with a dedicated support team, to include:

- Assistant Manager
- Human resource team
- Payroll and billing team
- Scheduling and logistics
- Trainers
- Supervisors

Allied Universal® works with a Maryland certified MWBE partner who provides 25% of the total service hours each week.



REFERENCES

Allied Universal® has served as the City of Dallas – Aviation Department's security provider at Love Field and Dallas Executive Airports since 2015. Providing 1,384 hours per week of services, Allied Universal® security professionals:

- Secure the vehicle and pedestrian access gates, screening all vehicles in accordance with the requirements of the airport security plan
- Secure and patrol employee parking areas
- Control ingress and egress at exit lanes, ensuring no re-entry or unauthorized entry
- Conduct patrols inside the terminals, responding to door alarms
- Conduct routine patrols of airport perimeter fence
- Conduct random employee and vendor inspections.
- Provide vehicle and pedestrian traffic management in Transportation Network (Uber, Lyft) area.
- Escort emergency personnel for incidents
- Assist with and conduct airport security plan testing in conjunction with the Department of Aviation.

Allied Universal® also provides additional security professionals to assist with special projects occurring at the Airport. These special projects include, but are not limited to airfield construction, planned events and temporary posts to meet TSA guidelines or mandates. Since 2020, Allied Universal® has partnered with USAPD, as a certified WBE firm, to provide 20% of the overall services at Love Field.

Allied Universal's security program at Love Field is led by a dedicated Account Manager with an Assistant Account Manager and 24/7 roving supervisors. Allied Universal's Account Manager is one of our 30+ managers who has earned his ACE certification in Security through AAAE.

Over the last 7 years, there have been two (2) active shooter incidents in the public areas of Love Field, the first in June of 2016 and most recently in July of 2022. In the aftermath of both incidents, our security team worked with the Airport's operations and security teams to safely evacuate passengers and employees from the public areas of the airport, clear the terminal, direct first responders, provide passenger assistance and serve as additional support for Airport Operations, TSA, and Dallas Police.

SCOPE OF WORK HIGHLIGHTS

- Controlling access and vehicle inspections at AOA gates
- Conducting random employee inspections
- Securing exit lanes
- Conducting terminal patrols and responding to door alarms
- Monitoring vehicle and pedestrian traffic
- Perimeter patrols



REFERENCES

Allied Universal® has served as Columbus Regional Airport Authority's security partner since 2019, providing 1,456 hours per week of service for John Glenn Columbus International Airport. The program is managed by a Security Chief (Program Manager) with a Lieutenant and 24/7 supervisory staff. Allied Universal® security professionals staff two perimeter gate posts and vendor inspections posts, as well as provide interior and exterior patrols and traffic monitoring for the arrival and departure areas. Allied Universal® also provides exit lane monitoring after hours.

Working in conjunction with the Airport, Allied Universal® deployed our HELIAUS® workforce management tool at CMH to continually analyzing Security Professionals routes and schedules to not only better interact with the airport and the public – but also to identify and mitigate security challenges such as insider threats, recurrent access violations, and incident frequency and response with metrics allowing teams to identify new leading indicators, or refine existing data sets and stay ahead of the curve in addressing security concerns that were previously unidentified or poorly documented.

In 2021, American Security Today magazine awarded CMH an ASTOR award, the preeminent U.S. Homeland Security Awards Program, for the Best Airport & Aviation Security Solution. During the past year and through the pandemic, Allied Universal® was able to adapt to the ever-changing needs of the airport and new security challenges.

With HELIAUS® in place, Allied Universal® has been able to provide CRAA with detailed, instantaneous records and compliance reporting for their security metrics. The Public Safety Division is able to review active or past incidents, and metrics independently, increasing their transparency and aiding in responding to TSA audits or inquiries.

SCOPE OF WORK HIGHLIGHTS

- Controlling access and vehicle inspections at AOA gates
- Conducting vendor inspections
- Securing exit lanes
- Conducting terminal and perimeter patrols
- Monitoring vehicle and pedestrian traffic



B. References

Respondents' references should demonstrate that the Respondent and the key individuals have the experience required, and reasonably has the reputation to perform the Scope of Services. References shall be able to validate the Respondent's capabilities and experience for work substantially similar in scope and magnitude (a minimum of 2,000 hours per week per single location). It is the Respondent's responsibility to provide references and information that most closely demonstrates their experience with organizations (airports, counties, municipalities, or universities) of similar size, complexity, and risk exposure as the Aviation Authority.

1. Provide a minimum of three, but no more than five, references of airports and/or governmental entity clients. Respondent shall provide the following information for each reference:

- a) Organization's Name
- b) Address
- c) Contact person
- d) Telephone number and email address of contact person
- e) Brief Description of Project and Firms Role
- g) Date of Services/Status (current or past client)

Fort Lauderdale-Hollywood International Airport	
Address	100 Aviation Boulevard, Fort Lauderdale, FL 33315
Contact Person	Frank Capello
Telephone Number	954-359-2356
Email Address	fcapello@broward.org
Current or Former Client Service Dates	Since 2010
Scope of Services	
Allied Universal has provided security services at Fort Lauderdale-Hollywood Airport (FLL) since February 2010. We also provided curbside traffic control services at FLL for well over five consecutive years. The contract was ultimately split into two separate contracts in 2023. Allied Universal provided extensive curbside traffic management including expertise ensuring the courteous, safe, and expeditious movement of both vehicular and pedestrian traffic at the terminals' curbs from 2015 to 2023. Allied continues to provide over 3,500+ security services at FLL. FLL is a Transportation Security Administration (TSA), CFR 49 Part 1542 airport. Allied Universal monitors exit lanes, conducts merchandise inspections, employee inspections, SIDA access as follows. • Merchandise Inspections at FLL: Merchandise inspections at FLL consist of screening concession merchandise entering the sterile concourses at FLL, and similar security tasks. • Employee Inspections at FLL: Employee inspections at FLL consists of conducting prohibited items inspections of credentialed (badged) employees and escorted visitor(s) at FLL, and similar security tasks approved in advance and in writing by the Contract Administrator. Assigned CSS Personnel will use x-ray machines, handheld metal detectors,	

Fort Lauderdale-Hollywood International Airport	
walk-through magnetometers, and/or patdowns, as necessary, to prevent the entry of prohibited items into the secured areas at FLL.	
• Secure Exit Lanes at FLL: Secure exit lanes at FLL consists of assigning CSS Personnel to access control points to secure the exit lanes at FLL.	

Miami International Airport	
Address	2100 NW 42nd Ave, Miami, FL 33126
Contact Person	David Trinidad, Security Manager
Telephone Number	786.256.0279
Email Address	DD3989@miamidade.gov
Current or Former Client Service Dates	Since 2008
Scope of Services	
Access control including employee checkpoints to the AOA. X-ray, magnetometer screening, screen credentialed employees, perimeter patrol. The Company has been providing Transportation Security Administration (TSA), CFR 49 Part 1542 security services at Miami International Airport since 2008 and provides both access control and employee/vendor screening.	

Greater Orlando Aviation Authority	
Address	1 Jeff Fuqua Blvd, Orlando, FL 32827
Contact Person	Michael Karamarkovich
Telephone Number	407.825.7189 (Office) 407.319.1528 (Mobile)
Email Address	Michael.karamarkovich@goaa.org
Current or Former Client Service Dates	Since 2008
Scope of Services	
Allied Universal provides security services for the Orlando International Airport related to personnel screening and security area monitoring services, to include access control, vehicle search services, foot/vehicle patrol services, searches of persons, searches of property, and searches of equipment at multiple locations located throughout the Orlando International Airport ("OIA") in accordance with the Contract Documents and pursuant to the Aviation Authority's Standard Operating Procedures (SOPs)/Post Orders and the Code of Federal Regulations (CFR) Title 49 Part 1500 series.	

Port Everglades Seaport (Broward County)	
Address	1850 Eller Drive Fort Lauderdale, Florida 33316
Contact Person	Sgt. F.J. Santalucia Security Operations Manager
Telephone Number	954-214-9043
Email Address	Jay_Santalucia@sheriff.org
Current or Former Client Service Dates	Since 2010
Scope of Services	
Patrol (vehicle, foot), Access Control & Screening, Lobby / Reception Duties, Detect Security Breaches, Key & Property Control, large-scale Vehicle & Pedestrian Traffic Control (including bus, taxi, Uber, Lyft, etc.) , Weapons Screening and VIP Escorts.	

South Florida Regional Transportation Authority/Tri-Rail	
Address	801 NW 33rd Street, Pompano Beach, FL 33064
Contact Person	Robert M. Becker, CPPB
Telephone Number	Phone (954) 788-7909
Email Address	beckerb@sfrta.fl.gov
Current or Former Client Service Dates	Since 1991
Scope of Services	
Allied Universal® provides Armed Security Personnel and Fare Enforcement Personnel, as well as PSCC Coordinators from Palm Beach, Broward and Miami-Dade Counties. Vehicular traffic control within Facilities, including but not limited to parking lots and at highway rail crossings at grade	

2. The Firm authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.

We have read and agree with item 2.

3. Respondent bears full responsibility for naming references which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.

We have read and agree with item 3.

TAB 4 – Respondent’s Key Personnel and Experience

Respondent shall demonstrate the specialized experience and technical competence of the key individuals and support staff who will provide the requested services, including but not limited to the manager, subcontractors, and key staff. Knowledge, recent experience, and expertise of these key individuals with projects of similar type and complexity will be a material consideration.

A. KEY PERSONNEL

1. The Proposer shall identify the Manager to be assigned to the Aviation Authority’s account who has at least three (3) years of successful experience, describe the Manager’s experience, which is with similar scope to that of the Orlando International Airport.

Allied Universal proposes the following candidates as potential candidates for the Manager, Assistant Manager and Administrator positions with current and similar experience to Orlando International Airport curbside traffic management requirements. In addition, we will work with the leadership team at GOAA to offer the “right of first refusal of positions” from any existing GOAA qualified Project Manager, Assistant Project Manager(s) and other curbside traffic specialists who wish to remain on the new contract.

The following proposed candidates all have at least three (3) years of successful experience with a similar scope to that of the Orlando International Airport’s curbside traffic management specialists. Detailed resumes are provided as follows:

Skills

- Detail-Oriented
- Schedule Coordination
- Time Management
- Business Decision Advisement
- 25+ Years Traffic Management Experience
- Problem-Solving
- Verbal and Written Communication
- Customer Service
- Client Relationship Building
- Emergency Management
- Editing and Proofreading
- Public Relations Strategies
- Decision Making
- Corporate Events Planning
- Materials Development
- Business Correspondence
- Report Writing
- Presentation Materials
- Email Blasts
- Team Management
- Corporate Communications
- Microsoft Office
- Project Management
- Data Entry
- Public Speaking
- Incident Response
- Communication Strategy Development
- Event Surveillance
- Conduct Security Vulnerability Assessments
- High Risk Incident Response Command (HRIC)
- 25+ Years of Law Enforcement Experience
- Expertise in conducting Emergency Mobile Command

Brian Martin

Summary

Highly-motivated employee with a strong work ethic and exceptional interpersonal skills to deliver day-to-day obligations. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand and to establish strong relationships with internal and external partners. Engaged, hard-driven, flexible, dedicated and reliable in providing excellent service to staff, employees, and customers. Ability to analyze, review, gather, provide direct, and disseminate information. Superior communication skills to accomplish compliance, follow-up actions, and deficiencies while in a management capacity.

Experience

Deputy Sheriff/Agent / Orange County Sheriff's Office/U.S. Marshal's Off. - Orlando, FL *08/2013 - Current*

- Monitor, maintain, and organize records of various information and material pertinent to open investigations.
- Train and mentor employees to identify skills, problem areas and opportunities for staff development and improvement.
- Execute operational protocol for criminal and non-criminal violations.
- Deliver maximum levels of accuracy while conducting stationary and mobile surveillance.
- Eliminate process discrepancies by accurately investigating organized crime, homicide, fraud and other major crime cases while preparing, submitting and aiding district attorney prosecution cases
- Interview subjects, targets and witnesses for information verification and corroboration.
- Develop case plans and comprehensive investigation tactics to obtain necessary evidence, while engaged in undercover operations to better observe and obtain information on suspects. Complete face-to-face interviews to generate reports to document investigative findings and to support improvement areas.
- Respond to and assist in the safe retrieval of barricaded gunmen and hostages, while administering technical responses to include, audio, video, drone, motion sensors for a tactical advantage as a High-Risk Incident Response Command Technician (HRIC).
- Monitor traffic and conditions to make adjustments, management plans, and traffic guidance schemes for changing and positioning waiting vehicles.
- Emergency Management with the function of creating, organizing, and assisting in framework to reduce vulnerability to hazards and coping with disasters.

Education And Training

Bachelors:

Business Admin. and Mgt.

**American InterContinental
University - Schaumburg, IL**

Certifications/Instructor:

Firearms

Basic Tactical Medical

Command & Emergency Ops.

Defense Tactics

Law Enforcement Driving

Taser Operator

CPR

K9

**Incident Response to Terrorist
Bombing**

Training and Development Manager / Engility Corporation - Quantico, VA 01/2013 - 08/2013

- Analyzed, modified, and improved training needs to deliver effective and excellent service.
- Liaised to formulate with internal and external partners to adhere training requirements, data capture, metrics, and reporting to identify skills and knowledge gaps to implement efficient training needs.
- Planned and managed training programs on staff development to enhance employee knowledge, engagement, satisfaction and performance.
- Collaborated with internal teams to produce and maintain knowledge base content.
- Produced and maintained reports and training documents to align with training activities with organized manuals, multimedia visual aids, and other educational materials.
- Mentored team members to succeed and advance within department and company.
- Approved new training techniques and suggested enhancements to optimize existing training programs.
- Conducted needs assessments using variety of methods to identify and prioritize developmental needs.
- Evaluated effectiveness of training by using feedback surveys, focus groups, and other relative means.

International Police Officer / Pacific Architects and Engineers - Quantico, VA 12/2011 - 12/2012

- Mentored, monitored and trained the Haitian National Police Force with regards to K-9 operations and deployment
- Managed the supplies for the K-9 unit by acquiring, maintaining, and budgeting for equipment needed by the unit, including vehicles, food, and training equipment.

Deputy Sheriff / Orange County Sheriff's Office - Orlando, FL 11/2009 - 12/2011

- Draft incident reports detailing criminal activity, civil proceedings and varied incidents.
- Collect and preserve evidence associated with crimes to support investigations.
- Interviewed subjects, targets and witnesses for information verification and corroboration.
- Conducted preliminary or follow-up investigations of various crimes or other incidents to close open cases.
- Prepared detailed documentation of felony-level property and violent crimes investigations.
- Supported positive relationships between community leaders and general public by demonstrating courteous and cooperative behavior when interacting with citizens and visitors.

- Supported future criminal cases by preparing detailed and accurate reports related to accidents, crime disturbances and complaints.
- Exceeded specific team goals and resolved issues by partnering with colleagues to share and implement service initiatives.
- Strengthened traceability by developing organization systems for criminal prosecution case logs, records, reports and agendas.

Training Supervisor / DynCorp International - Quantico, VA 11/2008 - 11/2009

- Conducted ongoing evaluations to determine effectiveness of programs and make recommendations for necessary modifications.
- Evaluated and communicated trainee participation and performance in reports to management.
- Conveyed current policy, procedure and compliance information to employees while communicating areas needing additional training.
- Developed new curriculum and training materials, manuals, procedures and visual aids to effectively achieve organizational goals.
- Awarded certificates to employees who completed training to recognize accomplishments, boosting motivation and retention.
- Completed evaluations of new employees to determine strengths and customize training.
- Met with company and department leaders to gather information for new training courses.
- Managed training calendars to inform participants of upcoming training session topics and dates.

Douglas Kerr

EXPERIENCE

NEW JERSEY STATE POLICE: JUNE 2003 – SEPTEMBER 1, 2023,

May 2014 to September 1, 2023:

RJ Hughes Justice Complex Security Unit, Supervisor

- Supervise and evaluate Troopers and 31 State Security Guards
- Maintain security integrity over the RJH Justice Complex and Division Headquarters
- Revise and create Division Headquarters Security Protocol, to maintain a safer, more efficient and effective security environment
- Complete EPAR Evaluations on a quarterly and yearly basis for 31 State Security Guards
- Complete Troop Car Accident, Operations and Criminal Investigations
- Conduct Complete Background Investigations for NJSP applicants
- Conduct Traffic control details for the NJSP and outside contractors

January 2014 to May 2014:

Troop C State House Complex Security Unit, Supervisor

- Maintained, monitored and supervised NJSP Security Guards at the State House Complex
- Maintain security integrity for Governor Chris Christie and LT Governor Kim Guadagno

June 2003 to January 2014:

Various Stations, Road Trooper

- Trooper Coach for Trooper C. Wasiewicz and Trooper A. Kaplan
- Completed Accident, Operations and Investigation reports
- Conducted domestic violence investigations
- Conducted both accident and fatal accident investigations
- Conducted arrests involving DWI, warrants, domestic violence, burglaries and assaults
- Conducted Firearms Background Investigations
- Utilized CJIS, AOCTELE and NCIC 2000 in order to complete investigations and traffic enforcement
- Conducted traffic enforcement stops on a daily basis in order to assist in the NJ State Police initiative of creating a safer driving environment on the NJTP.
- Attempted to have a positive influence and effect on society with each interaction
- Monitored NJSP Station CAD system
- 4/2007-5/2013. Assigned to the New Jersey Turnpike, Construction Incident Management Unit
- Coordinated efforts of traffic control with the New Jersey Turnpike Authority, Operations personnel, Contractors and NJTP Maintenance Personnel, to

address repairs, incidents, accidents and debris in roadway.

- Conducted traffic slowdowns regularly in order to install and remove tapered lane closings, located on the New Jersey Turnpike
- Completed Industrial Accident and Investigation Reports related to injured workers and thefts of Contractor property
- Assisted with daily operations of the NJTP widening project
- Worked with HNTB Engineers and NJTP station personnel to coordinate and conduct hour-long slowdowns in order to install or remove steel bridge girders

2001 – 2003: RITTENHOUSE-KERR CHRYSLER/LINCOLN MERCURY

Parts Administrator

1993 – 2001: RITTENHOUSE-KERR FORD

Service Advisor/Dispatcher/Customer Relations Manager/Car Rental Manager

EDUCATION:

Bachelor of Science, Business Administration Wilkes University, Wilkes-Barre Pennsylvania
January 1992

SPECIALIZED TRAINING:

- First Line Supervision
- Fundamentals of Executive Protection
- Judiciary Security Management Response Team
- IS-100 Introduction to the Incident Command System
- IS-200 Basic Incident Command System for Initial Response
- IS-300 Intermediate Incident Command System for Expanding Incidents
- IS-700 An Introduction to the National Incident Management System
- ABLE Active Bystandership for Law Enforcement
- ICAT Integrating Communications, Assessment, and Tactics
- Applicant tracking Background Investigations
- EVOC Emergency Vehicle Operations Course
- Critical Incident Response
- Verbal Judo
- Meadowlands Familiarization
- Tactical First Aid
- Jiu Jitsu for Law Enforcement
- Self Defense for Law Enforcement
- Document Fraud and Related Crimes
- Physical Conditioning Instructor
- Highway Interdiction
- Police Bicycle Patrolling
- Basic Fingerprint Processing
- EEO Awareness
- CLEAR Community Law Enforcement Affirmative Relations

RN

Rafael Nieves

Work History

Yellow Corp. – Operations Manager

Orlando, FL

08/2022 - Current

- Supervised all activities of drivers and dockworkers, responsible for efficient loading/unloading with productive pick-up and delivery of all freights.
- Developed delivery plans utilizing equipment, manpower, along with other resources to ensure an effective/ efficient operation. Verified that all work assignments are completed properly.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Mitigated business risks by working closely with staff members and assessing performance.
- Recruit, develop, retain, motivate qualified employees for an effective operation. While addressing repeat problems by discipline and or termination.

GardaWorld Security - Sr Operations Manager

08/2021 - 08/2022

- Meet regularly with clients and routinely visited several sites to address client concerns and offer solutions, Provide status updates, communicate needs. While ensuring contractual compliance and complete customer satisfaction is secured.
- Spearheaded the recruitment, selection, Orientation, training and continual development of staff assigned to my book of business.
- Recommended new approaches, policies and procedures to affect continual growth and officer/ supervisor improvements.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Ensured 100% compliance with all Federal, state and local regulations within assigned accounts.
- Utilized several reports/ KPI's to reduce branch overtime by 11%, While maintaining an exceptional profit margin and Increased the portfolio by adding \$500k in yearly revenue.

Allied Universal Security Services - Sr Operational Accounts Manager

Orlando, FL

08/2018 - 08/2021

✉ RNieves525@icloud.com

☎ 407-572-9824

Professional Summary

Seasoned Regional Operations Manager with 15 years of experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity.

Programs & Tools

- MS Office (Word, Excel, Powerpoint)
- MS Teams
- LinkedIn
- Brassring
- Domo
- iCIMS (Hiring)
- Financial Analysis

Skills

- Cost Containment
- Client Retention
- Policy and Procedure Implementation
- Knowledge of Performance Tracking
- Manage Operations
- Risk Management
- Complex Problem solving and decision making
- Forward planning and strategic thinking
- Team building
- communication skills
- Time Management

- Secured 6 new accounts to increase company revenue. Managed several sites along with teams of supervisors, Subcontractors and staff members which included hiring/ selection, training, coaching and development.
- Coordinated necessary support services to manage client sites and exceed financial and operational goal while maintaining SLA obligations.
- Developed staff skills both technically and professionally through performance management (coaching, counseling, disciplining, MSO training, annual formal performance evaluations and recognition programs).
- Utilized win-team for scheduling, Payroll, Billing and invoice aging reports.
- Established customer relationships, interfacing with representatives and collaborating to achieve mutually beneficial results.
- Developed and maintained operational procedures to ensure that current site specific manuals and post orders were always available for emergency references to assigned staff.
- Upheld KPI standards for optimum efficiency,Implementing cost saving measures, profit and loss reports to maintain a healthy profit margin.

Amazon/CSC - Regional Operations Manager

Orlando, FL

08/2013 - 08/2018

- Contracted to Amazon North American Fulfillment Centers, Southeast region Florida.
- Maintained an over watch on all hiring, on-boarding and scheduling of staff members, Applied cost saving measures while maintaining each sites budget.
- Traveled to over 46 sites to manage expectations and perform reviews of individual managers, supervisors and employees.
- Monitored and analyzed performance data, identifying areas of improvement and developing corrective action plans.
- Compiled numerous data operational reports used in weekly and monthly progress meeting with VP of Operations and the C-Suite.
- Led weekly meetings with regional staff to review progress, address challenges and drive timely task completion.
- Collaborated with cross-functional teams to align operations with corporate objectives.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Spearheaded operational procedures and processes to improve efficiency and optimize operations.
- Trained Manager, Supervisors and site leads on operational procedures to assure SLA compliance.

Education

1995

New York State Law Enforcement Training Academy

Albany, NY

Associate of Arts: Law Enforcement

1994

NYC Department of Health

Manhattan, NY

Associate of Arts: Infectious Diseases
Counselor

1992

Manhattan College

Manhattan, NY

Associate of Arts: Business Administration

Languages

Spanish

Native or Bilingual

2. Provide names and titles of key personnel and an organizational chart of your proposed project team. Provide professional resumes of all key personnel.

In addition to the key personnel identified above, Allied Universal's organizational model is built upon the concept of empowering our personnel to "manage the business where the business is." Site level Supervisors and Account Managers are trained and authorized to conduct business and take accountability every day for key service decisions and support. Our local response is provided through:

- Site Level Management
- Local Branch Office Support
- Regional Executive Support

Site Level Management

Site level Supervisors and Account Managers are trained and authorized to conduct business and take accountability every day for key service decisions and support. The site management staff assigned to each Orlando International Airport location will manage the day-to-day responsibilities at each location. Basic responsibilities will include:

- Supervising the day-to-day security operations of an assigned Orlando International Airport site
- Establishing daily contact with each Orlando International Airport site security leader and other stakeholders
- Managing a team of Traffic Control Specialists, Site and Shift Supervisors including hiring/selection, scheduling, payroll, training, coaching, development and support
- Ensuring the Orlando International Airport site is provided with high quality security services to protect people and property in accordance with site post orders
- Ensuring all necessary On-the-Job Training (OJT) tasks are completed for all newly assigned Security Professionals
- Conducting required drills and site-specific training
- Handling any escalated security issues or emergency situations appropriately

The Site Supervisors and Account Managers are accountable to General Manager and Directors of Operations and are responsible for the consistent application of all Orlando International Airport standards, portfolio-wide training and compliance with contract requirements.

Local Branch Office Support

Supporting each site team of Security Professionals, added Supervisors, and Managers is a local, fully staffed branch office in close proximity to Orlando International Airport. With over 400 offices in North America, local service is our guarantee. Each branch office is staffed with a General Manager, as well as key support members, to include dedicated branch trainers, Human Resources and recruiting specialists, operations managers and administrative staff. Each General Manager is responsible for the effective support and performance of the site management teams and has direct accountability to Orlando International Airport site leaders.

Additional branch office responsibilities include:

- Gathering, reporting and ensuring compliance with Orlando International Airport management regarding site level KPIs each month

- Reporting site level KPIs to the Orlando International Airport representatives
- Accountable to the Orlando International Airport for the consistent application of portfolio standards, portfolio wide training, and compliance with contract requirements

LOCAL GOAA Support Organization for Curbside Traffic Management	
Proposed Manager Curbside Traffic Management Greater Orlando Aviation Authority Brian Martin	Brian Martin is a Deputy Sheriff with Orange County Sheriff's Office/U.S. Marshal's Office from August 2013 to present. He was the Training and Development Manager at Engility Corporation in Quantico, VA between 01/2013 - 08/2013. He holds a bachelor's degree in Business Administration and Management from American InterContinental University - Schaumburg, IL. His training includes: Certifications/Instructor/Firearms, Basic Tactical Medical, Command & Emergency Ops., Defense Tactics, Law Enforcement Driving, Taser Operator, CPR, K9, and Incident Response to Terrorist Bombing. His experience focused on security, excellent customer service and compliance provides the skillset that GOAA needs to manage the complexities of a large curbside traffic management program. He is a highly motivated employee with a strong work ethic and exceptional interpersonal skills to deliver day-to-day obligations. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand and to establish strong relationships with internal and external partners. Engaged, hard-driven, flexible, dedicated, and reliable in providing excellent service to staff, employees, and customers. Ability to analyze, review, gather, provide direct, and disseminate information. Superior communication skills to accomplish compliance, follow-up actions, and deficiencies while in a management capacity.
Assistant Manager Curbside Traffic Management Greater Orlando Aviation Authority Doug Kerr	Douglas Kerr is an experienced law enforcement professional serving with the New Jersey State Police from June 2003 – September 1, 2023. He has experience managing security professionals and managed 31 security guards at RJ Hughes Justice Complex Security Unit, Supervisor. He holds a Bachelor of Science, Business Administration Wilkes University, Wilkes-Barre Pennsylvania. In addition, he has specialized training in First Line Supervision, Fundamentals of Executive Protection, Judiciary Security Management Response Team, IS-100 Introduction to the Incident Command System, IS-200 Basic Incident Command System for Initial Response, IS-300 Intermediate Incident Command System for Expanding Incidents, IS-700 An Introduction to the National Incident Management System, ABLE Active Bystandership for Law Enforcement, ICAT Integrating Communications, Assessment, and Tactics, Applicant tracking Background Investigations, EVOC Emergency Vehicle Operations Course, Critical Incident Response, Verbal Judo, Meadowlands Familiarization, Tactical First Aid, Jiu Jitsu for Law Enforcement, Self Defense for Law Enforcement, Document Fraud and Related

	Crimes, Physical Conditioning Instructor, Highway Interdiction, Police Bicycle Patrolling, Basic Fingerprint Processing, EEO Awareness and CLEAR Community Law Enforcement Affirmative Relations.
Assistant Manager Curbside Traffic Management Greater Orlando Aviation Authority Rafael Nieves	Rafael Nieves is a seasoned Regional Operations Manager with Yellow Corp for 15 years with experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. He also has provided security for GardaWorld and Allied Universal as a Senior Operations Manager. He holds an Associate of Arts: Law Enforcement from New York State Law Enforcement Training Academy in Albany, NY. He holds an Associate of Arts: Infectious Diseases Counselor from NYC Department of Health in Manhattan, NY. He also holds an Associate of Arts: Business Administration from Manhattan College in Manhattan, NY.
General Manager Orlando Michael Grant	Michael Grant has over 12 consecutive years performing and managing in Security Operations. Grant joined Allied Universal in 2018 where he began his career as a Site Supervisor at one of Allied's largest single sites in Polk County Florida. Through hard work and dedication to Allied Universal, he is now a General Manager for the Allied Universal Orlando Office overseeing approximately 3000 employees. Before joining Allied Universal, Grant previously managed "high risk" residential neighborhoods spanning from Tampa FL to Jacksonville FL. During this time frame, Grant worked with local law enforcement agencies in assisting some of Tampa and Jacksonville's highest crime rate areas. Prior to his Private Security career, Grant served 12 years in the Army National Guard. He served in the Maine Army National Guard as an Administrative, Non-Commissioned Officer for the 488th MP Company, a Human Resources Specialist for the 286th Combat Sustainment Battalion, and as Light Infantry Team Leader for the 48th Infantry Brigade stationed out of Griffin, GA. Michael Grant's accomplishments include graduate of the US Army Warrior Leadership Course, Graduate of the US Army Silver Scimitar Course, Battalion Soldier of the Year in 2012, International Anti-Terrorism Certificate, Allied Universal Operations Manager, Allied Universal Client Manager, Allied Universal Director of Operations, Allied Universal General Manager and has achieved all Management Courses given by Allied Universal.
Director Government Services City & State Ryan Leneweaver	Ryan Leneweaver was most recently the General Manager for Allied Universal's Orlando Branch. Ryan has over 14 years of proven commercial, government, and defense executive level management, and leadership experience and provided programmatic oversight of all Allied Universal® operations in Central Florida, including MCO. He is a Florida native, and a city resident for the last 13 years.

	In Ryan's new role as Director Government Services, he is responsible for providing guidance and operational support to local operations within State, Local, and Regulated Aviation and Port Programs. This pivotal role involves developing and implementing best practices, ensuring compliance with government regulations, and optimizing operational efficiency. Ryan plays a vital part in maintaining and enhancing the safety, security, and overall effectiveness of our programs while facilitating seamless coordination with government authorities, thus ensuring the successful execution of these critical programs. Ryan will be intimately involved in the transition of the curbside traffic management program at GOAA. Prior to joining Allied Universal® Ryan spent 8.5 years in the defense and space industry managing and implementing diverse and geographically separated operations both within and outside the Continental United States. He has served in a multitude of senior management positions that include Program Manager, Afghanistan Country Operations Manager, Director of Programs, and General Manager with oversight of approx 3000 employees. Since Joining Allied Universal® more than five years ago, Ryan has overseen the growth and diversification of business unit in Orlando including 40% growth in his first year, and the addition of regulated sectors of business to include new DOD Cleared Work, Aviation services, and Maritime Screening services.
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Additional Regional Resources	
Regional HR Director Sady Kelling	Oversight of all HR activities, coordination of all HR support staff and functions.
Regional Recruiting Director Oscar Dominguez	Oversight of all recruiting activities, coordination of all recruiting support staff and functions.
Regional Trainer Joshua Rich	Oversight of training for security officers, including compliance and specialized training.
Branch Trainer Mary Walsh	Local branch trainer for security officers, including compliance and specialized training.
Regional Recruiting Managers Nicolette Lang Cheryl Neal	Responsible for site-specific recruiting, background checks and compliance.
HR Manager Anjelika Roy	Oversight of all branch HR activities, coordination of all HR support staff and functions.
HR Representative Gregory Catron	Coordination of all HR support staff and functions.

Names, titles and professional biographies of key personnel and an organizational chart of the proposed project team are provided on the following pages.

NAME/TITLE	EXPERIENCE
Eric Glasgow Regional Vice President, Central & North Florida	As a Regional Vice President, Eric is responsible for strategic growth, district compliance and organization for his assigned territory, which is Jacksonville and the Orlando Markets. He maintains outstanding customer service through attentive communication and immediate follow-up to client requests. Prior to joining Allied Universal, Eric was the Area Vice President for U.S. Security Associates, Inc. (USA) for 3 years and his territory was all of FLA, AL, GA, and portions of SC. He oversaw and managed 17 USA offices that employed 4500 Security Officers. Eric's experience in the entry levels of security service equips him to apply a focused and practiced approach to personnel coaching and development. Eric joined U.S. Security Associates, Inc. in 2003 as the Branch Manager with the Jacksonville office. As Branch Manager, he was responsible for managing branch operations, personnel and budget, and supporting new business development initiatives. He was active in servicing the branch's existing client portfolio, with duties ranging from monitoring contract compliance to implementing quality management plans, training and customized security programs. Eric held the position of Regional Manager for NE Florida, South Georgia, Puerto Rico, and the Virgin Islands. As Regional Manager, he was responsible for maintaining strong relationships with clients within his territory. Eric attended the University of North Carolina at Wilmington, where he earned his Bachelor of Arts Degree with a double major in Communications and Criminal Justice. Later, he earned his MBA from the University of Phoenix.
Bob Wood Regional President, Florida CPP, CFE	Bob Wood oversees the Florida Region. He joined Allied Universal in 2012, as Senior Vice President and Executive before being promoted to President of the Northeast Region. He now leads the Southeast Region that covers six states, Puerto Rico and U.S. Virgin Islands. Previously, Wood was Vice President of the Security Officer Services Division, T&M Protection Resources in New York from 2004 to 2012. Prior to that role, he held key management positions at one of the largest protective services firms in the U.S., with responsibility for operations in the Mid-Atlantic, New England and New York regional markets. These roles included directing uniformed security services and relationship management for high profile clients, including Fortune 500 companies. Wood earned board certification as a Certified Protection Professional from ASIS International and his Certified Fraud Examiners designation from the Association of Certified Fraud Examiners. He was selected as "Enlisted Man of the Year" in 1985 while serving in the Army National Guard's 114th Infantry 50th Armored Division and earned the Ernst & Young Entrepreneur of the Year Award in 2009.

	Wood earned his B.S. in Criminal Justice from the College of New Jersey.
Taylor McDonald Director Government Services, Florida	Taylor oversees government and special project business development in the Southeast region. Prior to joining Allied Universal Taylor worked in Federal government contracting for Harris Corporation. During her fifteen years with L3Harris Corporation she worked in partnership with the Federal Bureau of Investigation, Defense Intelligence Agency, National Geospatial Intelligence Agency and the Federal Aviation Authority. Taylor is an Airport Certified Employee (ACE) in Security through AAAE.
Tracy Fuller President, Gov't Services	This year, Allied Universal [®] appointed Ms. Tracy Fuller as President, Government Services. Tracy has 30 years' experience in security management and has been at the forefront of our aviation practice since its inception. She is a recognized leader in the security industry, and the aviation industry in particular. She holds ACE certification and leadership positions in industry organizations such as the American Association of Airport Executives (AAAE), Airports Council International (ACI), and Safe Skies, where she has served on numerous PARAS including Creating and Maintaining a Strong Security Culture at Airports, Insider Threat Mitigation at Airports, Security and Law Enforcement Training Syllabus and Best Practices for Vendor/Employee Inspection Programs.

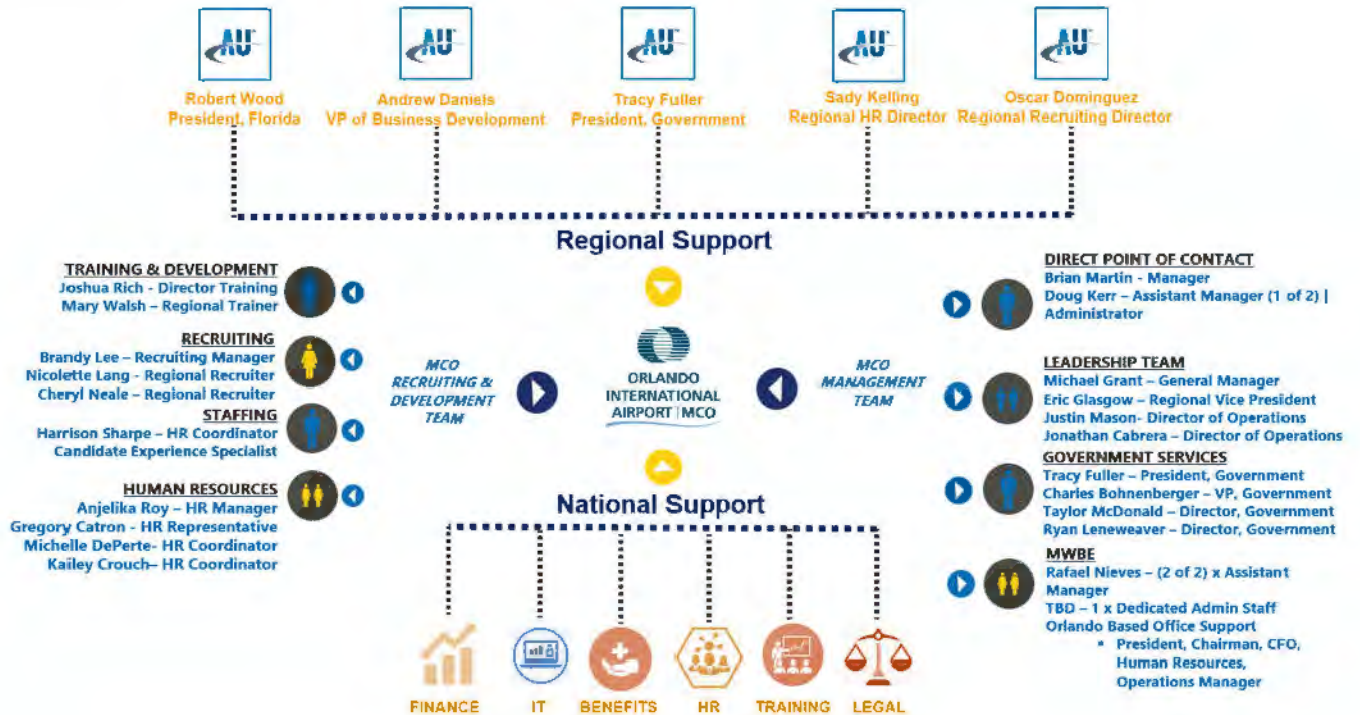
3. Describe the other key personnel experience with similar scope to that of the Orlando International Airport. Key personnel shall have a minimum of two (2) years' experience with similar scope to that of the Orlando International Airport.

Allied Universal shall take three approaches to meeting the staffing requirements for GOAA Curbside Traffic Management as well as the additional security team members as outlined below. Key personnel will have a minimum of two (2) years' experience with similar scope to that of the Orlando International Airport.

1. **GOAA Incumbent Retention** - We will work with the leadership team at GOAA to offer the "right of first refusal of positions" from any existing GOAA qualified Project Manager, Assistant Project Manager(s), Administrators and other security personnel who wish to remain on the new contract. We will then screen this select group of personnel to ensure they meet the same vigorous background screening standards set forth by Allied Universal[®] for Security Professionals and that all security licenses are up-to-date, and all background checks and vetting processes have been completed.
1. **Internal Recruiting** - From countless transitions, Allied Universal is very experienced and knows first-hand that planning to retain 100% of an incumbent workforce is sometimes an optimistic and unrealistic expectation. Therefore, our second approach is to staff this contract with some of our top security personnel that are **not currently working with GOAA** and who are looking for new career opportunities or career advancement opportunities.
2. **External Recruiting** - We will recruit and screen the best candidates using our proven recruitment expertise to advertise, recruit, and screen the top applicants to fill the staffing profile developed concurrently with GOAA as indicated by a number of suitable personnel that we have proactively identified as potential candidates.

Allied Universal has provided resumes under key personnel for GOAA's consideration with current and similar experience to Orlando International Airport curbside traffic management requirements. In addition, we will work with the leadership team at GOAA to offer the "right of first refusal of positions" from any existing GOAA qualified Project Manager, Assistant Project Manager(s), Administrators and other security personnel who wish to remain on the new contract.

4. Include an organizational chart proposed for this project clearly showing the reporting relationship between individual team members, especially those in positions of oversight and quality assurance.



TAB 5 – Operational Plans

A. Staffing Plan

Describe in detail the proposed staffing plan necessary to meet the requirements of this Contract. Staffing Plan should include the number of staff, including the relief staff and the number of Supervisors envisioned to accomplish a minimum of 3000 hours per week of assigned services. Contractor's Actual Staffing and Wage plan shall be submitted for approval no more than 10 days after receipt of the Notice of Intent.

DELIVERING STAFF

Allied Universal® has an established history of providing strong leadership support by its key personnel and has sufficient reserve personnel to draw upon within our branch offices whenever needed. **Allied Universal will staff the GOAA curbside traffic management program with a staff 100% separated from the current Security Professionals.** Our delivery model ensures that our local operational field staff has all of the resources it needs to be successful. Our local management team will work to continuously improve curbside operations for Orlando International Airport.

APPROACH TO ENSURE PERSONNEL AVAILABILITY AT ALL TIMES

With **more than 2,500 employees in Orlando we are able to fully staff the curbside traffic control needs at GOAA.** The number of Curbside Traffic Control Specialists envisioned to accomplish 3,000+ hour per week of Curbside Traffic Management Specialists which includes 100+ Curbside Traffic Specialists and 9 Supervisors at GOAA with two full-time 24/7 (336 hours per week) relief traffic control specialists.

Allied Universal will maintain a contingent staff of MCO-badged personnel to provide sufficient coverage for vacations, call-offs or other coverage needs across MCO. With almost 2,500 security officers available in Central Florida, Allied Universal can quickly provide additional staff for unforeseeable events.

Allied Universal uses powerful search functions available within the WinTeam software to conduct advanced searches to recall curbside traffic control and identify additional specialists that meet GOAA criteria. This Allied Universal tool becomes invaluable in the event of emergencies. We can query by “experienced at this post” and “qualified to work at this post” which is filtered through our compliance codes in WinTeam. This capability ensures that we get qualified staff on short notice. It also has the advantage of identifying officers that are already scheduled for certain days and will not allow officers to be double booked so it eliminates the risks of creating scheduling errors during an emergency.

Allied Universal understands that screening functions require a gender mix of staff in the workforce. Allied Universal has a contingency staffing plan for reserve forces which includes processing time required for processing badges at MCO facilities.

- The first step in minimizing shortages is the cross-training of additional Allied Universal curbside traffic specialists with GOAA's consent and approval, to provide a flex force of additional officers, supervisors and trainers who will be available to assist when additional staffing is required.
- These curbside traffic specialists will provide additional staffing in complete compliance with all MCO training, certification and badge requirements.

THESE CURBSIDE TRAFFIC SPECIALISTS WILL ROUTINELY WORKED INTO THE SCHEDULE TO ENSURE THAT PROGRAM KNOWLEDGE IS CURRENT.

Our Recruiting Process

In today's highly competitive employment climate, Allied Universal's unparalleled recruiting resources and well-established workplace reputation give the Aviation Authority's security program the edge you need to attract, hire, and retain top quality Security Professionals.

Our proven strategy for recruiting the best-fit candidates begins with our thorough understanding of the Aviation Authority's site-specific needs and requirements. This knowledge, coupled with our industry-leading technology and unparalleled organizational resources, enables us to attract individuals who represent the highest standards of Allied Universal®.

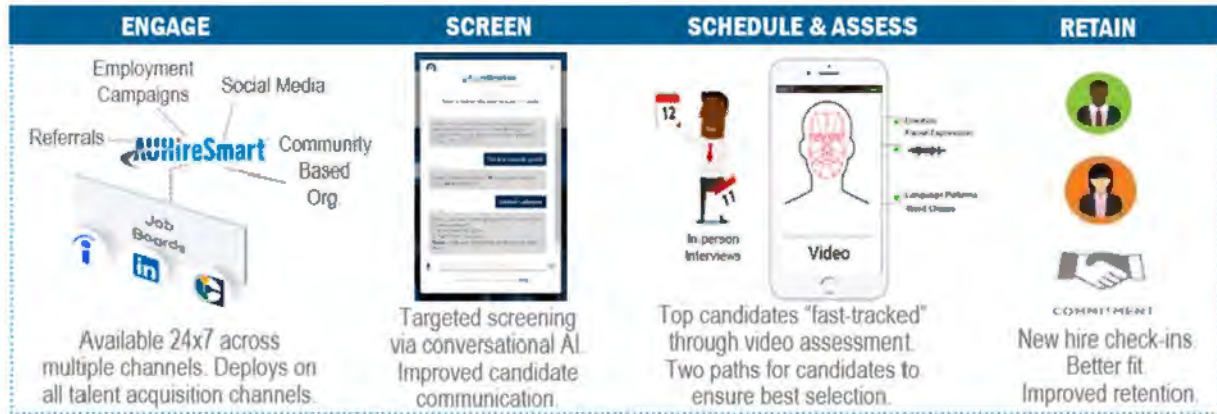
Industry-Leading Technology: AU Hiresmart



Allied Universal® recruiters have the competitive advantage of AU HireSmart™ technology, an artificial intelligence (AI) solution for recruiting that shortens the time and effort needed to staff an account while simultaneously improving quality.

AU HireSmart's AI capabilities engage candidates in a chat-like question-and-answer session and translate video screening tests into data points that can accurately predict a candidate's aptitude for a given role. These videos measure information like emotional expression, tone, language patterns, and word choice to determine a candidate's fit for an available position. This data gives us the ability to match candidates with the roles most suited to them, which enhances the quality of services we provide and meaningfully decreases security professional turnover.

AU HireSmart's 24/7 interview and screening capability drastically expedites the hiring process. Through full integration with AU HireSmart, a candidate can apply over the weekend, perform the screening tests and video assessment, and be ready for an interview with a hiring manager by Monday morning. Hiring managers can view recorded video submissions through their mobile devices and make hiring decisions anytime, anywhere.



BENEFITS OF HIRESMART®

AU HireSmart® - our collection of Artificial Intelligence-based recruiting systems - shortens the time needed to staff an account by 50% while simultaneously improving the quality of new hires by:

- Engaging potential candidates in a dialogue
- Assessing their aptitude for any given role
- Moving the most qualified applicants to "the front of the line"
- Matching candidates to jobs most suited to their skills and experience
- Getting the best individuals hired, trained, and on-site as fast as humanly possible

AU HireSmart® converts the highest quality applicants into employees through:

- **A seamless application experience:** Our mobile phone optimized website and "text-to-apply" options ensure the widest range of applicants. Our interactive candidate relations tool assists with prescreening, outreach, and automated interview scheduling by text-messaging applicants to answer their questions, help them apply, and guide the next steps.
- **Predictive video screening:** Translating 15-minute interviews into data points, AU HireSmart® predicts a candidate's likelihood of being a top performer by measuring information like emotional expression, tone, language patterns, and word choice. Responding immediately to ideal candidates as soon as they apply ensures those with the strongest skills are always the first to move forward.
- **24/7 interviews:** Accelerating the hiring process, AU HireSmart® allows a candidate to apply over the weekend or after-hours, complete video screening, and be ready for an interview with a hiring manager by the following morning. With full mobile access, our managers can make hiring decisions or schedule live interviews anytime, anywhere.



Unparalleled Organizational Resources

Allied Universal's excellent reputation and depth of recruiting resources contribute directly to more than one million candidates in our hiring pipeline. Our strategic partnerships provide substantial networks of high-quality candidates for Allied Universal® recruiters and further our ability to attract candidates from multiple and diverse organizational sources. These include:

- Veterans' Organizations:
- Our company-wide military hiring program, There for our Veterans™ is an essential part of our comprehensive security professional recruiting strategy. Our nation's military personnel are well-trained, responsible, and dedicated to serving their country and their communities. Allied Universal® has partnered with many leading military assistance groups to ensure that our service men and women have opportunities as they transition back to civilian life, including ESGR, Wounded Warrior Project, HireVeterans, H2H, National Guard, and Salute America's Heroes. Through Allied Universal's initiatives, recruiting and partnerships, we have hired almost 80,000 veterans in the past five years.
- National Strategic Partnerships:
- Civic and community organizations
- Colleges, universities, and trade schools
- Police, fire departments, and rescue squads
- Professional networking with member organizations (ASIS, BOMA, and ICSC)
- Promotion from within, employee referrals, and referral bonuses
- Job fairs and open houses

Retaining GOAA Incumbent Staff

HR and recruiting teams will immediately meet with GOAA incumbent staff to provide information regarding Allied Universal® and to encourage participation in our hiring process. Incumbent staff that possess the required skill set levels and pass our stringent hiring requirements will be offered employment with Allied Universal®.

Allied Universal® will screen all incumbent personnel for retention on the new contract if they possess the basic qualification criteria set forth in the contract. Employment interviews of incumbent employees will be conducted in the most professional manner possible.

Allied Universal® will prioritize the retention of security team members who have given the Aviation Authority good service. Employee concerns regarding an impending transition can be disruptive, and as soon as permitted by the Aviation Authority, Allied Universal® will begin an organized effort to engage the incumbent population and ease their transition. Our transition strategy is based on several key efforts:

COMMUNICATION

- *Initial Introduction* – first transition newsletter
- *Direct Outreach & Response* – each employee will have the opportunity to meet directly with a member of the Allied Universal® transition team, and will be given a number to call for questions or concerns.
- *Invitation to apply for employment* – each employee will be given direct link to an online application for their position.

- Transition Process Updates – give progress updates, introduce new technologies that will be used in the workplace and introduce Allied Universal's EDGE[®], our enterprise-wide learning management system

ONBOARDING

- *Open Meetings with Allied Universal Management* – As the transition date approaches, the management team responsible for the Aviation Authority will establish “Open House” meetings (scheduled over different shifts and days so as not to interfere with Airport operations) where incumbent employees can come and meet the members of their new organization. These are designed to be welcoming opportunities where they can get to know the management team, and learn directly about expectations and processes.
- *Introduction to Allied Universal[®] Benefits* – In addition to traditional benefits that might be offered by other large service organizations, Allied Universal offers educational programs, direct access to pay and benefit information, and many other advantages. Detailed information on these offerings will be provided for each employee.

NO GAP IN BENEFITS COVERAGE

We understand the value of beginning our relationship with our new employees in the most professional and positive manner possible. We are an organization that values employees in every sense and we will provide an environment where all employees are made to feel an important part of the team. The goal of our retention program is to make sure that incumbent employees are welcomed, have their questions answered and is eased through the transition into their new employment with Allied Universal[®].

The transition of incumbent personnel typically takes 14 days to complete.

Criteria for Identifying Security Professionals

We hire candidates who represent the highest standards of both Allied Universal[®] and our clients. The main focus at the Aviation Authority sites is to find Security Professionals with a customer service personality. For hiring consideration, all applicants must meet the following minimum AUS criteria prior to being vetted for GOAA:

- 18 years or older
- Possess a high school diploma or GED, plus at least one verifiable employment (or at least five years of verifiable employment history)
- Able to read, write and speak English
- Effective oral and written communication for the purpose of public interaction and report writing
- Provide evidence of eligibility to work in the United States (as evidenced by the I-9 and E-Verify process within three days of hire)
- Present a valid Arizona issued Guard License, or be able to obtain such prior to beginning to work
- Perform essential functions of the position with or without reasonable accommodation
- Willing and able to complete a post-offer/pre-employment 10-panel drug test successfully via an oral swab (at a minimum – some client accounts to which an applicant may be assigned require a lab-based urine drug/alcohol test), unless otherwise provided by law (U.S. only)

- Possess a valid driver's license and clean driving record (necessary for some sites and posts)
- Complete an FBI fingerprint check (CHRC and STA) and confirmed 10-year background check
- May not have job-related criminal convictions, as specified under Allied Universal[®] Guidelines and have not been convicted of any of the listed Disqualifying crimes
- Ability to qualify for an airport security badge
- Ability to distinguish colors and have vision correctable to 20/20
- Capable of hearing ordinary conversation at 20 feet and whispered conversation at 10 feet without benefit of a hearing aid.
- Ability to bend, push, and lift up to 20 pounds on a regular basis in order to perform the essential functions of the job.
- Able to perform normal or emergency duties requiring moderate to arduous physical exertion such as standing or walking for an entire shift, climbing stairs, and running for short distances
- Ability to work outside while exposed to outdoor elements such as rain, snow, wind, and loud noise.
- Ability to relate to other people in a professional, polite courteous and respectful manner

In addition, the basic qualifications that all our Supervisors must have include that they:

- Be motivated, able to work independently and make decisions
- Have excellent communication skills (written/verbal)
- Demonstrate strong leadership and coaching skills with a minimum of 2-3 years security experience

Along with these requirements, our Supervisor Training prepares Supervisors for leadership roles and helps them to engage our Security Professionals and the daily tasks required to meet your needs effectively. Training includes:

- Role of the Supervisor
- Allied Universal's Training Process & Programs
- Employee Relations for Supervisors
- Report Writing for Supervisors
- Coaching & Counseling
- Progressive & Attendance Discipline

The basic qualifications that all our salaried Account Managers/Supervisors must have include:

- Previous contract security, facilities management, military or law enforcement experience
- At least 2 years of business management/operations/supervisory experience (depending on size/scope of client)
- Ability to develop and grow customer relationships
- Experience in hiring, developing, motivating and retaining quality staff
- Outstanding interpersonal and communications skills (required)
- Ability to work in a team-oriented management environment with the ability to work independently
- Ability to manage multiple priorities, complex situations, a diverse team of employees and client requirements on an ongoing basis

- Previous payroll, billing and scheduling experience (preferred)
- Ability to work in a team-oriented management environment while having an entrepreneurial attitude

Key Competencies for Supervisors include: Staff Management, Financial Management, Integrity, Problem Solving, Conflict Management, Time Management, Customer Focus, Timely Decision Making, Motivating and Directing Others, Drive for Results.

Our Account Managers have the following training to help prepare them for their roles in management:

- Management Training that covers both business and security topics for shaping proficient managers with smart business sense
- Training Programs & Processes
- Employee Benefits & HR Procedures
- Selecting Talent & Talent Management
- Security Management Essentials
- Payroll & Invoicing Best Practices
- Recruiting & Retention
- Client Relationship Management
- Employee Relations, Coaching/Counseling & EEO
- Progressive & Attendance Discipline

Screening

Allied Universal® evaluates candidate background and experience, as well as communication and interpersonal skills, as key elements in determining a candidate's fit for a position.

OUR GOAA CURBSIDE TRAFFIC CONTROL SCREENING PROCESS



Application Review and Assessment:

We carefully analyze employment history, stability, relevant experience and qualifications for each specific job opening. For our airport clients, we look for gaps in employment and residence and discuss with qualified applicants to ensure their eligibility for an airport badge.



Interviews

Initial in-person interviews assess punctuality and appearance and clarify points of a candidate's application. We may conduct multiple interviews. Candidates who continue beyond the initial interview also attend our orientation program.



Electronic I-9 and E-Verify

We use E-Verify, the government's employment eligibility system, to verify identity and proof of eligibility to work in the U.S. for all potential employees.



Management Testing

Management testing involves one or more behavioral assessment tools that help assess a candidates' management abilities, drive, maturity and people skills, as well as evaluate whether they are a good fit for a specific position.



Social Security Trace

We run Social Security checks on each candidate to verify address history and determine what repositories should be included in our criminal background check.



Criminal Background Checks

Before we assign employees to a post, each employee undergoes a criminal records background check. We submit fingerprints to the appropriate law enforcement agency for a detailed background investigation. We also conduct statewide criminal checks as required. Results are carefully reviewed to ensure each applicant does not have any disqualifying crimes which would prevent them from being issued an airport badge. Allied Universal® only hires individuals suitable for employment in the positions for which they are being hired and who also meet eligibility requirements for a security guard license or credential where required by state law.

Allied Universal will check each employee's criminal history for the immediately preceding five years, with such check to be conducted in each county where the employee has lived or worked in such five-year period.



National Sex Offender Registry

For the most complete and current report, this additional step in the background check process searches the Federal Department of Justice database, which includes real time listings of registered sex offenders.



Pre-employment Drug Testing

Applicants complete a ten-panel drug test prior to assignment.



Motor Vehicle Report

Security Professionals designated to drive a vehicle must have driving eligibility verified by a Motor Vehicle Report. They also complete on-site training before they can operate a vehicle.



Education and Employment Verification

Allied Universal® also conducts education and employment verification, looking for extended gaps in employment that might impact an individual's ability to receive an airport badge.

Allied Universal will ensure that employee, and MWBE subcontract employee, is required to have a background check in compliance with GOAA's Identification and Access requirements including a ten (10) year work history.

Allied Universal will confirm the last five (5) years of each employee's work history. Any gaps in employment of thirty (30) days or more during such five year period must be explained in writing by the employee and must be confirmed by Contractor through W-2s, student transcripts, medical records, or written references of stay-at-home situations from credible local persons such as pastors or priests (which reference must indicate personal knowledge of employee's general work history during the gap period).

Allied Universal will maintain all information described above for a period of four (4) years following expiration of this Contract.

We also offer customized screening options at client request, including any additional background checks that may be required for a specific location or role. After carefully reviewing candidate background, we invite the most qualified candidates for formal interviews with local branch recruiting teams.

Allied Universal® will continue to provide the security services required by GOAA with no interruption! We have the capabilities to expand our services without impacting any of our existing contracts Paramount to the successful continued operation of the GOAA security program is the contractor's capability to provide for the security and safety of its staff, businesses, visitors, property, and other assets. **By expanding services with Allied Universal®, GOAA will continue its effective security programs within high visibility secure environments without having to risk a failed transition, but instead, benefit from a seamless continuation of security services and ensuring a quality curbside traffic control service.**

Orlando Labor Market

The greatest challenge in today's labor market is maintaining the right wage for the current labor market conditions. The wage of the Curbside Traffic Specialist is a significant variable in the quality of the program at MCO. It is essential that the right wage is offered and maintained. The State of Florida minimum wage will reach \$15.00/hour versus by 2026. In addition, wages are incrementally escalating at other local employers such as: Disney, Universal and Amazon. These local labor market conditions have significant impacts on the ability to recruit qualified Curbside Traffic Specialist that meet the strict background checks and training requirements at GOAA (including Security Identification Display Area – SIDA). **Allied Universal has been proven effective to recruit and retain in this dynamic Orlando labor market and we are fully prepared to bring this expertise to Curbside Traffic Management Specialists at GOAA.**

With inflation increasing at historic levels, it's very difficult for GOAA and Allied Universal® to accurately predict the future local labor market conditions. While this impacts every industry, it is even more critical to the success of a sustainable aviation program. Institutional expertise is vital to maintaining the effective continuation of critical operational knowledge, skills, and abilities of the current curbside traffic specialists, security officers, supervisors, and management. Other considerations to a successful aviation program include:

- **Experience in managing curbside operations at airports and other transit facilities nationwide** under potentially stressful conditions while providing a high level of service to the public and other airport stakeholders.
- **Ability to recruit and retain Customer Service Oriented, Security Focused Aviation Curbside Traffic Control Security Personnel.**
- **Flexibility to meet the changing regulatory and service requirements** to secure the nation's critical airport transportation facilities.

We recognize the very unique qualifications that it takes to provide specialized client expertise throughout an integrated and complex airport environment with significant pedestrian and traffic flow. Full staffing at every curbside is critical. **To meet this challenge, Allied Universal® will continue to implement new procedures to meet future staffing challenges in order to manage potential staffing shortfalls for all MCO curbside operations. Our partnership with GOAA is critical to our success.**

At Allied Universal® our hiring practices extends beyond important environmental concerns to also include socio-economic factors and human capital management while being sensitive to the unique local labor environment within Orlando. Because our product is our people, human capital management plays a vital role in our business and fair labor standards. Our standards are measured against the highest possible standards of ethical business conduct. We are committed to the highest standards to help us hire great people, provide great services, and attract loyal clients. Respect for our employees equitable hiring, fair work practices, and consideration for each other are foundational to our success and are something we need to support every day.

Incentive Programs to Promote Stability

The elements of staffing stability are complex and interwoven, and include adequate wages and benefits, proper hiring, competent supervision, comprehensive training, employee recognition and incentives, opportunities for advancement and on-going performance evaluations.

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

- Our screening process tests for an applicant's predisposition to remain with an employer.
- All new hires are surveyed via text message at key touchpoints when they are first hired (on day 3, 15, 30 and 60) to measure their satisfaction and identify any issues that need to be resolved. Any issues reported automatically trigger a follow-up text validating the concern as well as an escalation to the hiring manager for follow-up.
- Refresher training enhances and reinforces earlier learning.
- Our computerized scheduling system helps avoid assigning shifts that are too long and/or too close together.
- Personalized recruiting approach and profiling by position.

- Allied Universal® Voice is an online feedback tool available 24-hours for Security Professionals and customers to provide real time information with a closed loop follow-up process to ensure any reported issues are identified and addressed promptly.
- Our management teams are trained and coached on human resource tactics that further promote employee retention.
- Decentralized management allows our senior staff to be actively involved with, and easily accessible to, our Security Professionals.

A great retention program means Security Professionals for the Aviation Authority are on board for the long term and provide a reliable presence at the Airport.

Rewards and Recognition

Quality that is rewarded is repeated. Formal recognition for exemplary service supports our culture of quality. Employee recognition also has a way of inspiring others to perform at a higher level. At the heart of this effort is a sincere appreciation for hard work, good judgment and continuous improvement. We strive to recognize and motivate Security Professionals for outstanding achievements, exceptional performance of everyday duties and for being true assets to the security team. Some examples could include:

- **Hero Award & Hero of the Year Award** - Recognizes acts of heroism. Recipients receive an "Allied Universal® Hero Award" certificate, a personal letter from the CEO, and a \$100 cash award. The Hero of the Year and one runner-up, receive personal recognition by the CEO, an engraved "Allied Universal® Hero" statue and a monetary award.
- **Annual Recognition Awards** - Awards in honor of former Allied Universal® leaders: 1) Paul Bryant "Security Professional of the Year", 2) Frank Rabena "Account Manager of the Year", 3) Lou Ligouri "Good Citizen of the Year", and 4) Harriett Lavender "Support Employee of the Year."

There for you.®

FLY AWARDS

Lydia Outridge, Security Professional, Allied Universal®

Lydia helped a limited English-speaking customer who was involved in an unscheduled aircraft swap. That is always a confusing situation. Lydia helped find out where the customer needed to go and escorted him to his gate to make sure he continued on his flight. Good work!

Naqibullah Wakmal, Supervisor, Allied Universal®

Phoenix Sky Harbor International Airport likes to describe itself as America's friendliest airport. Last Sunday, I was able to see a glimpse of that when my dad lost his phone at the airport. When he arrived home around dinner time, he realized he had lost his phone. I located his phone through Find My iPhone App and tracked that the phone was at lost and found building at Sky Harbor Airport. I decided to go to the airport without knowing if I can even get the phone back.

When I got to the airport, I had no idea how I could get inside the building since the hours of operation was from 8 AM to 5 PM during normal business days. Fortunately, a guy named Naqibullah Wakmal, a Supervisor at the airport, was in his car. I approached Mr. Wakmal and explained the situation. He gladly said he would help me. He was so friendly and professional. Mr. Wakmal knew who to call and what to do in this case. The personnel asked me few questions about the description of the phone and was able to get the lost and found building open. I was able to get the phone back without much trouble.

- **"You're Phenomenal" On-the-Spot Reward** - Recognizes employees for actions that go above and beyond our already high standards of quality. Employees recognized receive a gift card.
- **Length of Service/Tenure Awards** - Recognizes and rewards employees for continuous, loyal service at their 1, 3, 5, 10, 15, 20 (and each 5-year increment thereafter) year anniversaries.
- **Community Service Award** - Allied Universal® encourages employees to pursue opportunities in their community to make things better for local citizens. This award recognizes those efforts. Ten recipients are selected annually by the Community Service Award Committee and awarded \$500. All nominees receive a recognition letter from the CEO.
- **Partners in Growth** - Referral bonus program.
- **Personal and Professional Development** - A myriad of development resources including online courses, reading lists, a library of resources at branch/corporate training offices, and coaching from supervisors.



Career Mapping and Planning

AU Institute®, the umbrella under which all formal learning and development opportunities exist, guides the development of employees. It engages a robust platform to prepare, develop and assess employees throughout every stage of their career. This platform offers critical tools, resources and support employees can leverage to improve, learn and grow. We are interested in developing and retaining employees by supporting them in achieving their career goals. In addition, we strive to help employees develop into the future leaders of the company. By establishing formal career paths, we can:

- Attract and retain talent by offering better career growth
- Use human capital effectively and achieve greater productivity
- Reduce employee turnover
- Improve morale and motivation
- Improve succession planning

Career Development Plan



Career Navigator is an ongoing process that assists employees in managing their careers and development. We encourage employees to work with their managers to develop an individual guide to identify their career goals and map out a plan for working toward those goals.

Activities may include seeking on-the-job training opportunities, classroom and/or online training, self-development, and outside activities that will enhance skills and experience to prepare the employee to take the next career step. Due to the unique environment of aviation security, Allied Universal® has invested in the American Association of Airport Executives professional development and certification programs for our managers. The Airport Certified Employee (ACE) program for security is designed to establish a general knowledge base for airport professionals working in the fluid security environment. With more than 30 employees having earned AAAE's ACE designation in Security, Allied Universal® has one of the most knowledgeable aviation security management teams in the security industry. This experience and knowledge will be leveraged to support the Aviation Authority's program.

B. Quality Assurance/Control Plan

Describe your company's quality assurance (QA) and quality control (QC) plan. It must include elements of non-punitive (training) and punitive (discipline) testing of Security Personnel on post orders. Include how will the QA/QC plan minimize the possibility of guard complacency.

Quality is the foundation of our security services. It consistently differentiates us from other companies and is the primary reason customers regard Allied Universal® as the industry's most responsive security services provider. Our quality management approach focuses on delivering consistent and efficient policies, processes and programs that will ensure we meet and exceed client expectations and needs. We solicit feedback from both our clients and employees and the information we obtain helps us increase officer effectiveness, validate our performance measurements and guarantee excellence in our service delivery.

We will regularly review and monitor Orlando International Airport's curbside traffic control program to ensure it operates at maximum efficiency and that we are always meeting our contractual obligations. Delivering on our commitment to ongoing quality assurance, we utilize cross-functional teams for special quality-improvement initiatives to ensure quality stays a top priority across the entire organization.

We have developed and implemented a number of innovative tools, programs and operational practices to help us meet our quality assurance objectives.

OPERATIONAL INITIATIVES

In addition to our Security Professional Quality Standards, we have implemented key operational initiatives designed to ensure quality remains a top priority for our operations, including:

- **Account Standards** - All Allied Universal® accounts must comply with account standards mutually agreed upon between Orlando International Airport and Allied Universal® management.
- **Account Audits** - Allied Universal® conducts an annual audit for each account. The audit covers contract compliance, staffing levels and Security Professional deployment, review of post orders and procedures, training, documentation, wage review and billing consistency.
- **Performance Evaluations** - Hourly personnel and management staff receive formal performance evaluations every year. We track all evaluations in our integrated human resources system.
- **Management Inspections** - The local Allied Universal® management team will conduct regular, nonscheduled inspections at each Orlando International Airport location. These inspections promote consistent service delivery and provide valuable insights about how our services are being delivered.
- **Quality Business Reviews** - Regularly scheduled assessments are reported and reviewed in meetings between your security management team and our local management. These reviews are designed to:
 - Review accomplishments
 - Create benchmarking for future reviews
 - Establish measurable goals
- **On Site Focus Groups** - We schedule focus groups with our Security Professionals, and where applicable, members of your staff to discuss process improvement ideas.

Our Quality Assurance Program



Quality Business Reviews
 Regularly scheduled assessments

Quality Assurance Tools

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

Allied Universal Voice
 Measuring your experience from day one to help ensure the consistent delivery of excellent service



We will build a strong culture of aviation security and a strict expectation of compliance with policies and procedures. We have a standardized employee discipline matrix that ensures consistency and corrective action, and a commitment to employee rewards to promote positive reinforcement for service excellence. The purpose and benefit of these performance evaluations and recognition programs include:

- Expressing appreciation of good performance
- Documenting performance strengths and weaknesses
- Discussing deficiencies openly and establishing methods for overcoming each deficiency
- Reviewing or updating position descriptions
- Clarifying job expectations
- Setting standards of performance
- Establishing that an employee has successfully completed his/her probationary period
- Documenting progressive disciplinary concerns
- Facilitating employee productivity and professional growth
- Understanding what additional skills exist within our business and how we can best harness these skills for the benefit of our clients
- Encouraging communication between employees
- Motivating improvement in performance

Performance Evaluations

An employee cannot be expected to perform at the level established by Allied Universal if that level hasn't been communicated and regularly reinforced. Our performance evaluation system requires that these reviews be conducted more frequently with new hires and annually thereafter.

Performance is evaluated through formal reviews and more frequent informal feedback and counseling, based on personal observation of routine duty performance.

Each employee's reliability and job performance will be evaluated by the employee's supervisor. This evaluation will be documented. Evaluations via informal feedback meetings will also be documented. Elements evaluated include:

- Job Knowledge** - Rules, policies, laws, regulations; requirements of the current job assignment

- **Ability to Effectively Communicate** -Verbal communication, written communication
- **Culture Building** - Fostering a productive and communicative work environment



- **Personal Traits** - Conduct, attitude, dependability, cooperativeness, initiative
- **Effectiveness** - Effectiveness of routine performance, handling stress situations, judgment and decision making, directing people
- **Equipment Care** - Equipment used to perform the duties
- **Personal Appearance** – Uniform, grooming, and appearance

Personnel evaluations will be conducted after 90 days following initial hire, focused on our core values and their contributions to delivering a world-class aviation security program.

Subsequent evaluations will be conducted at least annually. Observing employees in the course of their daily performance and testing them on their knowledge of their responsibilities is the responsibility of the manager, assistant managers, and shift supervisors. Any signs of aberrant behavior will be immediately reported, and depending on the severity of the issue, the designated Aviation Authority representative. These evaluations are further augmented by formal performance audits conducted by our management team and are incorporated into each employee's performance evaluations.

Progressive Discipline Process

We have designed and deployed a disciplinary matrix that identifies a written, consistent plan for progressive discipline. The purpose of the progressive discipline guidance is to communicate guidelines for responding to violations of the organization's policies and/or various performance problems. Our disciplinary approach is derived from the concept that we want to address discipline in a proactive manner and encourage the proper behavior as opposed to responding to improper behavior, addressing all employee performance deficiencies and misconduct in a consistent, timely, and equitable manner, free from emotional overtones or personality differences. There are four basic elements in the progressive discipline process.

- Oral Warning, administered by supervisor or manager
- First Written Warning, administered by management
- Final Written Warning, administered by the management
- Suspension Pending Termination, administered by the Manager with the support of Regional HR.

We use a progressive process to address minor performance or behavior concerns, misconduct resulting in a security breach, or a violation of the contract requirements will result in immediate removal from the contract.

Monitoring Employee's Training, Job Knowledge, and Work Performance

The Mercury Portal is a web application that operators and staff can use to manage all the activity and content.



Mercury is Allied Universal's proprietary communication system, helping to minimize human delays and maximize efficiency to help ensure your teams are connected and up-to-date on imperative information pertaining to your security operations. Downloaded to the HELIAUS® device, Mercury is highly customizable to fit your unique team and complements preexisting systems. By establishing a direct line of contact with your security team through our secured online network, Managers/Ass't Managers and Supervisors benefit from Mercury's quick and responsive checks-and-balances enabling them to keep track of training, job knowledge, and work performance

Allied Universal® Security Professionals receive detailed messages throughout their shift, keeping our teams connected and ready to act. With a clear system for employee engagement and rich task management capabilities, Mercury grants our managers, and operations team the ability to succeed with elevated situational awareness.

UNLOCK TREMENDOUS VALUE

Send messages and view receipt status through two-way chat with any Security Professional.	Align tasks between teams with customizable follow-up and verification notifications.	Offer shifts and additional hours to Security Professionals.	Keep track of hours and manage overtime through electronic timekeeping capabilities.	Assign new training material and confirm certificates.

Measuring Service Performance to Ensure Contract Compliance

We understand that measuring our service is important to ensure the consistency and quality in our performance and contract compliance. We will work with the Aviation Authority-JAIA to define a set of meaningful and measurable Key Performance Indicators (KPIs) designed to assess, evaluate and measure service levels and drive continuous improvement. Employee performance management, measurement and accountability is a critical component to the delivery of quality services. We will monitor the quality and performance of all security officers through:

- Performance standards and expectations
- Supervisor monitoring and coaching
- Site inspections and audits
- Feedback from the Aviation Authority
- Formal employee performance evaluations (new employee and annually thereafter)

Our Quality Assurance efforts are proactive and ongoing. We want to ensure every aviation security program exceeds our clients', and our own, high expectations. Program evaluation measures employed in the delivery of security services include:

- Regular, frequent spot checks and site visits by regional and branch management, and Supervisors
- Program audits by Allied Universal's audit team
- With approval, bi-annual drills by management team

- Regular input and feedback from the Aviation Authority
- Communicating Service Quality Assurance information on a monthly, quarterly and annual basis
- Consistent examination and assessment of individual performance
- Quarterly evaluation of team and service performance
- Annual review of service performance

Quality Policy

It is Company policy to achieve and maintain a high standard of quality in all aspects of our operation and to continually satisfy the expectations of our customers with respect to all services offered. Since all work is to be conducted to a high professional standard and with integrity, we have implemented quality systems and processes that are continually being improved to satisfy customers' changing needs.

Our desire to identify opportunities for improvement and share best practices helps us keep our programs fresh and our service offerings geared to our clients' unique needs. All security programs, whether they've been in place for 10 months or 10 years, are carefully reviewed and monitored on a regular basis to ensure contractual obligations are met and your program is efficient and successful.

PERFORMANCE MEASUREMENTS

The ultimate goal of our contract can be interpreted in only one way: Building great value for the Aviation Authority by providing superior security and customer service to the people who work for or at the Airport or travel to, from or through the Airport. Accomplishing this goal requires meeting several subordinate goals including:

- Providing an exceptional management effort to ensure contract terms and goals are met.
- Recruit and retain employees of uncommonly high quality.
- Maintain a focused effort of continuous service improvement.

C. Transition Plan

Describe in detail the process that would be followed to implement the services to be provided pursuant to the Scope of Services. This plan must include time frames and information that would be required for such services to be fully operational and include a sample timeline (with an explanation of how this timeline would be used in the transition process.) Include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, uniforms, and site tours, etc.

Allied Universal® will provide the curbside traffic control services required by the Orlando International Airport with no interruption. All personnel will meet the Scope of Services. Allied Universal® will provide the Contract Administrator with thirty (30) days' advance written notice (or as much notice as is possible if thirty (30) days' notice is not possible) regarding such changes, the management plan associated with such changes, and resumes of individuals that are proposed to replace the Key Personnel. Our approach is based on our experiences at your sites and other airports around the United States.

Paramount to the successful continued operation of the Orlando International Airport curbside traffic control program is the contractor's capability to provide for the security and safety of its staff, businesses, visitors, property, and other assets. By trusting Allied Universal® to provide curbside traffic control, Orlando International Airport will continue its effective curbside traffic programs within high visibility curbs without having to risk a failed transition, but instead, benefit from a seamless continuation of staffing from a proven specialist.

We recognize that selecting a contract provider for curbside traffic control has the potential risk of disrupting operations for the airport. Allied Universal's contract implementation team will employ a proven, systematic approach to your transition—assessing all associated factors and risks before producing comprehensive, transition plans to deliver a seamless transition of services that will have no negative impact on the day-to-day operations. The service transition will be planned and led by Allied Universal's regional and local teams, working in conjunction with our national resources, to include managers with experience in the mobilization of aviation security programs. A detailed transition plan will be provided to the Aviation Authority no less than 30 days prior to contract implementation for review and approval.

The key elements of our seamless contract transition approach include:

- **Experienced Transition Team.** To ensure success, our transition team, led by Allied Universal's Regional Vice President Eric Glasgow will oversee all aspects of this contract transition. This ensures that all tasks associated with the transition are completed successfully and on time and provides executive support for the contract.
- We will leverage **online collaborative tools** to manage the transition process which all transition team members and Aviation Authority representatives will be able to access. From detailed transition tasks with timelines, meeting notes, and team member information to detailed recruiting pipeline, training schedules, and contract deliverables, our transition workspace allows the team to manage all aspects of transition activities and is invaluable to ensuring an on-time and successful transition.
- **Transition status briefings and communications.** We will routinely meet with Aviation Authority's team to review transition status activities and provide progress updates on completed tasks. These meetings ensure that all transition activities are on pace for completion and allow for an opportunity to address any concerns.

- **Retention of Incumbent Workforce.** We recognize that incumbents have a wealth of knowledge and experience with the Aviation Authority's security program, and we value the institutional knowledge that continuity brings. Upon contract approval, we will promptly communicate with all incumbents and welcome them and encourage them to consider remaining with the contract. We will host open houses in the days following contract approval to meet with incumbents and offer employment to all qualified incumbents. Based on experience, we expect to retain 80-90% of all incumbents.
- **Recruit new Security Professionals.** Recognizing that the program might currently not be fully staffed or that all incumbent employees might not choose to remain with the program or potentially meet our qualifications, our dedicated transition and recruiting teams will recruit, select, screen, and train additional personnel for the program.

The following transition plan, recruitment, and start-up phases of the security program address all of the various items involved and required. We will tailor our plan to suit the needs and requirements of the Aviation Authority. Our organizational structure will include a combination of management, supervisory, and hourly staff personnel. We propose to meet our staffing needs through current incumbent officers, internal employee transfers, and new employee hiring. Upon contract award and subsequent meetings with the Aviation Authority, we will revise and update our plan to reflect the specifics of the transition and any necessary adjustments that need to be made.

Team Approach / Identification of Personnel

We have already assembled an initial transition team, and upon award notification, will immediately implement the planning, scheduling, and detailed administrative preparation necessary and required. As an important participant in the transition process, we anticipate working closely with all Aviation Authority representatives to effectively meet all conversion requirements.

The basic design of our phase-in plan has already been developed and will be adjusted as necessary to meet the requirements of the contract. The transition team will function under the direction of the Regional Vice President Eric Glasgow, who will work closely with Aviation Authority's representatives to meet all plan objectives including making our team ready for Day One.

As a minimum, our transition team will consist of the following personnel:

NAME	TITLE	TELEPHONE	EMAIL ADDRESS
Allied Universal® Team			
Tracy Fuller	President, Government Services	404-307-5961	tracy.fuller@aus.com
Bob Wood	Regional President	347-728-1702	bob.wood@aus.com
Eric Glasgow	Regional Vice President	904.514.9911	eric.glasgow@aus.com
Ryan Leneweaver	Director Government Services, City & State	407-461-9578	ryan.leneweaver@aus.com
Michael Grant	General Manager, Orlando	W: 321.280.3110 C: 407.461.9578	michael.grant@aus.com
Andrew Daniels	VP/Business Development	954-415-1367	andrew.daniels@aus.com
Taylor McDonald	Director Government Services	954-415-7419	taylor.mcdonald@aus.com
Sady Kelling	Regional HR Director	786-390-7354	sady.kelling@aus.com

NAME	TITLE	TELEPHONE	EMAIL ADDRESS
Josua Rich, MMOL	Regional Training Director	858-910-6823	joshua.rich@aus.com

CONTACT INFORMATION	
Lead Individual General Manager Orlando	Michael Grant W: 321.280.3110 C: 407.461.9578 michael.grant@aus.com
Director Government Services City & State	Ryan Leneweaver C: 407.461.9578 ryan.leneweaver@aus.com
Contact Person Director Government Services	Taylor McDonald C: 954-415-7419 taylor.mcdonald@aus.com
Regional Vice President	Eric W. Glasgow, MBA C: 904.514.9911 Eric.Glasgow@aus.com
President, Florida Region	Robert C. Wood CPP, CFE C: 347-728-1702 bob.wood@aus.com

Phase-In Objective

The main objective of our phase-in plan will be to establish the foundation for a smooth and orderly start-up, meeting all contractual timelines in the process. Our transition team will pursue the following secondary goals to accomplish our contractual responsibilities by the job start:

1. Establish all administrative procedures and documentation systems specified within the terms of the agreement with the Aviation Authority to ensure the delivery of quality service from the date of contract start-up.
2. Have in place training programs that will enhance individual skills and promote the development of a team approach.
3. Provide instruction and guidance to each security officer in their respective job assignments.
4. Establish and maintain a cooperative and solid working relationship between us and the Aviation Authority.

Phase-In Task Definition <i>To achieve our phase-in objectives, our transition team will begin immediately upon award notification to implement specific policies, procedures, and programs.</i>	
<u>TASK ONE</u> EMPLOYEE IDENTIFICATION	The team will evaluate proposed Security Professionals currently assigned, employed, or new hires based on our Screening Process and Selection Criteria. The result of this task will be a list of qualified personnel to start this new assignment.
<u>TASK TWO</u> NEW EMPLOYEE HIRING FUNCTION	Our branch offices are staffed by professional recruiters, which is vastly different from a "Human Resource Clerk." Our Recruiters do not merely oversee the application and process functions. They proactively go out into the community to schools, local employment offices, community action groups, private employment services, and retirement organizations, among others. This enables us to identify and attract qualified individuals before they find their way into online career search engines. We also run ads to supplement our supply of applicants and eventual employees..
<u>TASK THREE</u> EMPLOYEE ORIENTATION AND TRAINING	Our training program addresses three categories of employees: On-site management, supervisory, and hourly labor. 1. Our training programs include general topics, such as introduction and orientation, duties and responsibilities, emergencies, customer service, and interactions with the public, client community and locations. Management and supervisory topics include report writing, account management standards, and time management. 2. At a minimum, all personnel will have training that complies with: A. Curbside Traffic Control Requirements B. 49 CFR 1540, and 49 CFR 1542 requirements. 3. We will conduct a minimum twenty-four (24) hour specialized training course for all Curbside Traffic Control working Airport curbside posts. 4. All employees will receive a minimum of sixteen (16) hours of on-the-job training 5. We will provide the Aviation Authority with our proposed training curricula as a part of the transition process. 6. Training records for each employee will be maintained by the Training Manager in the local branch office.
<u>TASK FOUR</u> ADMINISTRATIVE SUPPORT	The administrative tasks associated with the transition process include the issuance of a certificate of insurance; establishing an authorized signer for airport badges; evaluating all logistical requirements (uniforms, equipment, transition support, etc.), and the timeline for delivery.

Phase-In Task Definition

To achieve our phase-in objectives, our transition team will begin immediately upon award notification to implement specific policies, procedures, and programs.

<u>TASK FIVE</u> SUPPORT MEETINGS	From the outset of phase-in, our Transition Manager will be in frequent contact with the Aviation Authority to keep them apprised of our progress. They will be available to attend Aviation Authority meetings that are pertinent to the effective delivery of security services under a contract. The Aviation Authority will be invited to attend our planning and training sessions. These meetings will be used to identify existing or potential problems. Situations will be discussed and resolved promptly as they occur. The sessions will also serve as a forum for the review and dissemination of new directives and policies relating specifically to this contract.
<u>TASK SIX</u> JOINT PROPERTY/EQUIPMENT INVENTORY	A complete inventory of property and equipment to be placed under our control will be completed as soon as possible following the contract start. Included in this inventory will be any Aviation Authority-furnished property, materials, and equipment, and any Allied Universal-provided equipment and other items such as high visibility safety vest(s) will be examined for condition and operation with deficiencies/malfunctions being noted and documented.
<u>TASK SEVEN</u> STAFF MEETINGS	To establish complete administration and management control, the team will conduct a series of meetings to review the following: II. Personnel and Staffing Plans III. Operational Support IV. Status of Reports and Schedules V. Safety and Security Requirements VI. Status of Orientation and Training Programs These critical reviews will identify existing or potential problems that will be delegated for resolution by the transition team and/or the program management staff. Subsequent meetings will result in the establishment of new directives and policies by the Regional Vice President to properly coordinate the total contract support effort. Meetings will be scheduled commencing the first week of the phase-in period.
<u>TASK EIGHT</u> CONTINGENCY PLANNING	By utilizing the transition team, the number and frequency of unexpected problems encountered are minimized. However, if problems do arise, we will be able to draw additional key management and technical personnel as well as resources from other locations in the area, similar aviation clients, and corporate support.
<u>TASK NINE</u> OPERATIONAL PROCEDURES AND INSTRUCTIONS	New and/or revised operational policies, procedures, and instructions will be developed during the completion of Task One through Task Eight to ensure a successful transition.

Phase-In Schedule Service/Incumbent

To ensure the effective and timely transition of the services required under this contract, we have prepared a phase-in schedule for the project. Included are certain operational actions that are critical in meeting all contract requirements during the start-up operation.

The sample transition schedule summarizes major activities during a phase-in period.

Our phase-in plan is adjustable to accommodate your plan and any contractual concerns or other changes in schedule that may affect the start date. Our plan assumes the contract is awarded and notice is given 30 days prior to the start date.

STAFFING PLAN

Once the phase-in plan has been completed and job start has occurred, we will continue to provide the necessary corporate and regional support required for successful ongoing security operations. There are a number of subsequent support functions that are not only required but are critical in maintaining the necessary program controls.

Our local and regional support will be ongoing in the areas of training and development, human resources, payroll operations, recruitment and retention, management information systems, and overall management support both from the corporate and regional offices.

Overlap																																	
Post	Staff Required	Hours of Operation	Days per week	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Daily Hours	Weekly Hours	Annual Hours	Estimated FTE		
On-site Manager	1	8	5									1	1	1	1		1	1	1	1								8	40	2080	1		
On-site Assistant Manager	2	8	5							1	1	1	1	1		1	1	2	1	1	1			1	1	1	1		16	80	4160	2	
Administrative Staff	1	8	5									1	1	1	1		1	1	1	1								8	40	2080	1		
Terminal A Level 2	2-6	8	7	2	2	2	2	2	2	2	6	5	5	5	5	5	5	8.5	6	6	6	6	6	6	6	5	2	110.5	773.5	40222	19.5		
Terminal A Level 3	2-4	8	7	2	2	2	2	2	2	2	5	4	4	4	4	4	4	6	4	4	4	4	4	4	4	4	2	85	595	30940	15		
Terminal B Level 2	2-6	8	7	2	2	2	2	2	2	2	6	5	5	5	5	5	5	8.5	6	6	6	6	6	6	6	5	2	110.5	773.5	40222	19.5		
Terminal B Level 3	2-4	24	7	2	2	2	2	2	2	2	5	4	4	4	4	4	4	6	4	4	4	4	4	4	4	4	2	85	595	30940	15		
Terminal C Level 2	1-2	24	7	1	1	1	1	1	1	1	3	2	2	2	2	2	2	3	2	2	2	2	2	2	2	1.5	1	42.5	297.5	15470	7.5		
Terminal C Level 6	2	24	7	2	2	2	2	2	2	2	3	2	2	2	2	2	2	3	2	2	2	2	2	2	2	3	2	51	357	18564	9		
Train Station PDL	1	24	7	1	1	1	1	1	1	1	1.5	1	1	1	1	1	1	1.5	1	1	1	1	1	1	1	1.5	1	25.5	178.5	9282	4.5		
Breakers	1	24	7	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	24	168	8736	4		
PTO Coverage	4																												151	7840	4		
Supervisors	2	24	7	2	2	2	2	2	2	2	3	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	3	2	51	357	18564	9	
Subtotal				15	15	15	15	15	15	15	34.5	27	29	29	29	28	27	29	44.5	31	31	29	28	29	29	29	15	617	4405.76923	229100	111		
Traffic Specialists/Supervisors				15	15	15	15	15	15	33.5	26	26	26	26	26	26	26	26	40.5	28	28	28	28	28	28	28	28	15	585	4245.76923	220780	107	
On-Site Manager												1	1	1	1		1	1	1	1								8	40	2080	1		
On-Site Assistant Manager											1	1	1	1	1		1	1	2	1	1	1		1	1	1	1		16	80	4160	2	
Administrative Staff												1	1	1	1		1	1	1	1								8	40	2080	2		
Total Personnel					15	15	15	15	15	15	34.5	27	29	29	29	28	27	29	44.5	31	31	29	28	29	29	29	29	15	617	4405.76923	229100	112	
Non-Overlap																																	
Post	Staff Required	Hours of Operation	Days per week	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Daily Hours	Weekly Hours	Annual Hours	Estimated FTE		
On-site Manager	1	8	5									1	1	1	1		1	1	1	1								8	40	2080	1		
On-site Assistant Manager	2	8	5							1	1	1	1	1		1	1	2	1	1	1			1	1	1	1		16	80	4160	2	
Administrative Staff	1	8	5									1	1	1	1		1	1	1	1								8	40	2080	1		
Terminal A Level 2	2-6	8	7	2	2	2	2	2	2	2	5	5	5	5	5	5	5	6	6	6	6	6	6	6	6	6	2	2	104	728	37856	18	
Terminal A Level 3	2-4	8	7	2	2	2	2	2	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	80	560	29120	14	
Terminal B Level 2	2-6	8	7	2	2	2	2	2	2	2	5	5	5	5	5	5	5	6	6	6	6	6	6	6	6	6	2	2	104	728	37856	18	
Terminal B Level 3	2-4	24	7	2	2	2	2	2	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	80	560	29120	14	
Terminal C Level 2	1-2	24	7	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	40	280	14560	7	
Terminal C Level 6	2	24	7	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	48	336	17472	8.5		
Train Station PDL	1	24	7	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	24	168	8736	4		
Breakers	1-2	24	7	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2	1	1	32	224	11648	5.5	
PTO Coverage	4																												143	7440	4		
Supervisors	2	24	7	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	48	336	17472	8.5		
Subtotal				15	15	15	15	15	15	15	27	27	29	29	29	28	27	29	33	32	32	32	30	29	30	30	30	16	15	592	4223.07692	219600	105.5
Traffic Specialists/Supervisors				15	15	15	15	15	15	26	26	26	26	26	26	26	26	26	29	29	29	29	29	29	29	29	15	15	560	4063.07692	211280	101.5	
On-Site Manager												1	1	1	1		1	1	1	1								8	40	2080	1		
On-Site Assistant Manager											1	1	1	1	1		1	1	2	1	1	1		1	1	1	1		16	80	4160	2	
Administrative Staff												1	1	1	1		1	1	1	1	1							8	40	2080	2		
Total Personnel					15	15	15	15	15	15	27	27	29	29	29	28	27	29	33	32	32	32	30	29	30	30	30	16	15	592	4223.07692	219600	106.5

D. Training Plan

Describe in detail the training plan that Proposer intends to utilize to train personnel in relation to the Services and describe how Proposer will track training for all employees. The training plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Proposer will ensure the completeness of the subject matter, and the method through which the training will be provided.

AVIATION-SPECIFIC, CUSTOMER-CENTRIC TRAINING

Allied Universal's training methodology involves unifying a core academy program and a comprehensive Practical Application Training and testing process with an ongoing development curriculum to ensure that each employee is given the skills and capabilities to succeed within our company.

Allied Universal's philosophy in developing and deploying the capabilities of our personnel in a service model is centered on *learning* not *training*. **As a learning organization, Allied Universal® is committed to value-added performance at every service interaction and at every level of our organization.** The measure of our success in receiving consistently high customer satisfaction scores is rooted in our robust and multi-tiered employee development programming.

The cornerstone of our training and development efforts nationwide is Allied Universal's Corporate Learning and Development team. This team serves as an important resource in the development of training standards and programming for all employees throughout the country, having developed over 750 hours of technical skill, specialized and development programs for use at all Allied Universal® facilities across the United States.

Nationally and locally, Allied Universal® offers a host of basic, intermediate and advanced aviation security and customer service programs. These programs are available to all Allied Universal® employees at no cost and are facilitated by qualified, full-time Allied Universal® training managers.

Allied Universal's training curriculum for airport security officers is based heavily on classroom interaction and a practical application of legal, security methods and asset protection principles. Our customer-orientation toward learning provides a blend of technical skill training with a special emphasis on communications and conflict resolution skills needed within an airport environment.

Allied Universal® is well aware of the liability risks associated with deploying an officer who is ill-equipped and unprepared to fulfill his or her important security responsibilities. Allied Universal® places special emphasis in requiring each Airport Security Professional to attend a comprehensive training program prior to being deployed to any airport environment. The program is taught by an Allied Universal-certified training professional who is dedicated full-time to the design and delivery of dynamic and comprehensive training programs at the local level. Allied Universal's airport training process not only ensures our Security Professionals have an opportunity to succeed in their assignment, but also significantly lowers the potential for liability and its related expense to Allied Universal and our clients.

OUTLINE OF TRAINING

Our Aviation Curbside Training Program has been developed to provide the Allied Universal® training and operational staff with the expertise necessary to be successful within an aviation environment and is customized to the unique needs of each airport. The following aviation specific curriculum is available:

TYPE AND NUMBER OF HOURS OF ESTIMATED TRAINING FOR EACH TYPE OF PERSONNEL

Pre-Assignment Training		
Day 1	Introduction and General Description of MCO	8 hours
Day 2	Curbside Traffic Management Service Guidelines and Operations	8 hours
Day 3	Emergencies, Service Scenarios, and Knowledge Test	8 hours

On-the-Job Training		
Post	Terminal A	8 hours
Post	Terminal B	8 hours
Post	Terminal C	8 hours

LIST OF TRAINING MATERIALS TO BE PROVIDED

- Pre-Assignment Classroom Training Syllabus
 - Provides the students with an outline of the basic elements of topics to be covered, and the expected learning outcomes.
- OJT Training Checklists/Handbook
 - Students who pass pre-assignment training receive their OJT Training Checklist/Handbook. This set of documents provides information on parking locations, site and post safety information, and specific training certifications for each potential post that the officer would train and certify on.
- Training Guides and Reference Material
 - Employees receive guides and reference material for use on the post that provides them with quick reference material on procedures and operations of equipment at their assigned posts. This is in addition to the post orders.

HOW THE PROPOSER WILL ENSURE THE COMPLETENESS OF THE SUBJECT MATTER

A Power Point presentation dealing with general policies and procedures, as well as general employment guidelines are used to ensure completeness of the subject matter. This process is combined with personal knowledge and experience of the trainers. Examples:

- Customer Service
- Safety
- Emergencies
- Principles of Curbside Traffic Control
- Where things are located and how to get around at MCO

- Appearance
- Report Writing

Everyday post operations at MCO are reviewed and knowledge of the Service Guidelines is repeatedly stressed.

METHOD THROUGH WHICH THE TRAINING WILL BE PROVIDED

Officers are provided with various training aids and examples of employment guidelines and forms they will be using in the field. Upon completion of the Pre-Assignment Training (PAT) Class, trainees are given an OJT folder containing their individual training program tailored to their specific area of responsibility.

Upon completion of the required post hours, the OJT folder is signed off by the supervisor, and the traffic control specialist. The folder is turned in to the AUS Project Management Officer and the results are entered into the Training Matrix. The following training courses are available to GOAA Curbside Traffic Control Specialists and the training plan can be adjusted to meet the needs of GOAA at any time.

TRAINING	DESCRIPTION
Airport Curbside Operations	The Course is designed to give new personnel an understanding of Curbside Operations: • Introduction to the role, responsibilities, and objectives. • Safety Procedures • Proper Use of Equipment • Basic Signals • Laws and Limitations • Review and understanding of GOAA's Guidelines. • Dwell Times – Provide insights into dwell times at curbside areas, discussing the factors influencing the length of vehicle stops, the impact of local enforcement policies, and their role in optimizing curbside traffic flow. • Maneuvering Traffic and Parking Preferences – Examines the unique parking behaviors of motorists at curbside areas, including their propensity to stop askew to travel lanes and the implications of such actions on traffic flow and curbside operations. • Complaint Handling • Deal With Unattended Vehicles and Driver Refusals • Coordinating Towing • Airport familiarization, access doors, access gates, checkpoints, emergency exits, fire exits, medical facilities. • SIDA Training and Individual Badge Holder Responsibilities • Airport-approved procedures used in the event of problems
Allied Universal® Aviation Security Fundamentals	This course is designed to give new officers a basic understanding of the challenges related to providing customer service-oriented security in airport operations. Topics include: • Overview of Airport Security • Defining 49 CFR 1542 and the security officer's role • AOA Operations Overview & Definitions • Overview of Secured Identification Display Areas • Accident/Incident Investigation and Reporting • Evacuations

	Customer Service Customer Service training is designed to ensure that our officers provide outstanding assistance to both internal and external customers. Topics include: • How to identify your internal and external customers and meet expectations • The importance of "perception" and "presentation" • Telephone skills • How to effectively handle customer complaints • Resolving conflicts	
Additional Training Options	• Culture & Diversity (4 hours) • Counterterrorism (2 hours) • Active Shooter / Emergency evacuation procedures (2 hours) • Insider Threat Issues and Concerns (2 hours) • Verbal De-escalation for unarmed personnel (2 hours) • Law Enforcement De-escalation assisting Law Enforcement (4 hours) • Sensitive Security Information (SSI) (1 hour) • Constitutional Law: Federal, State, and County Laws (2 hours) • Traffic Management, roadblock or checkpoint inspection, and enforcement training taught for the jurisdiction in which the airport is located (2 hours)	
Annual Refresher Training	• Curbside Traffic Management Service Guidelines • Anti-terrorism awareness • Behavioral recognition • Customer service • Managing aggressive behavior • Report and Citation writing (1 hour) • Counterterrorism (1 hour)	• Constitutional law: Federal, State, County laws (4 hours) • State, County and airport motor vehicle laws, rules and regulations, ADA parking rules (2 hours) • Procedures for bombs and explosives (2 hours) • Hazardous materials first responder awareness 1 hour)
Monthly Recurrent Training	• Policies and procedures • Report writing • Customer service	• Airport Specific (new/modified GOAA/DHS/TSA regulations) • Safety programs
Advanced Customer Service Skills	Allied Universal® places a high priority on customer service and we understand that it is a critical component of any security program. Some additional ways for employees to improve their customer service skills include: Culture & Diversity: This course has been specifically designed for the Myrtle Beach Airport to deliver Optimal Customer Experience to tourists, stakeholders, other airport contractors, employees, dignitaries, and within own security team. Best practices, tips, techniques, protocol, documentation and discipline are covered in this training. Exceptional Customer Care: The best way to provide customer service as a security professional is to be client focused. This course examines how to exceed customer's needs and win them over for life. White Glove Customer Service: This course covers the tools necessary to provide a higher level of customer service and better manage perception to create an excellent impression and communicate effectively.	

Additional Online Course Offerings

More than 1,500 assets including courses, videos, webinars, VILTs and learning tools are available through the EDGE®, our online learning management system. New topics are added regularly.

Vehicle Operation

Driver and Specialized Patrol Vehicle training are each two-part courses designed for security professionals who will drive an Allied Universal® or client-owned vehicle while on duty. Courses are conducted by an Allied Universal® trainer and are also available online.

Vehicle Training			
Car/Truck	Segway and T-3	Bicycle	Golf Cart
• Driver/Vehicle Policy • Rules on Vehicle Operations • Patrol Driving • Accident Reporting • Vehicle Inspection Checklist • Vehicle Trip Log • Accident Reporting Procedures • Driver Training Practical Application Checklist	• Definition of Segway and T-3 • Description of How Segways and T-3s Work • Important Safety Tips	• Bicycle Basics and Safety • Rules of the Road • Preparation for Bicycle Patrol	• Golf Cart Daily Inspections • Golf Cart Operation • Safe and Secure Golf Cart Parking

The second part of vehicle training will occur at each work site, with the actual patrol vehicle. Checklists guide the student and trainer through the safe operation of the patrol vehicle, using actual patrol routes. Well-trained vehicle operators are safe and effective, and set the expectation for safe practices.

Core Training and Continuous Learning

Allied Universal® Security Professionals have many opportunities to further their career and expand their knowledge through various training.

Core Training is Phase Three of the Security Development process. It consists of 20 lessons, each with an exam that must be successfully passed (score of 80% or higher). Core Training must be completed within six months of hire; compliance is tracked through our online compliance management system, WinTeam.

Core Training		
• Introduction to Contract Security • Legal Aspects of Private Security • Note Taking and Report Writing • Importance of Documentation • Patrol and Observation • Liability and Loss Prevention • Post Orders	• Appearance and Wellness • Exceptional Customer Care • Difficult People or Situations • Introduction to Safety • Personal Safety • First Aid, CPR and AED • Harassment	• Workplace Violence • Emergency Management • Indicators of Terrorist Surveillance • Video Surveillance • Bomb Threats • Media Management

Additional Online Course Offerings

More than 1,500 assets including courses, videos, webinars, VILTs and learning tools are available through the EDGE®, our online learning management system. New topics are added regularly.

Ongoing and Refresher Training

The key to effective learning and long-term performance excellence is the reinforcement of initial training by way of an effective, structured process. Per your annual requirements, we can provide refresher training on a variety of courses. Local and branch management and regional training staff continually deliver a number of company-wide training modules as well as programs customized to meet market- or client-specific needs. Allied Universal® managers will work with you to select training appropriate for the security professionals at your facility helping to ensure that ongoing training is a priority.

Ongoing & Refresher Training			
• Fire Alarms • Access Control • Bomb Threats	• Medical Emergencies • Broken Windows • Patrol • Water Leaks	• Suspicious Persons/ Disturbances • Water Leaks • Power Outages	• Customer Service • Safety Awareness • Elevator Entrapments

Customer Service Training

Customer Service Training	
	Customer Service Providing excellent customer service at Allied Universal is a top priority. This course covers: the importance of customer service and satisfaction; Allied Universal's customer service philosophy; 20 tips for delighting customers; how to effectively handle customer complaints; and client meeting guidelines and best practices.
	White Glove Customer Service This course covers the tools necessary to provide more than "just" customer service - but rather "White Glove Customer Service!" The key topics are: the importance of customer service; how to provide white glove service; managing perceptions to create an excellent impression; effective communications; handling customer complaints and mistakes; and exceeding client expectations.
	Exceptional Customer Care The best way to provide customer service as a security professional is to be client focused. This course examines how trainees can exceed their customers' needs of and win them over for life.
	Effective Listening This course stresses the importance of effective listening skills while interacting with colleagues, customers, guests and visitors to delivering first rate service. Topics covered are: the importance of listening when communicating; tips for being an effective listener; how to recognize and avoid behaviors that hinder listening skills; and steps for becoming an effective listener.
	Telephone Etiquette Effective telephone etiquette is a critical component for providing excellent customer service. This course explains the importance of telephone etiquette; effective telephone techniques; proper message taking procedures; effective call holding and transferring procedures; and voice mail guidelines.
	CARE Customer Service During times of heightened risk and uncertainty, it is of the utmost importance to take additional precautions to ensure the safety of our clients and the public. This course educates security professionals on their role as CARE Ambassadors and best practices to prevent infection and spread in the workplace to include: creating a welcoming presence to ease return to workplace anxieties; managing social distancing and safety in the workplace; and providing phenomenal customer service and empathy during a pandemic.

Diversity and Employee Relations Training

As part of a holistic approach to building a diverse and inclusive culture, Allied Universal® provides a number of diversity, and employee relations training programs. These programs are designed to help facilitate positive intergroup interaction, and generally teach individuals what diversity and inclusive thinking means in their day-to-day interactions with co-workers, customers, partners, and others. Below are a few of the training programs available to our employees:

Diversity and Employee Relations Training	
	Cultural Diversity This course focuses on: 1) America's changing workforce; 2) identifying discrimination vs. diversity; 3) the dangers of stereotypes; 4) the costs of ignoring diversity; and 5) the benefits of diversity.
	Preventing Discrimination and Harassment This course covers: 1) Allied Universal's Equal Opportunity Policy; 2) techniques for preventing workplace discrimination; 3) identifying "harassment" on the job; 4) forms and warning signs of sexual harassment; 5) techniques for preventing sexual harassment; and 6) reporting procedures for unlawful discrimination, including sexual harassment.
	Employee Relations This course discusses our harassment and discrimination policies, introduces trainees to reasonable accommodations for religious and physical needs. Also covered is our Progressive Discipline Process.
	Gender Sensitivity Training This course focuses on steps the company and employees can take to make the workplace more LGBT-friendly and addressing common questions that people have about rights of transgender people (and all gender non-conforming individuals).
	Harassment Harassment is based upon perception of the person on the receiving end of the behavior in question. Learn what constitutes harassment, explain our company's policy and how to respond.
	Ethics and Conduct This course is designed to teach the importance of good ethics; what good ethics mean to employees, and Allied Universal's reputation as a whole. Trainees learn to recognize ethical violations and what the procedures are for handling them.
	Lawful Hiring, Assignment and Promotion Practices This course is designed to teach the importance of good ethics; what good ethics mean to employees, and Allied Universal's reputation as a whole. Trainees learn to recognize ethical violations and what the procedures are for handling them.

Supervisory and Management Training

Preparing for leadership roles at Allied Universal® can be accomplished through our management training. This learning is essential because you need the support of knowledgeable and efficient managers.

Allied Universal Supervisory and Management Training

Supervisor Training

Readies first-time supervisors for their leadership roles and helps them to engage our security professionals to effectively meet your needs.



- Introduction to Allied Universal
- Role of the Supervisor
- Allied Universal Training Process
- Employee Relations for Supervisors
- Report Writing for Supervisors
- Coaching & Counseling
- Progressive & Attendance Discipline

Management Training

Business and security topics; goal of shaping proficient managers with smart business sense.

- Training Programs & Processes
- Employee Benefits & HR Procedures
- Selecting Talent & Talent Management
- Payroll & Invoicing Best Practices
- Recruiting & Retention
- Client Relationship Management
- Employee Relations, Coaching/ Counseling & EEO
- Progressive & Attendance Discipline
- Security Management Essentials



Ethics

Your security team's training and development will be customized to create a welcoming and secure environment throughout your facilities, includes creating a culture that promotes the importance of providing world-class service every day, with a training curriculum that covers everything from customer service to in-depth safety training, and all topics in-between. In today's climate, we understand the focus to ensure a positive experience when interacting with individuals representing GOAA. Expectations on levels of service will be met by embracing the culture and complementing the brand. Our service-oriented attitude is what sets us apart from our competitors.

All employees receive the Company's 24-page **Global Code of Ethics and Business Conduct Guideline**, a guide to business ethics, workplace conduct, and compliance, Revised March 2022. The Guide explains the Company's expectations of all security professionals.

The Company's fully documented standards and procedures are contained in **Allied Universal's Security Professional Handbook (all U.S. locations)**, a copy of which is provided to every employee upon hiring. Since the handbook contains 86 pages, the comprehensive **Table of Contents** from the current manual.

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EMPLOYEE HANDBOOK

Security Professionals
National - All U.S. Locations

(Excluding Employees in California, Puerto Rico and US Virgin Islands and all non-U.S. locations)

January 3, 2020



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Allied Universal® School of Aviation Security Training

Aviation security is a specialty that evolves with emerging threats and changing environments. The critical nature of the services provided require every security professional, supervisor and manager to have a thorough understanding of regulations, post orders, and potential threats to ensure that every day, every shift, every person is diligent in protecting our nation's air transportation network. The ability to quickly adapt and implement new training based on current threats is critical in the aviation environment. Allied Universal's extensive involvement in the aviation industry provides the organization with a unique perspective and ability to develop and deliver training that addresses potential vulnerabilities, intelligence and new security measures.

Our investment in the industry translates into our training programs. Our School of Aviation Security spans the spectrum from our own proprietary training curriculum delivered through our award-winning **EDGE Learning Management System**, to **AAAE's ANTN Digicast** and **ACE Certification** for our Account Managers at our aviation accounts. Our **National Aviation Council** leads monthly mentoring and training sessions for our Airport and Aviation Account Managers where best practices, TSA Information affecting their advice and directives, and other pertinent information is shared on a regular basis, creating a community of Aviation expertise unmatched by any other company. Aviation security training programs available to our security professionals, supervisors and managers include:

	Allied Universal's School of Aviation Security curriculum is designed to match the requirements of the Airport, and includes topics such as • Fundamentals of Aviation Security and Regulatory Compliance, • Insider Threat Awareness • Behavior Detection Techniques
Due to the unique environment of aviation security, Allied Universal® has invested in the American Association of Airport Executives professional development and certification programs for our managers. The Airport Certified Employee (ACE) program is designed to establish a general knowledge base for airport professionals working in the fluid security environment. With more than 30 employees having earned AAAE's ACE designation in Security, Allied Universal® has one of the most knowledgeable aviation security management teams in the security industry.	
	Human trafficking is a hidden crime. The first step to combating it is to identify victims so they can be rescued and help bring their perpetrators to justice. Partnering with the Department of Homeland Security, Allied Universal® provides human trafficking awareness training for all security professionals, supervisors and managers through Homeland Security's Blue Campaign training, housed on our learning management platform, EDGE.

AAAE's ANTN Digicast Aviation Security Training offers a series of aviation security training videos focused on all aspects of the aviation industry. All Allied Universal® employees have access to Digicast training and is encouraged to complete training courses relevant to their airport, including: Airport 101: Security, Basic Security Awareness, Insider Threat, Physical Vehicle Inspection, Sensitive Security Information, and SIDA Training. Each video is followed by a brief test to assess the participant's knowledge and all training is tracked and used to recognized employee's outstanding performance. Allied Universal® is proud to have received Digicast's 2021 Excellence Award for Airport Training based on the number of courses successfully completed by our Aviation Security Professionals around the nation.	
	Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI) provides several on-line training courses to help learn how to identify and report suspicious activity. All security officers are encouraged to complete the: <u>SAR Training for Hometown Security Partners - Private Sector Security Training</u> and the <u>See Something Say Something Training Video</u>
All security officers and supervisors are encouraged to take FEMA's online WMD and CBRNE classes, which thoroughly cover awareness and recognition of Weapons of Mass Destruction (WMD), and Chemical, Biological, Radiological, Nuclear, and high yield Explosive (CBRNE) materials. Active shooting incidents have become all too familiar in our society, not only for terrorist organizations, but also for individuals radicalized by social media and the internet. Unfortunately, the public areas of airports are targets for individuals and groups looking to do harm. All employees are encouraged to complete FEMA's Active Shooter training to understand what they should do in the event of an active shooter event at the airport.	

Training Compliance Tracking

Compliance tracking through the EDGE®, our enterprise-wide online learning management system, allows Allied Universal® to record and report training accurately. Trainers and managers can review Security Professional progress through initial, specialty, and refresher training courses, and they can verify compliance with required courses.

TAB 6 – Additional Requirements of the Response

A. MWBE Participation Plan

The Aviation Authority has set a MWBE participation goal of twenty-five percent for this solicitation.

1. Describe the percentage of MWBE participation that will be provided and what services will be performed by each firm.
2. The MWBE documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: “MWBE Forms.”

Allied Universal® has selected SOUTHEAST AIRPORT SERVICES, INC. Managed by Teresita M. Toro Gutierrez, President and located at 5734 S Semoran Blvd, Orlando, FL 32822, P: 689-206-4241, M:407-495-7082, F: 407-420-8002 as our subcontractor for the airports for 23-105-RFP-A and 23-105-RFP-B. With our formal program, Allied Universal® Supplier Diversity, you will have peace of mind knowing that Allied Universal® is collaborating with you to ensure second-tier diverse spend amounts are accurate and in support of your own diversity goals. MWBE documentation is provided at the end of our proposal. OpenGov does not provide a separate location to upload MWBE forms.

The MWBE Partner has been assigned one of the 2 Assistant Managers to ensure close coordination and integration with the Prime Contractors Management team.

Allied Universal® will meet the MWBE participation goal of twenty-five (25%). Our subcontracting Supplier Diversity Program allows us the flexibility of working with multiple subcontractors or a single subcontractor while maintaining our uniformity through training, uniform consistency, and integrated management. Our internal operational policies provide a single point of contact for the client and allows us to easily generate financial reports for client's record keeping and audit requirements.

Furthermore, as can be seen in our Supplier Diversity Program, our executive team understands the challenges that small businesses face from firsthand experience and have implemented specific benefits to working with Allied Universal® as a preferred subcontractor. These benefits include:

Scheduling - Assignments will be made based on several factors including experience & skills, post requirements, concentration/convenience of Hours per Week/Location & Concentration of posts, etc.

Authority procedures and processes - Special attention given to MWBE partners due to limited experience working with Greater Orlando Aviation Authority to include, invoicing, Special Request for Service processes.

Allied Universal® has extensive experience working the sub-contractors and minority/women/veteran or other disadvantaged business partners. We have a thorough vetting process prior to partnering to ensure that our partners have adequate business infrastructure to facilitate the contract.

In addition, we provide coaching and mentoring for our small business partners to allow them to access the same caliber of training materials that we provide to our own Security Professionals. If a problem does arise, we will work in close coordination with the Authority and the MWBE office to find a resolution to these issues. If, in coordination with Authority MWBE officials, determine that the vendor is unable to fulfill its duties and they ultimately need to be replaced with another vendor we will proceed with vetting a future partner.

B. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in Section 2.0 Scope of Services, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this Solicitation. Or provide an affirmative statement that there are none.

In the last five (5) years, neither Universal Protection Service, LLC ("Respondent"), nor its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, Lead Individual or Engagement Team members (collectively "Respondent Representatives") have been involved in a criminal conviction, criminal indictment, criminal investigation or criminal regulatory investigation; nor, to Respondent's best knowledge, information and belief, are any of the foregoing criminal proceedings ongoing, pending or threatened. Respondent and certain of the Respondent Representatives are subject to routine civil audits, civil investigations and civil inspections in the ordinary course of business by a variety of governmental agencies, such as the state tax agencies, OSHA, OEO, state and local licensing agencies, as well as other agencies. From time to time such civil proceedings have resulted in findings, civil violations or civil fines that have not had a materially adverse impact on the operations or financial condition of the Respondent or such Respondent Representatives, as the case may be.

C. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue, disposition or status and litigation, case style, number, and jurisdiction.

The Respondent shall also list any work their team failed to complete in accordance with any contract in the last five (5) years. Describe details regarding the non-performance, including listing any officer or partner of their team who in the last five (5) years failed to complete a contract handled in his/her name.

Like any security provider, Respondent is subject to routine claims and litigation in the ordinary course of its business, some of which involves claims resulting from the conduct of its security operations. We maintain general liability, employment practices liability and other insurance coverage which we believe adequately insure us against the risks associated with these claims. There has never been a claim, lawsuit, arbitration or like legal proceeding or judgment that has caused a material, adverse impact on Respondent or its operations or financial condition, nor, to our best knowledge, information and belief, is any such claim, lawsuit, arbitration or like legal proceeding or judgment ongoing, pending or threatened.

As a large vendor with numerous clients, Respondent has received communications from parties with whom we have a contract, alleging that Respondent has not performed a contract obligation under the terms of the contract. Frequently these issues result from good faith differences in contract interpretation or factual misunderstandings, which we always address in a prompt and constructive manner. When service concerns are brought to our attention, we engage with the client to resolve the matter promptly and appropriately. It is always our intention to work closely with our client to resolve any service concerns they may have.

Respondent services thousands of clients pursuant to thousands of contracts nationwide. We do not track incidents alleging contract non-performance on a centralized basis. We do track the reasons for termination of contracts by clients that are government entities or agencies, and we can confirm that Respondent has never had a contract with a government entity or agency terminated for default or non-performance of any of the contract obligations. We do not track the reasons for termination of contracts by commercial clients on a centralized basis. However, most of our commercial contracts provide the parties with the right to terminate for convenience. We are aware that, on occasion, commercial contracts are terminated for convenience in accordance with the contract terms.

D. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have, including with any other parties who are potentially involved in any contemplated financings of the Aviation Authority, and how that conflict of interest would be mitigated, or provide an affirmative statement that there are none. Please disclose any relationship you have with any commercial service airports within the state of Florida and all relationships with Central Florida governmental entities.

Allied Universal does not have any conflicts of interest with the Aviation Authority. We currently provide service to GOAA for RFP NO.: 23-105-RFP, Security Services. We are currently serving Fort Lauderdale-Hollywood International Airport, Miami International Airport, Lee County Port Authority Airport/ Southwest Florida International Airport, Fort Lauderdale Executive Airport, North Perry Airport and Opalocka Airport in Florida. We also secure Orange Couty, City of Orlando Parking, City of Orlando Downtown Ambassadors, Seminole County, Osceola County and many others. We consider our complete client list to be company confidential, but we are happy to provide additional information upon request.