



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 4

[List View](#)

## General Information

[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)[Clarification Request](#)

Procurement Folder: 1395780

Procurement Type: Central Master Agreement

Vendor ID: VS0000045027 

Legal Name: Servexo

Alias/DBA: Servexo Protective Services

Total Bid: \$281,975.20

Response Date: 04/02/2024 

Response Time: 11:54

Responded By User ID: SERVEXO12 

First Name: John

Last Name: Palmer

Email: procurement@servexouse

Phone: 3233005023

SO Doc Code: CRFQ

SO Dept: 0211

SO Doc ID: GSD2400000019

Published Date: 3/29/24

Close Date: 4/2/24

Close Time: 13:30

Status: Closed

Solicitation Description: Security Guard Services - GSD Buildings

Total of Header Attachments: 4

Total of All Attachments: 4



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1395780  
**Solicitation Description:** Security Guard Services - GSD Buildings  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-04-02 13:30	SR 0211 ESR04022400000005701	1

**VENDOR**  
 VS0000045027  
 Servexo

**Solicitation Number:** CRFQ 0211 GSD2400000019  
**Total Bid:** 281975.2000000000116415321826 **Response Date:** 2024-04-02 **Response Time:** 11:54:29  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Security guard services	2964.0000	HOUR	28.540000	84592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Building 34 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Security guard services	2223.0000	HOUR	28.540000	63444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Building 53 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Security guard services	2223.0000	HOUR	28.540000	63444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Building 54 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Security guard services	2470.0000	HOUR	28.540000	70493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Building 55 - estimated annual hours



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

**Proc Folder:** 1395780  
**Doc Description:** Security Guard Services - GSD Buildings  
**Reason for Modification:** Addendum No. 1  
**Proc Type:** Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-27	2024-04-02 13:30	CRFQ 0211 GSD2400000019	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** Servexo  
**Address :** 1411 W. 190th. St., Suite 475, Gardena, CA 90248  
**Street :** 1411 W. 190th. St.  
**City :** Gardena  
**State :** California **Country :** USA **Zip :** 90248  
**Principal Contact :** John Palmer, CSO  
**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

**Vendor Signature X** **47-1114839** **04-01-2024**  
**FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids, on behalf of the Department of Administration, General Services Division, to establish a Contract for the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for various buildings and grounds throughout West Virginia per the bid requirements, specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA  JOBSITE - SEE SPECIFICATIONS  No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA  JOBSITE - SEE SPECIFICATIONS  No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Vendor question deadline @ 3:00 PM	2024-03-26

**SOLICITATION NUMBER:**  
**Addendum Number:**

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.



# ATTACHMENT A

**Security Guard Services**  
**Vendor Technical Questions and Responses**

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- Q 1.** Does the security vendor need to provide any specialized equipment for these locations.
- A 1.** The Vendor will only need to provide a uniform for the guard.
- Q 2.** What would be the official start date and time for the contract.
- A 2.** Anticipated start date for the contract is May 1, 2024. Start times may vary between location but are typically either 7:00 am or 8:00 am.
- Q 3.** In section 3.1.7.3.2 Drug Testing – Is there a specific company or contractor the testing is required to be performed by?
- A 3.** The testing provider will be at the discretion of the vendor awarded the contract.
- Q 4.** How long has the current provider been with you?
- A 4.** We are currently working under an Emergency Purchase Order as a result of cancellation of a Statewide Contract for these services.
- Q 5.** What was the total spend last year on security services?
- A 5.** Agencies spend for the previous year, for the locations to be serviced, was \$146,160.00.
- Q 6.** Can you provide the evaluation criteria for this solicitation?
- A 6.** The contract will be awarded to the lowest overall cost for all locations.
- Q 7.** Does the department any specific format for the response submission?
- A 7.** Vendor(s) response should include any information they wish to provide, and they are required to submit the completed Exhibit A – Pricing Page.
- Q 8.** Is this a new requirement or an on-going requirement?
- A 8.** Security guards have been provided from a previous Statewide Contract.
- Q 9.** Who is the incumbent contractor(s)?
- A 10.** We are currently under an Emergency Purchase Order contract with Monticola Security.

**Security Guard Services**  
**Vendor Technical Questions and Responses**

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**Q 11.** What is the current contract total value?

**A 11.** There is not a current contract. For prior year spend see response to Q 5.

**Q 12.** Are there any significant changes to coverage between the previous contract and this opportunity? (a change in hours and/or post positions?)

**A 12.** There will not be any foreseeable changes to the number of hours utilized under this contract.

**Q 13.** Are all officer positions fully staffed?

**A 13.** Yes.

**Q 14.** What is the hourly pay rate for each position and the hourly bill rate for the current incumbent company?

**A 14.** We do not have a current active contract.

**Q 15.** Will there be any training for guards prior to covering shifts at the various locations? Like orientation/site-specific training? If so, are these hours billable in addition to the set hours mentioned in the solicitation?

**A 15.** There will be discussion of the specific expectations for guard coverage at the locations with the on-site maintenance staff. This will include expectations of daily walk-throughs, any site specific requirements, etc. The time in discussing the requirements will be included in the initial hours. The hours on indicated in the solicitation are the Agencies best estimates of total hours for a 12-month period. Changes in State holidays may effect the actual hours utilized (i.e. granting of Juneteenth holiday, should the delivery order exclude holiday hours).

**Q 16.** Beyond the state and federal minimum wage, is there a prevailing wage, living wage ordinance, local mandated wage, or contract-specific wage?

**A 16.** The State of West Virginia does not have a provision requiring a prevailing wage.

**Q 17.** Can you please provide us with the wage determination document applicable to this solicitation?

**A 17.** Wages are determined by the vendor. Solicitation will be awarded to the vendor bidding the lowest amount for all locations.

**Security Guard Services**  
**Vendor Technical Questions and Responses**

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**Q 18.** When our guards are placed on site, please break down the background process that will be required for them to work on the department (for example fingerprints first, walk-in appointment, EQIP, Flash card or PIV, the timeframe it takes to get through background, etc.).

**A 18.** Please see included Memorandum from the Division of Protective Services on background check requirements.

**Q 19.** Are guards allowed to work on-site if they have passed our background check and submitted paperwork to the Department?

**A 19.** Guards will need to complete the background check requirements of the WV Division of Protective Services (see attachment).

**Q 20.** Approximately how many hours of government-provided training is required for each guard assigned.

**A 20.** The Vendor will be required to administer the training as described in Section 3.1.7.4 of the specifications of this solicitation.

**Q 21.** Does the department anticipate an award date? If so, please provide the award date.

**A 21.** Award will be completed as soon as possible after bid opening. The anticipated start date of the resulting contract will be May 1, 2024.

**Q 22.** Will the department provide ample time after the announcement of the award for the new contractor to properly on-board their personnel? (i.e. 30 days or so).

**A 22.** It is anticipated the vendors will have an adequate supply of available personnel to fulfill the contract immediately.

**Q 23.** Will the department provide a debriefing upon request to the contractor after the award?

**A 23.** Agency is unsure of what this question is referring.

**Q 24.** Does the department anticipate usage of vehicles? If so, please provide the annual mileage for each vehicle?

**A 24.** These positions will not require the usage of vehicles. Assignments will be for single building location.

**Q 25.** Will the CBA document be provided at this stage?

**Security Guard Services**  
**Vendor Technical Questions and Responses**

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**A 25.** There is not a collective bargaining agreement. Award of the contract will be a “Master Agreement” from which the agency will issue Agency Delivery Orders (ADOs) for actual work.

**Q 26.** What is the annual scope of hours? Or how many hours of work was performed annually by the incumbent?

**A 26.** The hours indicated on the Pricing Page are a fairly accurate estimate of the hours for each location. Actual hours may differ based upon holidays granted during the year.

**Q 27.** Can the department clarify the mode of submission of bids? Can vendors submit electronically or is it only hardcopy submission.

**A 27.** Vendors may respond electronically through the *wv*OASIS Vendor Self Service portal (including attaching any required documentation), by fax at the number indicated in the “Instructions to Vendors,” or by having a hard copy delivered to the Purchasing Division. Any bid submission must be received in advance of the bid opening date and time.

**Q 28.** When does the department require the Certification of Qualification of guards to be submitted?

**A 28.** Should be submitted as soon as possible upon assignment of role.

**Q 29.** With reference to section 3.1.10 Skill level categories: Please clarify which level of guards are required for these services overall?

**A 29.** The Agency typically requests “Security Guard III/Shift Supervisor” due to the requirements of the position.

**Q 30.** Is the Supervisor position billable?

**A 30.** The only billable hours will be for the actual security guard. Vendors bid price should include their cost associated with the position.

**Q 31.** With reference to section 3.1.12: On-site Supervisory Responsibilities (for each shift): Does the department require a separate supervisor? Or one of the security guards based on the skill level will be appointed as the shift supervisor?

**A 31.** A separate shift supervisor will not be required.

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

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Company



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Authorized Signature

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Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

<b>Proc Folder:</b> 1395780		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Security Guard Services - GSD Buildings		Addendum No. 2	
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-03-28	2024-04-02 13:30	CRFQ 0211 GSD2400000019	3

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** Servexo  
**Address :** 1411 W. 190th. St., Suite 475, Gardena, CA 90248  
**Street :** 1411 W. 190th. St., Suite 475  
**City :** Gardena  
**State :** California **Country :** USA **Zip :** 90248  
**Principal Contact :** John Palmer,CSO  
**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

**Vendor Signature X** **47-1114839** **04-02-2024**  
**FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

Addendum No. 2 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids, on behalf of the Department of Administration, General Services Division, to establish a Contract for the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for various buildings and grounds throughout West Virginia per the bid requirements, specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours



INVOICE TO			SHIP TO		
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US			STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO			SHIP TO		
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US			STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor question deadline @ 3:00 PM	2024-03-26

**SOLICITATION NUMBER:**  
**Addendum Number:**

---

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

DEPARTMENT OF HOMELAND SECURITY  
**CAPITOL POLICE**  
**DIVISION OF PROTECTIVE SERVICES**

Building 1, Room 152-A  
1900 Kanawha Boulevard, East  
Charleston, West Virginia 25305  
Telephone: 304-558-9911  
Fax: 304-558-5604

Kevin J. Foreman  
Director

Jack C. Chambers  
Deputy Director

**Memorandum**

To: All State Agencies awarding contracts for vendors working at the Capitol Complex property or vendors that place employees either working on state facilities or working remotely via computer and have access to sensitive information or systems.

From: Kevin J. Foreman, Director  
WVDPS Capitol Police

Ref: Instructions for individuals to obtain fingerprints spending unit responsibilities

The government entities obtaining services from vendors and contractors shall obtain a list of the individuals that will be present on the capitol complex and forward the list along with a completed and signed WVDPS Form 12-26 to this office in order for us to verify the names when we receive results from IndentoGo/Idemia. Please call the main office for an email address to send them or fax them to 304-558-5604.

Attached to this memorandum are the WVDPS Form 12-26 and Privacy Act Statement that must be given to the applicant prior to being fingerprinted. The WVDPS Form 12-26 must be completed and received by this office prior to any background information being approved. Vendor applicants must make an appointment by calling the toll free number 1-855-766-7746 or register online at [www.identogo.com](http://www.identogo.com). Large groups can be accommodated, but prior arrangements must be made with IndentoGo. The web site lists multiple locations across the state for fingerprinting.

Payment must be received at the time of printing and the fee is the responsibility of the vendor or contractor holding the contract. Prepayment is available once an account with IndentoGo has been set up. Again, the WVDPS Form 12-26 is to be sent to Capitol Police prior to the fingerprinting at IndentoGo. All background checks must be WV State and Federal Backgrounds to be acceptable.

If you have any questions feel free to contact me at 304-558-9911.

Revised: 8/30/2021

File: 2018-012

## NONCRIMINAL JUSTICE APPLICANT'S PRIVACY RIGHTS

As an applicant who is the subject of a national fingerprint-based criminal history record check for a noncriminal justice purpose (such as an application for a job or license, an immigration or naturalization matter, security clearance, or adoption), you have certain rights which are discussed below.

- You must be provided written notification<sup>1</sup> that your fingerprints will be used to check the criminal history records of the FBI.
- If you have a criminal history record, the officials making a determination of your suitability for the job, license, or other benefit must provide you the opportunity to complete or challenge the accuracy of the information in the record.
- The officials must advise you that the procedures for obtaining a change, correction, or updating of your criminal history record are set forth at Title 28, Code of Federal Regulations (CFR), Section 16.34.
- If you have a criminal history record, you should be afforded a reasonable amount of time to correct or complete the record (or decline to do so) before the officials deny you the job, license, or other benefit based on information in the criminal history record.<sup>2</sup>

You have the right to expect that officials receiving the results of the criminal history record check will use it only for authorized purposes and will not retain or disseminate it in violation of federal statute, regulation or executive order, or rule, procedure or standard established by the National Crime Prevention and Privacy Compact Council.<sup>3</sup>

If agency policy permits, the officials may provide you with a copy of your FBI criminal history record for review and possible challenge. If agency policy does not permit it to provide you a copy of the record, you may obtain a copy of the record by submitting fingerprints and a fee to the FBI. Information regarding this process may be obtained at <http://www.fbi.gov/about-us/ejis/background-checks>.

If you decide to challenge the accuracy or completeness of your FBI criminal history record, you should send your challenge to the agency that contributed the questioned information to the FBI. Alternatively, you may send your challenge directly to the FBI. The FBI will then forward your challenge to the agency that contributed the questioned information and request the agency to verify or correct the challenged entry. Upon receipt of an official communication from that agency, the FBI will make any necessary changes/corrections to your record in accordance with the information supplied by that agency. (See 28 CFR 16.30 through 16.34.)

<sup>1</sup> Written notification includes electronic notification, but excludes oral notification.

<sup>2</sup> See 28 CFR 50.12(b).

<sup>3</sup> See 5 U.S.C. 552a(b); 28 U.S.C. 534(b); 42 U.S.C. 14616, Article IV(c); 28 CFR 20.21(c), 20.33(d) and 906.2(d).

### **Scheduling an appointment:**

Step by step process to schedule an appointment online:

1. Go to [www.identogo.com](http://www.identogo.com)
2. In the middle of the page, you will see "Search for services by state".  
Select West Virginia from the dropdown and go,
3. Next screen, scroll down and select Digital Fingerprinting,
4. Next screen, enter the Service Code **228NY1** and go,
5. Next screen, select "Schedule or Manage Appointment",
6. Next screen, enter your essential information (Name, DOB, phone, etc.)  
and select next,
7. Next screen, enter your country of birth, city of birth, state of birth, and  
country of citizenship and select next,
8. Next screen, answer the personal questions and select next,
9. Next screen, enter your personal information (height, weight, gender,  
etc.),
10. Next screen, enter your mailing address, then select next,
11. Next screen, select the documents you will bring to your appointment  
(driver's license, passport, etc.), then select next,
12. Next screen, enter a postal code, city or state to search for location, a  
list of locations will come up. Select the location for your appointment,  
and select next,
13. Next screen, you will enter payment information, select next,
14. Next screen, you will be able to select your date and time for your  
appointment.

\*\*\*\*\*Applicant will follow the instructions for scheduling an appointment online.\*\*\*\*\*

**IMPORTANT NOTE:** The applicant should print the confirmation page. If  
printer is not available applicant must write down their appointment  
confirmation number, then click finish.

### DIVISION OF PROTECTIVE SERVICES CAPITOL POLICE

#### STATE OF WEST VIRGINIA ACCESS CARD/ID BADGE/BACKGROUND INQUIRY REQUEST FORM

Access Card Number \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> Contractor/Vendor          | <input type="checkbox"/> Press                             |
| <input type="checkbox"/> Background Inquiry         | <input type="checkbox"/> Access Card                       |
| <input type="checkbox"/> Modification               | <input type="checkbox"/> Cancel Card                       |
| <input type="checkbox"/> ID Badge Expiration: _____ | <input type="checkbox"/> Photo attached (contractors only) |
| <input type="checkbox"/> Card Returned              | <input type="checkbox"/> Card not returned                 |

Please report lost or stolen access cards/ID Badges immediately to the Division of Protective Services access card coordinator at 558-4443, or the main office at 558-9911. Replacement cost for a lost or stolen access card or ID Badge is \$10.00 (cash, money order, or check payable to Division of Protective Services). Email forms with photos to: margaret.m.cash@cappd.wvsp.gov

Please print the following personal information:

Name: (Last, First, M.) \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Agency Awarding Contract/Contact Name/Phone: \_\_\_\_\_

Company Name/Contact Name/Business Phone: \_\_\_\_\_

Type of Work: \_\_\_\_\_ Building # \_\_\_\_\_ Work Area: \_\_\_\_\_

Driver's License Number/State: \_\_\_\_\_

Vehicle Information: _____	Year	Make	Model	Color	Vehicle License Number
----------------------------	------	------	-------	-------	------------------------

Person to contact in case of an emergency: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone Number: \_\_\_\_\_

#### Building Access Requested

Building: 01 03 04 05 06 07 09 10 11 15 16 17 20 21 22 23 24 25 27 32 33 34 36 37 53 54 74 84 86 88 97  Plaza East  DNR Forks of Coal  DOH Weston  DOH Dry

Branch  Economic Development

Access Time Requested:	<input type="checkbox"/> Public Hours M-F	<input type="checkbox"/> Extended Business Hours (530am- 7:30pm) M-F
<input type="checkbox"/> Extended Business Hours (530am- 7:30pm) M-SSH	<input type="checkbox"/> 24/7	
Access needed on:	<input type="checkbox"/> Saturdays	<input type="checkbox"/> Sundays <input type="checkbox"/> Holidays
Access needed in other Buildings:	<input type="checkbox"/> Yes	<input type="checkbox"/> No If yes, which buildings: _____

Agency Access Card Coordinator	Signature	Date	Requesting Agency Phone Number
--------------------------------	-----------	------	--------------------------------

#### Applicant Background Inquiry

Pursuant to West Virginia Code 15-2D-3 (e), service providers, such as vendors or contractors, whose employees are regularly employed on the grounds or in the buildings of the Capitol complex, or who have access to sensitive or critical information, are required to submit to a fingerprint based criminal history investigation completed by both the West Virginia State Police and Federal Bureau of Investigation. Privacy Act Statement Attached.

Applicants are required to complete this application and forward the same to the Division of Protective Services before fingerprints are submitted at Identigo (Idemia). Applicants have the opportunity to complete or challenge the accuracy contained in the FBI identification record. The procedures for obtaining a change, correction, or updating of your FBI criminal history record are set forth in Title 28, Code of Federal Regulations (CFR), Section 16.34.

Applicant's Signature: \_\_\_\_\_

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

---

Company



---

Authorized Signature

---

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.





Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia**  
**Centralized Request for Quote**  
**Service - Misc**

<b>Proc Folder:</b> 1395780			<b>Reason for Modification:</b> Addendum No. 3
<b>Doc Description:</b> Security Guard Services - GSD Buildings			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-03-29	2024-04-02 13:30	CRFQ 0211 GSD2400000019	4

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Servexo

**Address :** 1411 W. 190th. St., Suite 475, Gardena, CA 90248

**Street :** 1411 W. 190th. St., Suite 475

**City :** Gardena

**State :** California **Country :** USA **Zip :** 90248

**Principal Contact :** John Palmer, CSO

**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**  
 Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov



**Vendor Signature X** **47-1114839** **04-02-2024**  
**FEIN#** **DATE**

**All offers subject to all terms and conditions contained in this solicitation**

**ADDITIONAL INFORMATION**

Addendum No. 3 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids, on behalf of the Department of Administration, General Services Division, to establish a Contract for the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for various buildings and grounds throughout West Virginia per the bid requirements, specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA  JOBSITE - SEE SPECIFICATIONS  No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA  JOBSITE - SEE SPECIFICATIONS  No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Vendor question deadline @ 3:00 PM	2024-03-26

**SOLICITATION NUMBER:**  
**Addendum Number:**

---

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

**Security Guard Services - GSD Buildings**

<b><u>Building</u></b>	<b><u>Address</u></b>	<b><u>Estimated Annual Hours</u></b>	<b><u>Bid- Hourly Labor Rate</u></b>	<b><u>Bid Amount - Location</u></b>	
34	100 Municipal Plaza Weirton, WV 26062	2964	X \$28.54	= \$84,592.56	A
53	153 W. Main Street Clarksburg, WV 26301	2223	X \$28.54	= \$63,444.42	B
54	400 Adams Street Fairmont, WV 26554	2223	X \$28.54	= \$63,444.42	C
55	130 Stratton Street Logan, WV 25601	2470	X \$28.54	= \$70,493.80	D
<b>Total Bid Amount (A+B+C+D)</b>				<b>\$281,975.20</b>	

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

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*(Check the box next to each addendum received)*

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|---|--|
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| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

---

Company



---

Authorized Signature

---

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

<b>Proc Folder:</b> 1395780			<b>Reason for Modification:</b>
<b>Doc Description:</b> Security Guard Services - GSD Buildings			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-03-20	2024-04-02 13:30	CRFQ 0211 GSD2400000019	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** SERVEXO  
**Address :** 1411 W. 190th. St., Gardena, CA 90248  
**Street :** 1411 W. 190th. St.,  
**City :** Gardena  
**State :** California **Country :** USA **Zip :** 90248  
**Principal Contact :** John Palmer,CSO  
**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

**Vendor Signature X** **47-1114839** **04-02-2024**  
**FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation



**ADDITIONAL INFORMATION**

Request for Quotation

The West Virginia Purchasing Division is soliciting bids, on behalf of the Department of Administration, General Services Division, to establish a Contract for the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for various buildings and grounds throughout West Virginia per the bid requirements, specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Vendor question deadline @ 3:00 PM	2024-03-26

	Document Phase	Document Description	Page
GSD2400000019	Final	Security Guard Services - GSD Buildings	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

<b>Proc Folder:</b> 1395780	<b>Reason for Modification:</b> Addendum No. 1
<b>Doc Description:</b> Security Guard Services - GSD Buildings	
<b>Proc Type:</b> Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-27	2024-04-02 13:30	CRFQ 0211 GSD2400000019	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
**Vendor Name :** Servexo  
**Address :** 1411 W. 190th. St., Suite 475, Gardena, CA 90248  
**Street :** 1411 W. 190th. St., Suite 475  
**City :** Gardena  
**State :** California **Country :** USA **Zip :** 90248  
**Principal Contact :** John Palmer, CSO  
**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

<b>Vendor Signature X</b>	47-1114839 <b>FEIN#</b>	04-01-2024 <b>DATE</b>
---------------------------	----------------------------	---------------------------

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids, on behalf of the Department of Administration, General Services Division, to establish a Contract for the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for various buildings and grounds throughout West Virginia per the bid requirements, specifications and terms and conditions as attached hereto.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor question deadline @ 3:00 PM	2024-03-26

	Document Phase	Document Description	Page
GSD2400000019	Final	Security Guard Services - GSD Buildings	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

<b>Proc Folder:</b> 1395780			<b>Reason for Modification:</b> Addendum No. 2
<b>Doc Description:</b> Security Guard Services - GSD Buildings			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-03-28	2024-04-02 13:30	CRFQ 0211 GSD2400000019	3

BID RECEIVING LOCATION
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US

VENDOR
<b>Vendor Customer Code:</b> <b>Vendor Name :</b> Servexo <b>Address :</b> 1411 W. 190th. St., Suite 475, Gardena, CA 90248 <b>Street :</b> 1411 W. 190th. St., Suite 475 <b>City :</b> Gardena <b>State :</b> California <b>Country :</b> USA <b>Zip :</b> 90248 <b>Principal Contact :</b> John Palmer, CSO <b>Vendor Contact Phone:</b> 323.250.4964 <b>Extension:</b> 122

FOR INFORMATION CONTACT THE BUYER
Melissa Pettrey (304) 558-0094 melissa.k.pettrey@wv.gov

	47-1114839	04-01-2024
<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>

All offers subject to all terms and conditions contained in this solicitation



**ADDITIONAL INFORMATION**

Addendum No. 2 is issued to publish and distribute the attached information to the vendor community.  
 \*\*\*\*\*

Request for Quotation

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INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
 Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
 Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor question deadline @ 3:00 PM	2024-03-26

	Document Phase	Document Description	Page
GSD2400000019	Final	Security Guard Services - GSD Buildings	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
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State of West Virginia  
 Centralized Request for Quote  
 Service - Misc

<b>Proc Folder:</b> 1395780	<b>Reason for Modification:</b> Addendum No. 3
<b>Doc Description:</b> Security Guard Services - GSD Buildings	
<b>Proc Type:</b> Central Master Agreement	

Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-29	2024-04-02 13:30	CRFQ 0211 GSD2400000019	4

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**  
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**State :** California **Country :** USA **Zip :** 90248  
**Principal Contact :** John Palmer, CSO  
**Vendor Contact Phone:** 323.250.4964 **Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

<b>Vendor Signature X</b>	47-1114839 <b>FEIN#</b>	04-02-2024 <b>DATE</b>
---------------------------	----------------------------	---------------------------

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US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security guard services	2964.00000	HOUR	\$28.54	\$84,592.56

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 34 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		STATE OF WEST VIRGINIA	
GENERAL SERVICES DIVISION		JOBSITE - SEE SPECIFICATIONS	
103 MICHIGAN AVENUE			
CHARLESTON	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 53 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Security guard services	2223.00000	HOUR	\$28.54	\$63,444.42

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 54 - estimated annual hours

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION GENERAL SERVICES DIVISION 103 MICHIGAN AVENUE CHARLESTON WV US		STATE OF WEST VIRGINIA JOBSITE - SEE SPECIFICATIONS No City WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Security guard services	2470.00000	HOUR	\$28.54	\$70,493.80

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Building 55 - estimated annual hours

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor question deadline @ 3:00 PM	2024-03-26

	Document Phase	Document Description	Page
GSD2400000019	Final	Security Guard Services - GSD Buildings	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions





# REQUEST FOR QUOTE (RFQ) RESPONSE TO:

**Security Guard Services - GSD Buildings  
State of West Virginia  
Department of Administration  
Solicitation No: CRFQ GSD240000019  
April 02, 2024 at 13:30 PM**



## **SUBMITTED TO:**

Melissa Pettrey  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Phone: (304) 558-0094  
Email: [melissa.k.pettrey@wv.gov](mailto:melissa.k.pettrey@wv.gov)

## **SUBMITTED BY:**

Jenifer N M, Proposal Specialist  
Servexo Protective Services  
422-428 Shrewsbury St,  
Charleston, WV 25301  
Phone: 323.250.4964 ext. 122  
Fax: 323.521.5034  
Email: [Procurement@servexousa.com](mailto:Procurement@servexousa.com)

*This proposal includes data that will not be disclosed outside the Government and will not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government will have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all sheets.*

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## 1 Cover Letter

Dear Melissa,

Servexo Protective Services appreciates the opportunity to present its response to your Request for Proposals, Security Guard Services – GSD Buildings for Department of Administration (DOA), General Services Division. We are an established corporation focused on client protection by high-quality security services. Servexo was founded in 2012 and incorporated in 2013 in the State of California. Servexo's local offices in Charleston, WV further enhances our ability to effectively cooperate with Government personnel on the project. With a physical presence in the area, we are readily available for face-to-face meetings, site visits, and quick response to any inquiries or requests. This proximity allows for seamless coordination and efficient communication, ensuring a smooth collaboration between Servexo and Government personnel. **Over the past twelve (12) years we have grown to become a full-service security provider that has expanded to cover thirty-five (35) states.** We combine the latest technology with an additional focus on physical protection and drone security, comprehensive security officer training, and preventative security maintenance for each of our clients.

We are honored and proud to say we have built a strong rapport and trust with State, Local, Federal and Government agencies, notably the City of Downey, City of Anaheim, State Housing Authority, State of Florida – DMS, State of New Mexico, County of Kern, County of Sonoma, numerous Departments of Veterans Affairs facilities, City of Bakersfield, Bureau of Reclamation, NOAA, FEMA, and We are confident that our added value and security service qualifications will address DOA needs. Below are factors that enable us to perform for the DOA:

1. We currently provide Security guard services in various States, Local and Education.
2. Currently providing security guard services at 62 separate Federal facilities.
3. Nationwide security with security expert teams able to handle emergencies and/or special services.
4. Experience deploying security services to multiple locations within a single project, sometimes on an on-call basis.
5. Cloud-based guard management system to take immediate action real-time.
6. Comprehensive online and offline training program, i.e., Guard Force, Security Personnel Training.
7. A systematic reporting program built around the DOA needs.
8. Quality control and assurance bolstered by experience and technology.

With collective hands-on field service, **unarmed and armed services**, and roving security officers, and project management experience, our team is ready. We will provide personnel, supervision, training, uniforms, supplies and equipment as specified by DOA for public safety and security services in accordance with your needs, and terms and conditions.

We trust you will find the qualifications and capabilities of Servexo to be the deciding factor.

Servexo has no record of debarred, suspended or otherwise declared ineligible to contract by any federal, state or local public agency.

Servexo is a trusted partner for clients at both the state & federal level and beyond, offering comprehensive security solutions for unarmed and armed scenarios. Our commitment to

excellence in security services is unwavering, and we take pride in delivering tailored, top-tier protection to meet the unique needs of our diverse clientele. Whether safeguarding state-level assets or providing security for armed and unarmed situations, Servexo's experienced team remains steadfast in ensuring safety and peace of mind. We prioritize professionalism, expertise, and innovation, making us the preferred choice for security solutions across a wide range of scenarios.

Servexo hereby affirms its full commitment to adhering to all provisions outlined in the RFQ.

Thank you so much for this opportunity,

**Jenifer N M, Proposal Specialist**

Servexo Protective Services

422-428 Shrewsbury St, Charleston, WV 25301

T. 323.250.4964 ext. 122 | F 323.521.5034

[procurement@servexousa.com](mailto:procurement@servexousa.com)



## 2 Vendor Qualification/References

### 2.1 Must have been in an operating business entity since January 1, 2019.

Servexo was founded in 2012 and incorporated in 2013 in the State of California

### 2.2 Must have provided security services as described herein since January 1, 2019

Servexo is a trusted partner for clients at both the state & federal level and beyond like City of Downey, City of Anaheim, State Housing Authority, State of Florida – DMS, State of New Mexico, County of Kern, County of Sonoma, numerous Departments of Veterans Affairs facilities, offering comprehensive security solutions for unarmed and armed scenarios.

### 2.3 Must provide a statement of the total number of years the bidding entity has been provided security services.

Over the past twelve (12) years we have grown to become a full-service security provider that has expanded to cover thirty-five (35) states.

### 2.4 Should provide (2) references for whom the bidding entity has provided security services in each Region being bid

<b>Project City/Agency/Other:</b>	<b>State of Florida - Dept. of Management Services - BPA</b>	
<b>Contract Number:</b>	92121500-20-1	
<b>Description of Project:</b>	Providing armed and unarmed security at 5 separate facilities across the state of Florida. BPA allows services to be provided throughout all regions in Florida. Services are procured off hourly prices given to the State of Florida Department of Management Services through MyFloridaMarketPlace. Servexo was awarded a one-year Blanket Purchase Agreement (contract 70FBR423A00000004, solicitation 70FBR422R00000023) in September, 2022 to provide level II armed guard services for FEMA in the State of Florida. These services are provided dependent upon government requests. We provide armed security guard services to safeguard federal employees, visitors, and property at both temporary and fixed facilities during disaster and emergency declarations. This contract value is not to exceed \$9 million dollars throughout the duration of the agreement.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	BPA
	<b>Term of Contract:</b>	5 Years

<b>Project City/Agency/Other:</b>	<b>State of New Mexico - BPA</b>	
<b>Contract Number:</b>	10-00000-20-00006	
<b>Description of Project:</b>	providing uniformed un-armed and uniformed armed Level 1, 2, and/or 3 security guard services	

<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	BPA Ceiling level \$1.5 million
	<b>Term of Contract:</b>	15/8/2020 - 14/8/2024

<b>Project City/Agency/Other:</b>	<b>FEMA - South Carolina - BPA</b>	
<b>Contract Number:</b>	7OFBR423A00000020	
<b>Description of Project:</b>	Servexo provided all labor, equipment, tools, transportation, materials and incidental items to provide Level II Armed Guard Security Service in various counties in the State of South Carolina.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	BPA
	<b>Term of Contract:</b>	01/24/2023 - 01/23/2026

<b>Project City/Agency/Other:</b>	<b>City of Anaheim</b>	
<b>Contract Number:</b>	MA 106-470689	
<b>Description of Project:</b>	Servexo provided all Unarmed security at city owned properties, baseball stadium, and parking lot security.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	Annual \$7,656
	<b>Term of Contract:</b>	05/2015 – 05/2016

<b>Project City/Agency/Other:</b>	<b>USDA, Miami - FL</b>
<b>Contract Number:</b>	12639523A0017
<b>Description of Project:</b>	Servexo offered bilingual (Spanish/English) security guard services at the AOFC through a licensed contractor, ensuring compliance with local, state, and federal regulations. Operating 24/7, 365 days a year, Servexo delivered unarmed guard services characterized by vigilance, professionalism, and uniformed presence. Their duties included stationed surveillance at West Gate (gates 7 & 8), with periodic patrols, recording visitor and contractor IDs, managing access, and monitoring daily activities either physically or via CCTV cameras to uphold AAOFC regulations, including parking

	and property restrictions. In emergencies such as sickness, Servexo guaranteed replacement guards meeting contract criteria to commence duty within one hour of the regular tour. These services were rendered at the APHIS One Facility Complex guardhouse on 64th Avenue Westgate, also known as West Gate #7.
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	
	<b>Contract Value:</b> \$1,520,937.60
	<b>Term of Contract:</b> 04/01/2023 to 03/31/2028

<b>Project City/Agency/Other:</b>	<b>GET Bus Transit, Bakersfield, CA</b>
<b>Contract Number:</b>	G130
<b>Description of Project:</b>	Servexo offered Unarmed security guard services, roving patrols responding to incidents on GET public transportation across the city.
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	
	<b>Contract Value:</b> \$3,549,000
	<b>Term of Contract:</b> 1/2/2022 to 31/01/2027

<b>Project City/Agency/Other:</b>	<b>SKANSKA Traylor Shea JV</b>
<b>Description of Project:</b>	Servexo provided Unarmed security guard services.
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	
	<b>Contract Value:</b> \$3.5 million
	<b>Term of Contract:</b> 21/12/2015 to on-going

<b>Project City/Agency/Other:</b>	<b>National Football League Super Bowl - Inglewood California</b>
<b>Description of Project:</b>	Servexo provided Unarmed security guard services.

<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	<b>Contract Value:</b>	\$4,820.63
	<b>Term of Contract:</b>	9/2/2022 to 22/2/2022

## 2.5 Letter of Recommendation

### 2.5.1 City of Bakersfield, CA

July 7, 2020

Sean B. Cacal, General Services Superintendent  
 City of Bakersfield  
[scacal@bakersfieldcity.us](mailto:scacal@bakersfieldcity.us)

John Palmer, President  
 Servexo Protective Services, Inc.  
 1515 West 190<sup>th</sup> Street  
 Gardena, CA 90248

**RE: Letter of Recommendation**

To Whom It May Concern:

The City of Bakersfield and John Palmer of Servexo Protective Services, Incorporated has been working together since 2015. My division oversees the City contract with Servexo to provide 24 hour, 7 days a week security services for the Amtrak Station in Bakersfield, CA.

John and his team have shown flexibility, commitment, professionalism and good customer service during our partnership. His contract is reviewed at the end of the calendar year and can be extended an additional year based on performance. Servexo Protective Services, Incorporated’s contract with the City has been extended each year for the past four years which is the maximum.

If you have any questions, please feel free to call me at 661-428-7351 (work mobile phone).

Thanks,

Sean B. Cacal  
 General Services Superintendent  
 City of Bakersfield  
 661-326-3046



### 2.5.3 VA Columbia, SC



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Health Administration**  
**Columbia, SC 29209**

Date: July 1, 2020

From: Nochelle M. Wilson, Contracting Officer  
Department of Veterans Affairs  
6439 Garners Ferry Road  
Columbia, SC 29209  
Tel.: 803-695-3801  
Email: [nochelle.wilson@va.gov](mailto:nochelle.wilson@va.gov)

To whom it may concern:

It is my great pleasure to write this letter of recommendation for John Palmer and Servexo Protective Services. I have been the Contracting Officer (CO), overseeing the Security Guard Services at Department of Veterans Affairs, Dorn VA Medical Center – Community-Based Outpatient Clinics (CBOCs), Columbia, SC over the past 2 years. I can state with confidence that Servexo is very motivated and disciplined. Servexo also displays professionalism and responsibility, along with a high degree of integrity. As such, I expect that Servexo would be a very positive Security Service to the City of San Antonio, TX

As Contracting Officer (CO) with daily communication with the Contracting Officer Representative (COR) in Police Services, I am aware of Servexo's outstanding performance record and above average ethics. When another Contractor severed all Security Services (February 2019), Servexo provided a fair and reasonable quote for an Emergency Contract with very short notice, eliminating the need for Department of Veteran's Affairs Police to continue to provide Security Guard Services in the absence of an established contract. In March 2019, the Security Guard Services procurement posted for competitive bids and Servexo once again presented a professional package, along with all acceptable evaluation factors. We are now on our first Option Year (4/1/2020), of a Five-year Contract. I have never received any negative reports reference Servexo's performance, they have always submitted timely invoices, and communication with the CO (myself), COR, and Customers continue to be top notch, as well as management of subcontractors.

I sincerely hope that Servexo is given most favorable consideration. Should you have any other questions concerning this acquisition kindly contact the undersigned at (803) 695-3801.

Sincerely,  
*Nochelle M. Wilson*

Nochelle M. Wilson 113715 Digitally signed by Nochelle M. Wilson 113715  
Date: 2020.07.01 09:41:23 -0400

## 2.5.4 GET Bus Transit



February 23<sup>rd</sup> 2024

Raksha Khandelwal  
Procurement Specialist  
Servexo Security  
1411 W.190<sup>th</sup> St. Gardena California 90248

Dear Raksha Khandelwal,

I am pleased to write this letter of recommendation for Servexo Security based on our experience working with them at Golden Empire Transit District. We are currently in the third year of a five-year contract.

The management at Servexo Security has consistently demonstrated a high level of professionalism, reliability, and dedication to ensuring the safety and security of our premises. They have shown an extreme level of flexibility in understanding our security protocols, adding additional guard hours, implementing various training programs and effectively implementing measures to safeguard our facilities.

One of the key strengths of Servexo Security is their commitment to adaptability and quick response in dynamic situations. I have always been able to reach their managers or supervisors whenever necessary. Moreover, I have been impressed with the clear communication and collaboration exhibited by John Palmer, and Isela Palmer throughout our partnership. They have maintained open lines of communication, keeping us informed of any security concerns and providing timely updates on incidents.

In conclusion, based on their exemplary performance and dedication to maintaining a secure environment, I highly recommend Servexo Security to any organization seeking professional and reliable security services.

Should you have any further questions or require additional information, please do not hesitate to contact me.

Start and End Date of the Contract: 01-02-2022 - 31-01-2027

Sincerely,



Deidre A. Brown  
Director of Safety, Security, and Training  
Golden Empire Transit  
1830 Golden State Avenue  
Bakersfield, California 93301  
[Dbrown@getbus.org](mailto:Dbrown@getbus.org) - (661) 869-6339

**2.6 Should submit the following information to Purchasing with their bid but must provide prior to contract award**

<b>Full legal name of the bidding entity</b>	Servexo Protective Services
<b>The date the business entity was established</b>	02/20/2013
<b>Email, Telephone, and fax numbers of the bidding entity</b>	Email: <a href="mailto:procurement@servexousa.com">procurement@servexousa.com</a> Phone: 323.250.4964 ext. 122 Fax: 323.521.5034
<b>The telephone number where personnel of the bidding entity can be reached 24 hours a day</b>	323.250.4964 ext. 122
<b>FEIN or Social Security number of the bidding entity</b>	47-1114839
<b>Number of full-time employees as of August 1, 2020</b>	800
<b>Normal hours of operation</b>	09:00 AM to 05:00 PM

**3 Company History**

Servexo was founded on serving and executing on the safety and wellbeing of the public and our clients. Servexo is well versed in providing screener, security, and emergency services. From security officer services to security technology, our company is constantly setting industry trends in security. When security threats evolve, we evolve as well. Being proactive separates us from our competitors, and our brand of excellence reflects our values in service to our community. With our team of military veterans, when you hire Servexo, you are hiring a hero.

Founded 2010; Incorporated 2013 ; Awarded First Government Contract 2015; Awarded Outstanding Small Business of the Year Under Forbes 30 Nominee 2016; Secured First Federal Contract with VA and GSA 2017; Graduated from Tuck Executive Education Program - Dartmouth University 2018; Grown to 588 employees, opened 12 satellite offices, and license in 35 US States 2019; 20 Growth oriented in Covid pandemic to survive 2020; Supported Department of Veterans Affairs on Covid screeners and awarded 8a SBA contract 2021; Own consolidated workspace, hired key executives to support leadership infrastructure, awarded 8a stars, and contract in IT with the Federal Government and GSA 2022; in 2023 Awarded VETCON, and above and beyond VIB.

Servexo has been regularly investing in the following strategic solutions:

- Investing in technology to become fully equipped with security solutions
- Adding more skilled team members that meet high - level industry capabilities
- Expanding in different states to capture with significant market share
- Achieving organic growth through potential sales volume

**Sampling of past performance – protective security services:**

- ▶ **SLED:** State of Florida, State of Missouri, State of New Mexico, City of Anaheim, CA; City of Bakersfield, CA; Gardena, CA; Carson, CA, Los Angeles Metropolitan Transportation Authority (MTA) (Skanska/Traylor Construction), Los Angeles Police Department, Sherman Indian High School Riverside, California, Housing Authority of the County of Kern - Bakersfield, CA – Multiple sites.
- ▶ **Job Corps:** Kentucky, Virginia, Arkansas, Tennessee, Colorado, North Carolina, and

Missouri.

- ▶ **U.S. Department of Veterans Affairs:** Texas: Austin, Ohio: Columbus; California: Riverside, Long Beach, San Diego; Washington: Spokane, Wenatchee, Coeur d 'Alene (Idaho); Georgia: Brunswick, Perry, Milledgeville; Temple, Waco; Arizona: Yuma, Tucson; Oregon: Eugene; South Carolina: Columbia, Charleston, Orangeburg; Colorado: Denver; Phoenix, South Texas, Prescott, Asheville.
- ▶ **U.S. Dept. of Interior / U.S. Bureau of Reclamation / U.S. Dept. of Education / US Department of Agriculture/ NOAA / U.S. Dept. of General Services / US Dept. of Health & Human Services,**
- ▶ **Federal Emergency Management Agency (FEMA):** Florida, US; South Carolina, US.

### Relationship with the Government

We are honored and proud to say that the overwhelming majority of our customers are Federal, State, Local agencies, and municipal authorities. We have built a strong rapport and trust with such clients, and have the qualifications to serve these needs, such as:

- ▶ Licensure in Good Standing with numerous states
- ▶ Comprehensive online/offline training programs: Guard Force, Security Personnel Training
- ▶ The capability to already actively be serving emergency, special security service, and same day services in over thirty-five (35) states
- ▶ Cloud-based management, reporting system to take immediate action for any circumstance
- ▶ General liability (\$1M/occurrence; \$3M aggregated), Auto Liability \$1M, Umbrella Liability \$5M/occurrence/ \$5M aggregated
- ▶ Experience providing security patrol services to the transit centers

## 4 Servexo's Experience

The Servexo Solution - Servexo Protective Services is an ISO 9001 and Safety Act certification designation provided by Homeland Security, multi-service protection and safety consulting agency that provides a combination of security, technology, management, training, experience and robotics in the security industry. We are honored and proud to say the vast majority of our customers are Federal, State, Local and municipal agencies. We are supported by a team of highly trained and experienced security professionals, as well as strategic technological partners, to ensure that our clients receive the highest quality protection and safety services. Our experience in providing security services to government offices, corporate clients, and other entities has given us the confidence to provide on-site, unarmed security guards for DOA.

Servexo is a leading provider of armed and unarmed security services with a proven track record of providing comprehensive security solutions to a variety of clients. While providing armed and unarmed security services on government contracts, Servexo conducts an assessment to identify potential security risks, develops a comprehensive security plan and strategy, and provides trained and licensed security personnel along with the necessary equipment and technology. Within Servexo solution, access control measures are implemented to restrict unauthorized entry and monitor access to the property, and an incident response plan is developed and implemented to manage security incidents. We have implemented screening services, such as background checks and identification verification, to ensure that only authorized personnel have access to the property.

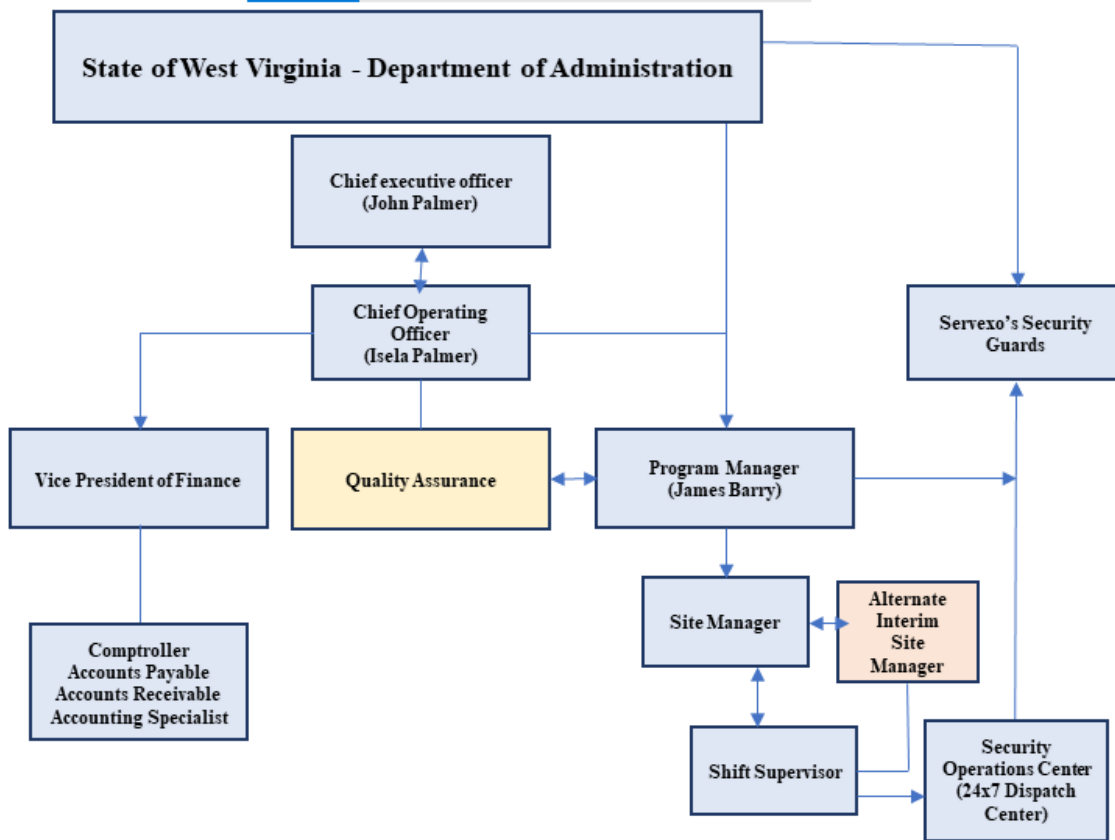
Servexo has extensive experience with agencies similar to DOA. We were awarded with a five-

year contract to provide unarmed security services to the Golden Empire Transit District in Bakersfield, California, with four to six guards per day at five separate locations per month, Servexo provided on-site security guard services under a multi-year contract. For County of Sonoma, we have been delivering Armed, unarmed patrols and protection services on various facilities throughout the county (Airport, Healthcare, Administrative) and for Superior Court of California, County of Nevada we placed Armed Court Security Officer.

Servexo is providing armed and unarmed security services to five distinct facilities under the State of Florida Department of Management Services. With our proven track record in the security industry, we are committed to ensuring the safety and protection of each facility, its personnel, and assets. Our team of highly trained security professionals will employ the latest technologies and best practices to mitigate risks and maintain a secure environment. Servexo understands the unique challenges faced by each facility and will tailor our services to meet their specific needs, providing peace of mind and optimal security solutions.

Servexo has also been awarded for a 5-year contract with the State of New Mexico for providing uniformed unarmed and uniformed armed Level 1, 2, and/or 3 security guard services.

## 5 Organization Chart



## 6 Proposed Staffing

Servexo understands the comfort that comes from familiar working relationships, and therefore organizes for continuity. In candidate selection, considerable weight will be given to candidates recommended by DOA. If the employees are hired, we will take full advantage of their expertise

and will improve upon their skill sets with our solid processes and innovative resources. Our benefit and compensation programs are above industry standards, and we are confident in our ability to hire and retain any the staff that meet the criteria established for the contract and who wish to remain with the contract, without being forced to take the pay cuts that are typically associated with similar contract transitions in this industry. Apart from retaining the staff Servexo is committed to ensuring that DOA receives the best possible service. We understand that our success depends on the quality of our personnel, and therefore, we take great care in our recruitment process to ensure that we hire the most qualified individuals for our team. To hire for various positions required for our projects, we will use a multi-faceted approach to recruitment that includes traditional methods such as job postings, resume searches, and referrals, as well as leveraging modern tools such as social media, online job boards, and applicant tracking systems. We also actively reach out to candidates who possess the skills and experience that are needed for our projects. Our recruitment process includes a rigorous screening process that includes thorough background checks, drug testing, and personality assessments to ensure that our personnel are professional, reliable, and trustworthy. We also provide extensive training to ensure that our personnel are equipped with the necessary knowledge and skills to perform their duties to the best of their ability. Our recruitment approach will enable us to identify and hire the most qualified individuals to fill the positions required for our projects. Our staffing experts ensure that we are able to provide DOA with the best possible security services, delivered by highly trained and qualified personnel who are committed to delivering exceptional service.