



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 5

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1368668

Procurement Type: Central Master Agreement

Vendor ID: VS0000011183

Legal Name: BWH Security LLC

Alias/DBA:

Total Bid: \$224,224.00

Response Date: 02/13/2024

Response Time: 16:16

Responded By User ID: bwhsecurity

First Name: Scott

Last Name: Wamsley

Email: s.wamsley@bwhsecurity.com

Phone: 606-923-2811

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000007

Published Date: 2/7/24

Close Date: 2/14/24

Close Time: 13:30

Status: Closed

Solicitation Description: West Virginia Lottery contract for Security Guard Services

Total of Header Attachments: 5

Total of All Attachments: 5



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:	1368668	
Solicitation Description:	West Virginia Lottery contract for Security Guard Services	
Proc Type:	Central Master Agreement	
Solicitation Closes	Solicitation Response	Version
2024-02-14 13:30	SR 0705 ESR02132400000004040	1

VENDOR
VS0000011183 BWH Security LLC

Solicitation Number: CRFQ 0705 LOT2400000007

Total Bid: 224224 **Response Date:** 2024-02-13 **Response Time:** 16:16:09

Comments:

FOR INFORMATION CONTACT THE BUYER
 Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X	FEIN#	DATE
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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 II	6240.0000	HOUR	26.600000	165984.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

See Specifications and Exhibit A - Pricing Page

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Security Guard III - Shift Supervisor	2080.0000	HOUR	28.000000	58240.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

See Specifications and Exhibit A - Pricing Page



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/2/2024

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.

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.

Table with PRODUCER and INSURED information, including contact details for Joseph P. Bauer and insurance companies West Bend Mutual and PinnaclePoint.

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

Main table listing insurance coverages: Commercial General Liability, Automobile Liability, Umbrella Liability, and Workers Compensation and Employers' Liability.

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

Employers Liability For Ohio employees Included under general liability policy (Stop Gap Coverage) Limit: \$1,000,000

Professional Errors and Omissions Included under general liability policy

Umbrella is a following form and is excess over the Automobile, General Liability and Employers Liability

Blanket Waiver of Subrogation applies on the auto, general liability and workers compensation (where allowed by law)

CERTIFICATE HOLDER CANCELLATION

Table for CANCELLATION and CERTIFICATE HOLDER details, including BWH Security LLC and authorized representative signature.

State of West Virginia



CERTIFICATE OF SECURITY GUARD FIRM

I, Mac Warner, Secretary of State of the
State of West Virginia, hereby certify that

Scott Alan Ball

of

BWH Security LLC
7349 US Route 60
Ashland KY 41102

is hereby licensed to conduct the business and engage in the business of Security Guard Firm in the State of West Virginia, under the provisions of and in compliance with Chapter 30, Article 18 of the West Virginia Code. This Certificate shall be in effect and valid from 03/02/2023 to 03/02/2025 unless suspended or revoked thereto, in accordance with the provisions of the West Virginia Code.

This license cannot be transferred



Given under my hand and the Great
Seal of the State of West Virginia
on Tuesday, February 6, 2024

Mac Warner

Mac Warner
West Virginia Secretary Of State

73210

Secretary of State
Bldg.1, Suite 157-K
1900 Kanawha Blvd. East
Charleston, WV 25305-0770

F240206013901

Phone: 304-558-6000
866-767-8683
Visit us online:
www.wvsos.com

State of West Virginia



Certificate

I, Mac Warner, Secretary of State of the State of West Virginia, hereby certify that

BWH SECURITY LLC

was duly authorized under the laws of this state to transact business in West Virginia as a foreign limited liability company on August 27, 2014.

The company is filed as an at-will company, for an indefinite period.

I further certify that the company has not been revoked or administratively dissolved by the State of West Virginia nor has the West Virginia Secretary of State issued a Certificate of Cancellation or Termination to the company.

Accordingly, I hereby issue this Certificate of Authorization

CERTIFICATE OF AUTHORIZATION

Validation ID:4WV6K_52Y86



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
February 12, 2024*

Mac Warner

Secretary of State

BWH Security PROPOSAL



West Virginia Department of Administration
CRFQ-0705-LOT2400000007-2
Division of Purchasing
2019 Washington Street East Charleston
Wv 25305
PO Box 50130

Submitted by:
Scott Ball
CEO
BWH Security
7349 US Route 60
Ashland, KY 41102

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Scope of Service

WV LOTTERY requires a total of approximately 59,358 hours of security service per year. It is understood that on occasion additional hours may be required.

1. Security Officers shall perform their duties in an efficient, conscientious manner, and shall be courteous and helpful to all persons on **WV LOTTERY property**.
2. Security Officer(s) shall be responsible for continually patrolling the exterior and interior of the property.
3. Security Officer(s) shall perform their duties in an efficient, conscientious manner, and shall be courteous and helpful to all persons at **WV LOTTERY**.
4. Security Officer(s) are intended to serve as a visual and physical deterrent to crime at **WV LOTTERY**, and to respond to calls for assistance, and are to call for Police or other emergency response as circumstances warrant.
5. Security Officer(s) are intended to be the eyes and ears of **WV LOTTERY**, and ambassadors of goodwill to all residents.
6. All incidents, suspicious or unusual, will be reported to the appropriate authorities and documented by written Incident Report. The Incident Reports shall be entered into the BWH Security computer and be available for recall to **WV LOTTERY**

Cost of Service
(See Cost Sheet Exhibit E)

Description of Fixed Price Services

BWH Security shall provide all management, training (including OJT), supervision, manpower, material, supplies, and equipment (except as otherwise noted), and shall plan, schedule, coordinate, and assure effective performance of all services described herein. All the following rates include: Federal and State taxes, unemployment, workers compensation and liability insurances, overtime, training, turnover costs, recruiting, criminal records checks, drug testing, uniforms (blazers for desk clerks and full uniform for security officers), personnel costs, as well as all other management and supervisory costs.

Bid for Basic Services:

Security Guard Service

Per hour rate:**\$0.00**
Holiday¹ rate per hour:\$0.00
Emergency rate per hour:\$0.00

Patrol Monitoring System:

Installation/Equipment Fee:Waived
System Maintenance:Waived
Telephone/Electric Usage:Client provided

Weekly Total:\$ _____
Yearly Total:\$ _____

¹Holidays recognized by BWH Security are Christmas Day, New Years Day, President’s Day, Martin Luther King’s Birthday, Memorial Day, Independence Day, Labor Day and Thanksgiving Day

Introduction

BWH Security was incorporated in the State of Kentucky/2009. BWH Security is a national security contract company. We remain a medium size security company by choice to better service our clients. BWH Security has a management support staff that would rival a company with double the number of security officers. Our corporate headquarters is within the Ashland KY area, allowing the President of the company and top-level managers to be immediately available to answer client concerns and resolve problems as they occur. As you will see as you read this proposal, we are innovative, aggressive in our attempts to obtain the goals we have defined, always seeking further knowledge, and always challenged. With Regional Offices across 14 states, regional and district supervisors across 16 states, we provide communication and quality to our clients that rival our competitors.

Our major goal is professionalism; our greatest strength is that we are still fundamentally dedicated to reaching it for **WV LOTTERY**, every employee, and every other client.

BWH Security's Headquarters

BWH Security's Headquarters is located at 7349 US Route 60, Ashland, KY. We own approximately 4,000 square feet.

Within this facility, we have

- Unarmed Security
- Armed Police Security
- Armed Non-Police Security
- Home Incarceration
- Drug Testing
- Private Investigations
- Bodyguard Division
- Prisoner Extradition

All divisions are completely networked into our computer system for maximum efficiency. Our administrative staff has the ability to look at the data history to respond to client questions. In addition, the space usage was planned with the aim of future company growth always in mind.

BWH Security has over 1,100 full-time employees assigned from our headquarters and branch offices. These employees are broken down into the following categories:

- Executive Staff
- Dispatchers
- Clerical
- Extradition Officers
- Home Incarceration Coordinators
- Armed Security
- Private Investigators
- Supervisors
- Security Officers
- Maintenance Support

BWH Security has an outstanding management team. This has led to our past success and growth as a company. As a direct result of our management team's competency, we have an excellent client retention rate. In addition to our executive management team, we pride ourselves in placing the highest quality supervisors at each site.

BWH Security recognizes that the biggest way to differentiate yourself in the security industry is having a competent management team. One that keeps an open line of communication with employees and client. Also, one that recognizes needs as they arise and makes necessary changes to operational policies. Finally, it is imperative that our management team handles issues as they arise, as this is crucial to maintaining client satisfaction.

Organizational Structure

Like all other large companies with hundreds of employees, BWH Security has an organizational structure. What makes our organizational structure unique is that we never forget that **WV LOTTERY** and all our other clients are at the apex of our organizational pyramid.

Next is the President/CEO. Company Vice Presidents and the Comptroller are under his direct command. Each of them supervises the various department heads and clerical staff.

The Executive Vice President of Operations oversees the division that ensures that **WV LOTTERY service** requirements is meet. He coordinates and supervises the activities of the Watch Commanders, Field Supervisors, Dispatchers and Security Officers to better serve **WV LOTTERY** as well as our other clients.

Scott Ball CEO

Scott served in the US Navy and later became a police officer, including 8 years as an undercover narcotics detective. He provides BWH with valuable insight and experience in the security industry. Scott is a high-achieving senior executive bringing expertise in business planning, revenue development and change management. Offering 18 years of leadership in the Security industry along with entrepreneurial, forward-thinking mindset and demonstrated track record of accomplishment.

JEREMY Wright VP Operations

Jeremy has served as the VPO for BWH since joining the company in 2011. Jeremy oversees the daily operations and procedures at each site. He is responsible for making sure BWH policies and procedures are implemented to ensure quality and client satisfaction.

Scott Wamsley CFO

Scott is a graduate of Morehead State University, a member of the American Institute of Certified Public Accountants and the Kentucky Society of Certified Public Accountants with over a decade of experience in management accounting.

Jessica F. Price Regional Manager

Jessica has served as the Regional Manager for BWH since January of 2023. Jessica oversees the daily operations and administrative supervision of each of our locations on the east coast. She assists daily in ensuring BWH policies and procedures are implemented to ensure quality and client satisfaction.

Jeremy A. Blevins Dispatch Manager

Jeremy has been with BWH Security since 2020. Jeremy oversees the 24/7 dispatch center and maintains constant communication with our admin team and clients. Jeremy is responsible for ensuring all reporting is done effectively and in a timely manner.

Client Profile

The most important objective for providing successful security is to understand exactly what each client's requirements and expectations are. We are then able to station the best qualified Security Officer to fit into that client's business profile.

Management Qualifications

Effective & Creative Management

It is an often-quoted maxim at BWH Security that the fundamental key to our business success is our effective and creative management. Through policies and procedures, staff managers must have the ability to lead and formulate a company environment where each employee's internal motivation can flourish. Management understands that in order to provide total quality service to **WV LOTTERY** and all our clients, we must provide total quality support to our employees.

As a service organization, our personnel are well trained, supervised and specifically selected for each client. A challenge to all of us, and one that is met successfully each day

BWH Security Has a Solid Reputation

Our company enjoys an excellent reputation throughout the Eastern United States. BWH Security services some of Kentucky, Ohio, West Virginia, Virginia, Missouri, Illinois, Indiana's, North Carolina, South Carolina, and Florida's most prestigious firms (see Client Information). We are immensely proud of all our clients and will be delighted to add **WV LOTTERY** to that list.

The BWH Security Philosophy

BWH Security philosophy is simple Professionalism in every area. This philosophy is in every aspect of the company. The company's size, our experienced management, and a commitment to total customer satisfaction give BWH Security an excellent position in the market.

BWH Security the Industry Leader

BWH Security is recognized as an industry leader, from multiple small business awards and memberships to professional organization like IAHS, NFIB, Security Alliance and others.

Mission Statement

The BWH Security organization is a team, with every person in the company a player, expected and needed to perform to their fullest capacity. BWH Security objective is to make a fair profit, achieve sales and budgeting goals, while at the same time remaining committed to quality service and strengthening the connection between its employees and clients.

Capability Statement

BWH Security has grown to the extent where it can compete successfully for a contract of any size. A smaller company would not have the flexibility, quality of training and ability to offer such a wide range of services. The national companies tend to be less efficient, and do not have the responsiveness and personal commitment as our locally owned company. We offer the best of both worlds.

Motivation - Team Spirit - Commitment

The BWH Security of today is made up of motivated people filled with team spirit, proud of the reputation we have earned through our commitment to total customer satisfaction, and living up to our motto: Your Security is our Priority

Management Systems

Proven management systems are ready to handle up to twice the current business volume without significant changes, leaving a large unused capacity waiting to be filled.

WV LOTTERY Access to Management

When **WV LOTTERY telephones** BWH Security (any time of day), you have the option of speaking directly to any member of our company's supervisory, management, or executive staff. There is always a manager on duty, 24-hours a day, every day. The dispatcher can page or patch your management to an executive or manager, anytime. All managers are required to check their voice mail, even on days off.

Security Awareness Bulletins

BWH Security routinely provides its clients with security awareness bulletins and other information that might be needed to make informed security decisions. Our top-level executives and managers lecture on security issues at meetings set up with client personnel and their tenants.

The Future is Now

As BWH Security turns now to the future, it is more important than ever that commitment to quality remain alive in every manager for all employees to observe and learn from. An honest, open communication between both clients and company, and employees and managers, is an essential part of this philosophy, and is encouraged and practiced by everyone.

The BWH Security Quality Management System

Purpose:

1. To establish and maintain an ongoing, systematic program of monitoring, data analysis, assessment, and comprehensive evaluation that supports continuous quality improvement.
2. To identify opportunities and develop strategies to improve delivery of services provided to customers.
3. To promote maximum active participation and commitment from all personnel (security officers, support, and management) in quality assessment/quality improvement activities.

Our Quality Control division is instrumental in ensuring that **WV LOTTERY receives** quality and professional service and that all mandated security goals and needs are met.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at BWH Security will be based on merit, qualifications, and abilities. Except where required or permitted by law, employment practices will not be influenced or affected by an applicant's or employee's race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

BWH Security is in full compliance with the federal mandates of the Americans with Disabilities Act. BWH Security will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, BWH Security has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

BWH Security believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that BWH Security amply demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to protect and maintain direct employer/employee communications, we will resist organization, within applicable legal limits, and protect the right of employees to speak for themselves.

If and when employees examine the option of representation by individuals outside BWH Security, however, we strongly encourage careful consideration of such related issues as regular deductions from paychecks for representation fees, the potential for outside interference with supervisory relationships, and the commitment to comply with directions from third parties.

Immigration Law Compliance

BWH Security is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with BWH Security within the past three years, or if their previous I-9 is no longer retained or valid.

Smoke-Free Workplace

In keeping with BWH Security 's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

Security officers shall not smoke while on-duty in public view, or in areas where it is prohibited, including client managed properties and BWH Security owned vehicles.

Drug and Alcohol Use

It is BWH Security's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on BWH Security premises and while conducting business-related activities off BWH Security premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or engage in the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

The legal use of over-the-counter drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Operating company vehicles while taking any drugs which may impair the driver's performance is against the law and strictly prohibited. This includes, but is not limited to illegal drugs, alcohol, prescribed drugs and over-the-counter drugs (such as antihistamines, cough medications containing alcohol or codeine, etc.).

To inform employees about important provisions of this policy, BWH Security has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

BWH Security will randomly conduct drug screens on all our employees and provide the results of those drug screens to the client.

Drug Testing

BWH Security is committed to providing a safe, efficient, and productive work environment for all employees. In keeping with this commitment, employees and job applicants may be asked to provide body substance samples (e.g., blood, urine) to determine the illicit use of marijuana, cocaine, opiates, amphetamines, alcohol, barbiturates, and phencyclidine (PCP). BWH Security will attempt to protect the confidentiality of all drug test results. Drug tests may be conducted in any of the following situations:

PRE-EMPLOYMENT - As a pre-qualification to assuming any position, prospective employees are required to provide a body substance sample for drug testing. This occurs in connection with the pre-employment medical examination.

PERIODIC - This to BWH Security occurs in connection with qualifying medical examinations for required licenses.

REASONABLE CAUSE - this kind occurs when workplace unusual behavior in the workplace indicates that an employee is under the influence of drugs. Such behavior must be witnessed by at least one supervisor.

POST-ACCIDENT - Any current employee who is involved in a serious incident or accident while on duty, whether on or off the employer's premises, may be asked to provide a body substance sample to verify physical condition.

RANDOM - Employees holding safety-sensitive positions may be subject at any time on a random basis.

Subject to any limitations imposed by law, a refusal to provide a body substance sample under the conditions described above may result in disciplinary action, up to and including termination of employment.

Any driver who refuses to be tested under the provisions of the DOT regulations will not be permitted to operate a commercial motor vehicle. Any driver who tests positive for drugs will be immediately disqualified and taken off the road. Where test results are positive, the driver will be advised by the Disciplinary Review Officer as to what drug was discovered.

Statistics & Achievements

2021

WV LOTTERY is the client—BWH Security is the server. Your goals are ours. With BWH Security, you are not just purchasing service from a run-of-the-mill guard service. You are contracting with a professional organization, with recognized achievements and documented statistics. We can prove that our service is one of the best.

Management & Supervisor (Man Hours)	118,720
Supervisor Inspections (Man Hours)	27,080
Supervisor Mileage Accumulated	361,000
Service Calls	2,321
Incident Reports Filed.....	11,974
 Security Officer(s) Responsible for Saving Lives	
(Incidents).....	1,174
Fires Discovered.....	6
Prevented A Suicide (Jumper).....	0
Injured Persons & Medical Emergency.....	147
Knowingly Prevented a Hold-up.....	9
Knowingly Prevented a Rape.....	0
Detention & Arrests.....	7
Stolen Property Recovered (Dollars).....	0
 Letter of Commendations for Security Officers.....	 27
Nominated Security Officer of the Month.....	12
 Alarm Response Service (Accounts).....	 121
Vehicle Alarm Response Service Calls.....	29
Alarm Monitoring Service (Accounts).....	5
Alarm Monitoring Notifications (Incidents).....	1
 Largest Contract Louisville Metropolitan Housing Authority.	
(Man, Hours Per Year)	97,560
Cincinnati Metro Housing Authority.....	78,500
Check Stations Scanned & In BWH Security Data Bank.....	2,892,160

Potential Applicants Interviewed.....424
Approved and Selected Applicants.....91

Classroom Basic Security Officer Training (Hours).....1,240
On-the-Job Training (Man Hours) 3,720
Classroom Training for Supervisors (Hours).....240
Management & Supervisor Seminars Attended.....21

Number of In-house Drug Screen Tests Performed.....176

Number of In-house Criminal Record Checks.....106
Computer & Security Equipment (Dollars)..... \$15,150
Company Vehicles.....34
Radio Frequencies Used for Client Service.....14

BWH Security Articles Published in Security Trade Publications.....1
Television News clips..... 23

Personnel Selection

Selective Recruiting

Less than 10% of those who apply for employment are even considered.

The first step to effective performance is the selection of personnel who meet the specified qualifications required for the position they are applying for.

Criminal Record/Drug Screening

Our current pre-employment process includes in-depth interviews by a trained personnel specialist, background investigations, and criminal record checks by our staff investigators. Applicants must also pass a physical examination including narcotic oriented screening. We currently use the 12-panel screening system.

Screening: Police/Fingerprint/License

Finally, they must pass state and federal screening of photo, fingerprint, and license statements. It is understood that if an applicant has recently moved to the area, police screening will be obtained from the applicant's home state. All BWH Security employees are routinely licensed in the jurisdiction to which they are assigned.

Permanent Schedules

When possible, it is the policy of BWH Security to hire only full-time officers to regular 40-hour permanent schedules. While the greater portions of our officers fall into this category, we do have a small cadre of part-time employees who fill swing shifts, or special assignments. All current contractual obligations are therefore satisfied.

Taking over another Contract Security Companies contract, or when conducting a proprietary conversion, it is BWH Security's policy to interview and offer employment to the personnel of the client. Those individuals must also pass our pre-employment screening procedures and have the approval of our client.

No Minimum Wage Employee

All BWH Security personnel are paid not only a rate far above minimum wage, but by far, above the industry standard.

Low Turnover

For years the fact of no unjustified turnover is directly reflected in our low unemployment insurance rates.

Job Qualifications

All Security Officers must meet and maintain the following requirements: **(21 years of age for armed)**

Education

- Possess a high school diploma, or equivalency.
- Be able to read at least at the 10th grade level.
- Be able to write or print legibly.

Temperament

- Be able to deal with the general public.
- Be able to maintain poise under stressful situations.

License

- Pass the state security officer's license requirement.
- Possess a valid driver's license and have no more than 2 points.

Health

- Be able to walk for long periods of time.
- Be able to pass a full panel drug screening.
- Free from any hearing or site limitations.
- Be well proportioned height to weight ratio.
- Any employee may at any time be required to take a physical examination as a condition of continued employment.

Training

Top Concern & Highest Priority

It is a recognized fact that training is a vital determinant in ensuring effective job performance. Therefore, training has always been of top concern and highest priority to BWH Security and a large portion of corporate resources are spent in providing continuous training for BWH Security employees.

Classroom Training Sessions

BWH Security has the most advanced classrooms and on-the-job training programs in the industry. This enables us to meet our own high employee performance standards.

Training Conducted by Executives & Managers

At BWH Security, we have our own in-house training program, certified by National Registry. Every applicant is required to attend a pre-assignment training session and pass a 65-question examination prior to employment. Training is conducted each week in our own classroom and consists of 24 hours of lectures by our Executives and managers including the President. We use only a few short DVD training videos to magnify certain points. The curriculum is comprised of the following subjects:

Curriculum

- Administrative and Security Orientation
- Legal Authority
 - Authority of the Security Officer
 - Elements and Mechanics of Arrest
 - Rules of Evidence
 - Search and Seizure
 - Protection of the Crime Scene
- Package Screening Procedures
- Self-Defense
- Company Policy and Procedures
- Public Relations
- Report Writing
- Method of Patrol
- First Aid
- Communications
- Fire Prevention
- Defensive Driving
- Uniforms and Equipment
- CPR Certified (if required by contract)

Once the applicant has completed the entry level training, the results of his final examination will determine whether he will be hired. When he does become an employee, his performance is continually monitored and evaluated.

Specific Training for WV LOTTERY

While this pre-assignment training provides a basis, it is only the beginning. Like each client's requirements are unique, so much of the specific training must take place at the job site itself. Each new Security Officer is assigned to train with a member of our supervisory staff. The new Security Officer works with the trainer until he is proficient in the performance of his duties.

On-going Training

Ongoing training is also needed by personnel to develop additional skills, to acquire added knowledge, and to guard against complacency in job performance. Periodically, BWH Security supervisors utilize "Training Task Sheets" to test the officers on their knowledge and execution of a specific duty. "Training Keys" dealing with a specific subject are routinely provided to all officers through the company provided employee telephone mailbox. Any officer who wishes to enhance his knowledge by attending an approved course in security has his tuition reimbursed if he passes the course.

Training for Supervisory Staff

Supervisory and managerial employees also need job-related training if they are to have a positive influence on the personnel they direct. All BWH Security supervisors attend in-house training classes on techniques of supervision and management, company regulations and policies, equipment maintenance, and specific duties. In addition, they are scheduled to attend supervisory training sessions at Associated Training and Security. This course covers such subjects as communication, delegation of tasks, basic supervision, line/staff concept, and maintaining records. Before actual assignment, new supervisors are also trained on-the-job by accompanying experienced supervisors on several shifts. Ongoing training is provided during roll-call meetings and by "Training Keys" written especially for them.

Management Attends Seminars

Members of the Management staff regularly attend seminars and lectures sponsored by professional organizations, learning centers, and local colleges. Due to recognition of the escalating problem of terrorism, managers have taken advantage of available seminars focusing on this topic in an effort to keep abreast of the situation. They have also attended lectures on guard force management, public relations, personnel policies and procedures, security officer training, fiscal management, total quality management, and security liability, to name just a few. Any fees are paid for by the company.

BWH Security Training Library

BWH Security has a training and resource library within its main corporate office and online. This library is available for use by all clients and employees who desire to learn more about the security industry, as well as more general subjects. The library includes books, audio cassettes, videotapes, newsletters, vendor journals, magazines, standard references and many other materials relating to security, general business, management, technical skills, and personal growth.

Certified Security Officer

BWH Security has developed a Certified Security Officer (CSO) Training Course with the goal of providing more detailed knowledge of specific areas of the security field. The CSO program has two phases. Each time an officer completes a phase, they are given an hourly pay increase. The following subjects are included in the CSO Program:

- Fire Risk for Security Officers
- Appropriate Use of Force
- The Professional Security Officer
- Safety
- A New Officer's Tool Kit
- Blood borne Pathogens
- Effective Report Writing
- Effective Patrolling
- Law and the Security Officer
- First Aid
- Courtesy and the Security Officer
- Access Control
- High Rise Building Security
- Responding to Hazardous Material
- Incidents
- Bomb Threats
- Class A CPR

The BWH Security Training Commitment

As you can see, BWH Security is committed to the concept that training is an essential element in the quest to provide professional, quality service to our clients.

When required, training records of assigned personnel are available for client inspection.

Employee Benefits

We Give Beyond the Industry Standard

We realize that our employees are our most important asset. Management policies provide the conditions for development of that motivation necessary to perform the job for the client to the best of the employee's ability.

Security Officers like Working for BWH Security

While employee selection, training and supervision are vital to providing professional service, it is also important for the employee himself to be satisfied with the company and the work conditions. We recognize this and have instituted benefits far beyond those standards to the industry.

- Hourly pay rates up to \$25.00 (dependent upon experience and job requirements)
- Company Group Hospitalization Plan/Dental Plan
- No-interest Loan Program
- Merit Increase
- Incentive Bonuses
- Certified Security Officer Program for education and pay increases
- Guard of the Month
- Guard of the Year
- Life Insurance Policy (after 1 years' service)
- One-week vacation after one years' service
- Tuition Grants

Voice Mail for All Security Officers

All employees have their own voice mailbox and are mandated to check it every day when they check on duty. This allows management the capability of notifying Security Officers of security alerts or revised instructions directly before every shift.

This voice mailbox system is also used regularly to impart training segments on specific topics.

Payroll Includes Actual Real-Time Schedule

Payroll checks are computer generated after they have been cross-referenced to actual real-time schedules. Invoice hours always correspond with payroll hours.

Uniform Patrol Division

Facilitates Coordination

BWH Security has a definite organizational structure within the Patrol Division, which facilitates coordination and communication between the various supervisory levels.

Responsive Management on All Levels

At the head of the Patrol Division is the Executive Vice President of Operations, ultimately responsible for the management of the entire uniformed security officer force. The Patrol Commanders and Watch Commanders operate out of Company Headquarters round-the-clock. They ensure that all sites are scheduled and covered with qualified employees, problems with security officers resolved, training and orientation assignments completed, and supervisory inspections made. On the same level are the client project managers, reporting directly to the assigned Patrol Commander and working in cooperation with the Watch Commanders.

WV LOTTERY & Patrol Commanders

The Patrol Commanders are responsible for scheduling all security officers, considering business profiles of WV LOTTERY and our other clients. This is accomplished by using the Qualification/Requirement portion of Patrol Command Systems. This system allows Watch Commanders and Project Managers to call up at any time data on who is scheduled for what post and when. It also eliminates double scheduling and gives management control over individual work schedules, curtailing overtime. Most importantly, the system will only allow those individuals to be scheduled for a site who possess pre-determined qualifications. These schedules are printed weekly on each employee's paycheck so that officers are informed well in advance of their work schedule.

Supervision

Supervisor's Train, Counsel, Inspect & Evaluate

It is when the officer reaches his assignment that supervision becomes such an important factor. BWH Security supervisors train, counsel, inspect, evaluate, and when necessary, discipline officers on-site. They also act as a liaison between the officers and our clients' personnel. Each supervisor is assigned to a specific sector which is comprised of a group of client posts so he can come to know well the officers scheduled on these sites. In this way, they provide a support system for the Security Officer and WV LOTTERY.

Shift or Project Supervisor: A Pivotal Position

It is recognized that the Sector or Project Supervisor is a pivotal position. We feel that the inspections each shift of each officer are in fact more opportunities to train. The inspection is the time for the supervisor to query each officer on specific duties being performed, and make adjustments if necessary. More formal "Training Task Sheets" are also utilized by supervisors during inspections to test the officer's knowledge and execution of a specific duty.

Uniforms

BWH Security routinely issues each Security Officer a uniform wardrobe and equipment

- A military service type hat, with visor
- shirts, short sleeve for summer, and long sleeve for winter (3)
- personal I.D. card with barcode
- trousers and/or skirts for women (2)
- belt, garrison w/brass buckle
- two black ties
- light weight jacket with patches
- winter jacket, reefer style, with patches
- bright yellow rain gear emblazoned with the security cover, and gloves
- Security Officer's Pocket Manual
- whistle
- flashlight, with batteries and belt holder
- security officer insignias & shoulder patches
- pocket notebook
- radio case
- key strap with flap
- gloves
- Blood borne Pathogen protective gear

Officers are required to wear black leather tie shoes and black socks to complete the professional look of the uniform.

Special Request Uniforms

WV LOTTERY may choose the Trooper style hats or have Security Officers wear a blazer suit style rather than the military type. Normally, this includes a blue blazer, striped tie, white shirt, and grey pants.

Uniforms are Inspected on Site

Post inspections by supervisors include a uniform inspection to ensure that officers are in complete uniform and are neat in appearance. Personal hygiene and hair length and style must be in keeping with BWH Security regulations. Except for watches and engagement/wedding rings, jewelry is forbidden. Any missing uniform articles are corrected immediately. Signs of uniform disrepair are reported to management and addressed prior to the next scheduled shift. It is recognized that the condition of the officer's uniform is an important factor in the officer's effectiveness.

BWH Security Verification Systems

Real Time Patrol Monitoring

An important adjunct to the personal supervision and an important management tool is BWH Security's state-of-the-art computerized supervision.

Our newest electronic supervisory system, and the one of which we are the proudest is the GS3000 check system. This system is highly recommended for WV LOTTERY contract. Check stations are placed throughout the site (in stairwells, garages, pools, etc.). The site(s) within WV LOTTERY contract would have its own set of check stations installed. Emphasis would be place on those areas deemed security sensitive. Security Officers carry hand-held readers called "WANDS" and strike across the template, storing the coded information within the WAND.

Every Hour Data is Downloaded & Verified

This allows true real-time monitoring of the guard forces--not just a record of activity--which then must be hand searched the next day, a very labor-intensive procedure. This is what WV LOTTERY is contracting BWH Security for.

GPS Tracked Employee

We currently use a system that allows our guards to clock on and off a shift via a mobile device. While the guard is on duty our supervisor can track the employee by GPS to ensure the guard is at his post and a post never goes uncovered. Once the guard clocks off and a new guard goes on shift the supervisor is notified.

Patrol Cars

Currently, our Supervisors and Mobile Patrol sites use vehicles with the BWH Security logo and "Security" plainly marked. Each vehicle has an amber light installed on its roof. Security Officers assigned to vehicle patrol are trained in the proper and lawful utilization and maintenance of these vehicles. This training includes state and local traffic laws and the proper usage of the amber roof light.

**Operating
BWH Security
or Client Vehicles
and Equipment**

It is the BWH Security policy that no one other than BWH Security employees with less than 3 points on their current driver's license, are over 25 years of age, and have attended and passed the BWH Security Drivers Safety Program prior to a vehicle assignment.

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

It is a requirement that all employees notify their supervisor if any equipment, machines, hardware, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in requirement of reimbursement, disciplinary action, up to and including termination of employment.

Report Forms

Report Critique by Supervisors

All Security Officers assigned to WV LOTTERY complete Daily Log Reports and Incident Reports when necessary. These reports are read by the supervisors when they conduct post inspections to make sure the officer has a complete, concise and informative report. Copies of all reports are left at a location specified by management at the end of each shift.

Printouts of Activity

WV LOTTERY printouts for the security officer's activity are available as needed and are reader friendly, giving the post name and location, the officer's name, the date, time, and specific locations patrolled. There is also a brief synopsis of any incidents that may have occurred.

Central Station

Monitoring 24-hours a Day

Our dispatchers/Supervisors working the Central Station are highly trained in the various functions of their job, from utilization of the computer and electronic equipment to alarm response procedures and public relations.

BWH Security maintains a compliment of dispatcher/Supervisors on duty 24 hours a day. Dispatchers/Supervisors are continually monitoring Security Officer's activity regarding:

- Checking On/Off Duty
- Time Checks
- Patrols
- Incident Data Entries
- Check Station Activity
- Supervisor Inspections
- Local authority notification, as needed
- Security Officer requests for assistance
- Alarm Response
- Escorts
- Vehicle Patrol Checks
- Equipment Accountability
- Special WV LOTTERY Requests

Our Central Station dispatchers are at the hub of our communications procedures. Should executives or managers need to be contacted; our dispatchers/Supervisors have notification information at the ready through the computer. Thus, information supplied by the officers on-site would be immediately available to those persons who require it.

Disposition Control

All calls for service are logged into our system and require a disposition from the Security Officer within a specific time window, depending upon the nature of the call. Any missed disposition from a Security Officer is immediately brought to the attention of the dispatcher by our computer and appropriate steps are made to correct it immediately.

Insurance

Liability

Comprehensive General Liability Insurance. BWH Security currently carries a four (4) million-dollar general liability policy and a one (1) million umbrella coverage. Arrangements can be made to increase this amount should WV LOTTERY require it. It is understood that WV LOTTERY would be named as an additional insured.

Employee Fidelity Bond

BWH Security Security's Employee Fidelity Bond is written by Old Colony Insurance. This company specializes in bonding and insurance for service-related companies. They are recognized world-wide for their integrity, underwriting expertise and claim handling ability.

Workers Compensation & Auto Liability

Workers Compensation and Comprehensive Automobile Liability Insurance are carried in more than adequate amounts.

Safety Director

Any accidents are investigated thoroughly by our Safety Director. This pro-active approach has enabled us to reduce dramatically our Worker's Compensation and Automobile claims. We have also instituted a Return-to-Work Program and a Driver's Safety Program to help keep claim costs down and lower our insurance rates.

Certificate of Insurance

Certificate of Insurance and Additional Insured are available upon request.

Insurance Broker

All insurance policies are handled through Old Colony Insurance

Contact: Mark Howard/Sheila Eskue

Client Relations

24 Hour a Day Availability of BWH Security Security's Managers

The management staff at BWH Security, from the President to the Project Managers, Watch Commanders, and field supervisors, are always available to respond to client concerns. All problems are thoroughly investigated, and action taken as necessary. Any Security Officer can be replaced at any time at the sole discretion of, no questions asked. Our management responsiveness is a guarantee.

Contract Milestone Schedule

Should WV LOTTERY award this contract to BWH Security, the moment the contract is signed, all implementation procedures will be put into effect.

- BWH Security executive management personnel will meet with WV LOTTERY to obtain copies of exact schedules, post instructions and specific duties. A key control system, and a notification list with telephone number(s) will be created.
- If check stations are required, before the contract begins, BWH Security's technical staff will install them at locations approved by WV LOTTERY.
- All the data will be entered into our computer and printed out and brought to WV LOTTERY by an executive to ascertain that we have the correct information. Once approved, this data will become our mandate unless changed by WV LOTTERY.
- The final step before commencement is a visit to WV LOTTERY by an executive, along with a manager, the Sector Supervisor(s) and the Security Officer(s) assigned to WV LOTTERY contract.
- Only after the implementation form is complete and approved by WV LOTTERY and BWH Security, will we consider ourselves ready to serve.

Post Evaluation

We do not forget our responsibility. Periodically, we conduct complete and complex post evaluations to determine that all requirements are being met.

Client Information

Client Retention

At BWH Security, our clients tend to remain with us and we attribute this primarily to our immediate staff responsiveness to their needs and concerns, our determination to work on a problem until it is solved to everyone's satisfaction, and the continuous efforts on every management level to provide professional service.

References

We are confident that we will be able to perform the services required by you. We are experienced in providing console operators, rovers, supervisors (both roving and stationary), lobby attendants, and Project or Account Managers. In addition, we have the resources to provide almost immediate supervisory response to your facilities in case of emergency. Finally, the following companies are a small sample of our many prominent clients.

SunCoke Energy

Rick Martinez
1011 Warrenville Road
6th Floor
Lisle, IL 60532
Phone: 630.824.1739

Louisville Metropolitan Housing Authority

Matthew Swain
420 S 8th Street
Louisville, KY 40203
Work: 502-569-3450
Cell: 502-780-2818
mswain@lmha1.org

Community Hospice

Charlotte Horn
2330 Pollard Road
Ashland KY 41101
606-329-1890
chorn@chospice.org

Jewell Coke Operations

Benny Chafin
1034 Dismal River Road
Oakwood, VA 24631
Phone: 276-701-0244
dbchafin@suncoke.com

Bluegrass Station (BGS) References:

Joe Thompson
5751 Briar Hill Rd, Building 18 Lexington, KY 40516
Phone: 859-519-0240

Bodycam Utilization

Our guards are be equipped with the Patrol Eyes 1296p body camera. This system comes equipped with GPS technology that shows the exact location while viewing video.

When worn by our guards these cameras promote accountability and improve transparency during interactions, in many instances when an individual identifies the guard with wearing a body camera, he or she will automatically comply with the guards' requests avoiding an altercation all together.

Guard Tour Monitoring

The GS3000 guard scan system helps to organize, log, and execute guard tours and logs. This system ensures guards accomplish their tasks within predefined intervals. The remote scanner records the date, time and tag ID when brought into contact with a button tag.

The guard simply scans specific checkpoints assigned on that patrol, the scans are then uploaded and saved as a pdf file and sent to the client in an easy-to-read format.

BWH Security is a Full-Service Company

The following are some of the other services BWH Security provides our clients:

Uniform Security

- Armed Guards
- Unarmed Guards
- Patrol Vehicle Services
- Alarm Responses
- Periodic Checks
- Strike Force

Technical Services

- Evidence Technicians
- Patrol Commence Systems
- Surveillance Videos/Cameras
- Finger Printing
- Photo I.D. Card Service

Investigations

- Criminal Background Investigations
- Undercover Investigations
- Background Checks
- Retail Agents
- Drug Screening
- Missing Persons
- Insurance Investigations
- Subpoena Service
- Plainclothes Bodyguards

Central Station

- Business & Residential Alarms
- Business Card Access Control
- Fire/Smoke Detection Alarm
- Business Opening & Closing
- Monitoring
- Elevator Telephone
- Monitor Proprietary Guard
- Patrols
- Telephone CCTV Monitoring

Contract Security Company

Questionnaire

To assist WV LOTTERY in the decision-making process of selecting the most cost effective and qualified company, BWH Security has put together this questionnaire.

1. Are your programs custom created and mandated throughout the contract?
2. Is there a failsafe monitoring system that reports in real time and is monitored 24 hours a day?
3. Are all Security Officers drug screened and drug free, have no criminal record, and are properly licensed?
4. Are all Security Officers trained in a formal classroom prior to any assignment?
5. Is there a continual training program for all Security Officers, supervisors, managers, and executives?
6. Are Security Officers inspected on post?
7. Will the company maintain and report your statistics on
 - a.) Incidents: Daily, Monthly and Annually.
 - b.) Crimes occurring in the surrounding area of your site(s)
8. How many radios dispatched supervisory vehicles are on the road?
9. Is there a contingent of stand-by Officers in the event there is a last minute call off?
10. If you need additional Security Officers immediately, are they available and at the contracted rate?
11. Are the President and all Executives available here in your area?
12. Is the company career oriented?
13. Is there a TQM program in effect?
14. Does the company have sufficient, liability, workers compensation, and unemployment policies in effect?
15. Is the company totally computerized and able to supply instant data on anything pertaining to your contract from the exact location a Security Officer was at any given time, to how many incidents in all possible categories?

Staffing Plan

After basic training, a security officer will be assigned a specific post. Each post requires additional training, and that training starts with post orders. Post orders are written procedures on how a security guard is to perform his or her duties throughout the shift. Once written, policy, post orders, or procedures will be reviewed and approved by upper management of the organization. These policies tend to remain in place for a period, but the post orders/procedures need to be reviewed every 6 months. This is because procedures for carrying out the policy are subject to change to meet the changing demands of the business unit. Post orders are usually kept in both soft copy and hard copy for easy access.

Post orders should contain at least the following information:

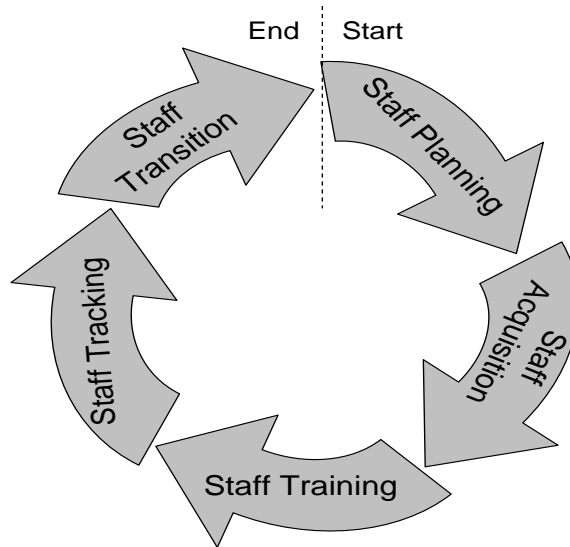
1. Date of revision
2. What is confidentiality
3. Instructions on how to deal with public relations
4. Security staffing levels, hours of coverage, and specific functions and duties
5. Description of the building (floor plans if possible)
6. Specific instructions on handling of emergency situations
7. Emergency contact information including after-hours contact information
8. Code of ethics and standards of conduct

Security personnel should first be trained in the basic areas:

1. Security policy and procedure and protocols
2. Professionalism
3. Authority of a security officer and scope of responsibility
4. Relationships with law enforcement
5. Patrol procedures
6. Observation techniques
7. Challenging techniques
8. Investigations
9. Report writing
10. Emergency medical assistance, first aid, and the AED units
11. Workplace violence
12. Operation of security equipment.

Staff Management Approach

The staff management process for the project consists of the following five elements: Staff Planning, Staff Acquisition, Staff Training, Staff Tracking, and Staff Transition.



We have completed the first two stages of staffing Wv Lottery, Staff Planning and Staff Acquisition. Once awarded the contract we will begin the staff training, tracking, and transitioning any current Security Officers at Wv Lottery that want to retain employment.

Staff Planning:

We have calculated needing thirty (12) security officers at the start of the contract, one (1) Area Manager and three (4) Sergeants.

Staff Acquisition:

BWH Security has already retained 12 uniformed security guards and 1 supervisor for a total of 13 guards already assigned to start at Wv Lottery. BWH Security intends to offer employment to current security officers if applicable.

Staff Training:

Pending will begin once awarded contract (see training section of the bid).

Staff Tracking:

Pending, Day-to-day management of the project staff is the responsibility of the Project Manager and designated functional managers. Performance evaluations, performance issues and recognition, promotions, and disciplinary actions are the responsibility of the state staff respective organizational chain of command.

Staff Transition:

Pending, in the event staff desire to transition to BWH Security from the previous provider they will go through the entire hiring procedure as a new hire. This will include background check, interview, training on policy procedures and site-specific training.

Employee Retention Strategies

1. Employee compensation strategies

BWH Security employees salary ranges are above (or at least equal to) our competitors. We strive to provide top compensation to our employees. This is not always possible due to the competitive industry so many times we will lower our profit margin to gain new business and still offer a competitive wage for our employees. BWH Security offers extra incentives like tickets and discounts when our employees exceed our expectations.

2. Working environment

Although compensation is a factor, ultimately, people stay in jobs they enjoy. BWH Security attempts to make sure that our work environment attracts, retains and nourishes great people. Offering flexible work schedules and encouraging employees to take (PTO), paid time off when needed helps in our retention program.

3. Relationship with managers

Bad managers lose good employees. BWH Security will train managers to act as mentors and build healthy relationships with their teams. Communication is always the key to prevent conflicts and misunderstandings at work. Ultimately, good relationships create a friendly atmosphere.

4. Personal development and growth

BWH Security believes in asking our employees about their personal goals and discover what motivates them. Let them move between departments and collaborate with different teams and divisions. BWH Security has numerous divisions from unarmed security, armed security, Home Incarceration, Prisoner Extradition, Private Investigation and Bodyguard Divisions.

5. Recognition

BWH Security recognizes security officers for their performance and promotes through this recognition. We provide an employee of the month and an employee of the year which spans across our entire company. During employee evaluation raises and PTO comes through this process.

6. Support strategies

BWH Security is focused on employee support strategies involved in giving people the tools and equipment they need to get their job done. When employees feel they have what they need to perform, their job satisfaction increases drastically.

BWH Security and our manager's check with our employees often, discover their level of job satisfaction and learn what they need to boost their productivity. This has helped us keep a low turnover rate and continue with rapid growth.

Security Protocol in Adverse Situations

AMBULANCE

Any time a Security Officer learns that an ambulance is on his Post, he shall immediately notify BWH Management, investigate, assist, and file an Incident Report. Security Officers will obtain the Emergency Medical Technician's name, and the ambulance number.

EVIDENCE

Whenever a Security Officer is in the presence of a crime scene, he should secure the area and not permit anything to be touched until the Police arrive.

BARRING NOTICE PROCEDURE

Barring is the giving of a written notice to the trespasser not to enter the property. The notice must contain the length of time such barring is for. The length of time must be reasonable. The Post Instructions should guide security Officers.

CRIMES

The following are crimes, which a Security Officer may encounter. State laws are not always the same. The description after each crime is not written in legal jargon, but the basic definition is addressed.

ARSON (Felony) When a person sets fire to another person's property.

ASSAULT (Misdemeanor) When one person assaults (hits) another person and no weapon is involved.

ADW (Felony) Assault with a deadly weapon is when a person strikes another person with anything that could possibly kill, threatens a person with a gun, knife, a dangerous weapon, or item that could kill.

BURGLARY (Felony) Breaking into a store, office, building, or place used as a home, from a large home to a camping trailer.

DRUNK IN PUBLIC (Misdemeanor) When a person is in public in an intoxicated condition and has very little control of his movements. Security Officers are to call the Police and let them make any arrests for this crime.

C.D.W. (Misdemeanor) Carrying a deadly weapon is when a person is in possession of a gun, knife (with a blade over 6 inches) or any other prohibited weapon.

DISORDERLY CONDUCT (Misdemeanor) When someone is loud and boisterous, to the point that it is disturbing to the peace of others.

GRAND LARCENY (Felony) Stealing the property of another person and the value of the property is over \$500.00 (Note: Every state has a different value; [INT] recommends Security Officers use \$500.00 as the value, so that regardless of which jurisdiction the Security Officer is working in he can treat the crime as felony).

PETIT LARCENY (Misdemeanor) Stealing property owned by another with a value under \$500.

ROBBERY (Felony) When a person(s) takes something of value out of the immediate possession of the victim, i.e., pocketbook snatching, pickpocket, holdup with a weapon, etc.

TAMPERING WITH AN AUTOMOBILE (Misdemeanor) When a person attempts to break in or steal a part of an automobile belonging to another.

TRESPASSING (Misdemeanor) When an unwanted person remains on the property, after being advised they are not allowed on said property. Usually used in stores or shopping centers when the person was officially barred as spelled out in the barring law.

DISORDERLY PERSON(s)

Whenever a Security Officer is sent by BWH Management to investigate a disorderly person, he shall do so with caution. He shall advise BWH Management as soon as he arrives at the location and then politely try to quiet the person down. In the event the person or persons do not cease, the Security Officer shall notify BWH Management for assistance. All disorderly calls require an Incident Report.

ESCORTS

Upon request, Security Officers shall escort tenants and guests to and from their vehicles. Escorts can only be conducted when: BWH Management is notified prior to the escort. The name of the person being escorted is given Upon the completion of the escort, the Security Officer will advise CCR by radio or telephone There are six kinds of escorts. 1 Escorting employees or tenants to and from their vehicles. 2 Escorting valuables or hazardous material. 3 Escorting VIP's. 4 Vehicle convoy. 5 Escorting visitors in a building, 6 Escorting a trespasser or discharged employee off the property.

FIGHTS

Security Officers shall immediately notify BWH Management when they come upon a fight. They shall try to get the subjects separated by verbal command, if possible, and intervention, if necessary, and the fighting stopped. In the event one of the subject's lives appears to be in jeopardy, the Security Officer shall treat the situation as a serious felony. The Security Officer shall file an Incident Report. **FIRE ENGINES** Whenever a Security Officer observes a fire engine responding to his Post, he shall immediately notify BWH Management. He shall then investigate and report the results of his investigation to BWH Management.

FOUND PROPERTY

All found property will require that the Security Officer finding or receiving the property notify BWH Management, investigate to locate the rightful owner, and make an Incident Report. If the Security Officer is unable to locate the owner, the property will be turned over to the client unless otherwise instructed in the Post Instructions.

INTOXICATED PERSONS

If requested by the client to remove an intoxicated non-resident from the property, the officer will escort the individual to a safe location. Never allow an intoxicated person to drive a vehicle. Tenants who are intoxicated should be escorted to their apartment, but just to the door. Security Officers shall not go into apartments.

In the event the intoxicated person becomes disorderly or the person is too intoxicated to function, notify BWH Management for police assistance.

The Security Officer shall file an Incident Report.

LOOK-OUT PROCEDURE

In the event you are asked to assist someone who is the victim of a criminal act, the following procedure should be followed:

CALL INTO BWH Management Advise the person because you are calling BWH Management

TAKE DOWN THE LOOKOUT Ask open-ended questions

WRITE IN YOUR NOTEBOOK Use brief words to describe each subject giving: RACE, SEX, AGE, HEIGHT WEIGHT, CLOTHES, UNUSUAL MARKS, WHAT KIND OF CRIME OCCURRED, HOW DID IT HAPPEN, WHAT THEY DID, WHAT THEY TOOK, HOW DID THEY GET AWAY, DIRECTION OF TRAVEL.

CALLING IN THE LOOKOUT

Call in the lookout to the dispatcher in a calm and clear tone, reading from your notes.

LOST PERSONS

If a Security Officer finds a lost child, he shall immediately notify BWH Management and then try to obtain the child's name, address, and radio it into BWH Management, who shall notify the proper authorities. The same procedure shall apply for an elderly person who appears lost or disoriented.

The Security Officer shall make an Incident Report.

LOST PROPERTY

Whenever a Security Officer learns of or is advised that someone's property is lost on the Post, he shall advise CCR and then for a brief period assist the person in locating the property. He shall then make an Incident Report.

NARCOTICS

Whenever a Security Officer observes a person using narcotics or a suspected narcotic transaction, he shall notify BWH Management immediately and make an Incident Report. Security Officers shall not handle narcotics unless they have a competent witness or the Police. In the event no witness is available and the suspected narcotics are abandoned, they shall radio BWH Management who shall notify the proper authorities. Officer shall secure the scene until the proper authorities arrive.

NOISE COMPLAINT

When a Security Officer receives a service call for a noise complaint for a particular apartment in a building, he shall: 1 Respond by the most direct route. 2 Knock on the door of the apartment. 3 Advise the resident that a complaint has been received. (Never give the name of the complainant.) 4 Request they cease the noise.

If the resident conforms, thank them. Leave the area and radio BWH Management with your disposition. Always make an Incident Report.

If you receive another call at the same apartment, advise them again, adding that the next time you will be required to bring the Police and will have to report to the resident manager that they were reluctant to cooperate.

OBSERVATION

Security Officers should continually practice observation techniques.

PARKING VIOLATIONS

Some posts have parking permit systems. It is very important that Security Officers know and follow the Post Instructions for each Post regarding parking violations. The following are some general rules regarding parking violations:

PARKING IN A FIRE LANE This is the most serious parking violation Security Officers will encounter. The Police will be notified immediately.

PARKING IN A HANDICAPPED SPACE Only vehicles with special Handicapped tags or permits are permitted to park in these spaces. The Police will be notified immediately.

PARKING IN A RESTRICTED AREA Refer to your Post Instructions

PARKING IN A RESERVED SPACE Refer to your Post Instructions

PARKING PERSONAL VEHICLE ON CLIENT'S PROPERTY Security Officers are only permitted to park in authorized spaces.

PARKING COMPANY VEHICLE ON CLIENT'S PROPERTY Security Officers driving a company vehicle are only permitted to park in authorized spaces.

TOWING A VEHICLE, it is imperative that you follow the various state laws first before any action can be taken, regardless of what the client requests.

When Security Officers are authorized to tow a vehicle, they shall:

1 Be sure the vehicle is in violation.

2 Notify BWH Management.

3 Make an Incident Report which will include, why the vehicle was towed, the tag #, year, make and color, CCN, and where vehicle was towed to.

PET VIOLATIONS

Persons observed allowing their pets to defecate on public space shall be politely reminded that they are violating the law and an Incident Report made.

Pets running without a leash shall be reported on an Incident Report. If an animal appears dangerous, BWH Management will be notified to contact the Police.

PROSTITUTION

Security Officers observing persons soliciting for prostitution shall ask the person to leave the client's property; if they refuse, call BWH Management and or 911. An Incident Report will be made.

PUBLIC SPACE

All state laws basically state that it is not lawful to make someone leave public space on private property during business hours if they have not violated any laws.

This is the area where Security Officers must be highly visible. These are also areas that Security Officers must be particularly careful of when dealing with suspicious persons that have not actually violated any laws.

The following areas, on a Post open to the public, are usually considered public space:

Sidewalks, breezeways and tunnels public parking lots Common areas in shopping centers Rest rooms

Lobbies Driveways

SHOPLIFTING

Security Officers are not to arrest shoplifters, Security Officers shall not arrest anyone for shoplifting. They will, however, respond to stores on their Post to protect store owners and managers until the Police arrive.

SHOPLIFTING PROFILES

The following profiles do not necessarily mean that a person is a shoplifter, but that Security Officers should carefully observe persons fitting one or more of the following profiles.

1 A person leaving the area with undue haste.

2 A person who frequents the rest room.

3 Persons entering a store with bundles, bags, boxes, topcoats over their arm, brief cases, newspapers, umbrella, or have an arm in a sling. All these can provide an opportunity for concealment of merchandise.

4 Persons wearing heavy outer garments out of season, baggy clothes, full skirts

5 Persons with unusual walks, others who tug on their sleeves, adjust their socks, rub the back of their neck.

6 Persons who walk behind display counters.

7 Fussy persons who keep changing their mind and interchange articles frequently.

8 Persons who do not appear interested in articles about which they have inquired.

9 Disinterested roamers waiting for a friend or mate.

10 Persons who appear flush faced, or dry lipped.

11 Person who is perspiring in a store with normal temperature.

12 Persons who keep one hand in their outer pocket.

TRUANTS

Security Officers who observe truants on their Post shall attempt to identify them and make an Incident Report.

VAGRANTS

Vagrants shall not be allowed to sleep in stairwells, basements, or any other location on a client's property. If a vagrant refuses to leave the property, the Security Officer will have BWH Management call the Police. An Incident Report will be made.

FIRE

Anytime a Security Officer suspects that there is a fire, he shall immediately notify BWH Management, investigate, pull the FIRE PULL, bring the elevators to the ground floor, then assist the Fire Department with traffic and/or pedestrian control and file an Incident Report.

FIRE ALARM

Whenever a Security Officer hears the fire alarm or observes a fire truck on his Post, he shall radio BWH Management and follow Post Instructions and BWH Security training as required. Any time a fire alarm sounds, regardless if it was false, an Incident Report will be made.

In the event of a fire, Security Officers shall never open doors without first placing their hand on the center of the door to feel for excessive heat.

FIRE EXTINGUISHERS

Security Officers shall know where all fire extinguishers are located. At least once every tour of duty, they shall check to see that they are in place; they shall also inspect all fire extinguishers for:

- 1 Proper pressure
- 2 Current date of Fire Dept inspection
- 3 Signs of Vandalism.

HOW TO PUT OUT A FIRE WITH A FIRE EXTINGUISHER

Remember the word PASS

- 1 Pull the pin. Some units require the releasing of a lock latch, pressing a puncture lever or other motion.
- 2 Aim the extinguisher nozzle (horn or hose) at the base of the fire.
- 3 Squeeze or press the handle.
- 4 Sweep from side to side at the base of the fire until it goes out. Shut off the extinguisher. Watch for reflash and reactivate the extinguisher if necessary.

Foam and water extinguishers require a different action. Security Officer shall read the directions on the unit.

ORDINARY COMBUSTIBLES

Fires in paper, cloth, wood, rubber, and many plastics require a water type extinguisher labeled A.

FLAMMABLE LIQUIDS Fires in oils, gasoline, some paints, lacquers, grease in frying pan or oven, solvents and other flammable liquids require an extinguisher labeled B.

ELECTRIC EQUIPMENT Fires in wiring, fuse boxes, energized electrical equipment and other electrical sources require an extinguisher labeled C.

FIRE PREVENTION Security Officers shall continually be on the lookout for fire hazards.

Electric tools, Frayed wire, Jumbled wires, Flammables (paint, thinner, etc.), Overheated machines, Coffee pots, Defective fluorescent ballasts, Oily rags, Combustible packing materials, Suspicious odors, Fuel storage areas

FIRE PULL STATIONS

Security Officers must know the location of all fire pull stations on their Post and how to activate them. They should also know the location of the nearest fire alarm box on the street.

FIRE STANDS

All high-rise buildings have a fire stand in the stairwells. A fire stand is a large 3 or 4-inch faucet where a fire hose can be attached to. These areas must be always kept clear.

EMERGENCIES MEDICAL

Medical emergencies are to be handled by the following procedures:

1. Check the Scene: Make sure that it is safe to proceed.
2. Check the Victim(s): Ascertain necessary further action.
3. Call 911: Do this by radioing or telephoning BWH Security Management; so that they may call the proper emergency authority.
4. Care for the victim(s): Do this by utilizing the training that you have received from the BWH Security Basic Training course or other training and knowledge, until professional help arrives.

Remember that the most important things a person can do to help in an emergency is to call for help.

Also call help for any of these situations:

1. Fire
2. Explosion
3. Downed Electrical Wires
4. Swiftly Moving or Rapidly Rising Water
5. Presence of Poisonous Gas
6. Vehicle Collisions

BLOODBORNE PATHOGEN KIT

Every officer is issued a Blood borne Pathogen Kit that contains protective gloves and a facemask with eye shield. These are to be utilized in any emergency that could involve you being exposed to human body fluids. After use, return to BWH Security for disposal and be reissued a new kit.

INJURED PERSONS

Anytime a Security Officer observes or is directed to an injured person, he shall notify CCR and attempt to give basic first aid until the ambulance arrives.

BASIC PATROLLING PROCEDURES

ACCIDENTS

If a Security Officer observes an accident on Post they shall:

1 Radio CCR

2 Advise CCR if there are any injuries. If in fact there is an injury, administer first aid.

3 Get facts: Time – Date – Location – Driver number of Passengers Witnesses - Vehicle make - Tag number - Extent of damage to vehicle and property.

If a Security Officer is involved in an accident with a BWH Security vehicle, the following procedure will be followed.

1 Stop immediately or as close as possible to the scene without obstructing traffic.

2 Turn off the motor and radio. BWH Management will notify the Police and advise if they are going to respond. BWH Management will also notify the Security Officer's Supervisor who must also respond to the scene and take photographs.

3 Advise BWH Management if there are any injuries. If in fact there is an injury, administer first aid.

4 Prevent any further accidents by placing flares or have someone wave traffic around the accident until the police arrive or if the police are not going to respond, until information is exchanged.

5 Make no statements regarding liability. Do not accept or place blame, just get the facts and report them on the BWH Security Accident Form. Include: Time, Date, Location, Other driver and license number, Passenger(s) name, Witness, Vehicle make, Tag number, Extent of damage to vehicle(s) or property patrolling, Name(s) and extent of any injuries, other driver's insurance company and agent's name and telephone number, All the known circumstances leading up to the accident, Police report number when applicable.

APARTMENT BUILDINGS

Security Officers assigned to posts that contain apartment buildings shall only go into the building during the times specifically spelled out in the Post Instructions.

AUTOMATIC TELLER MACHINES

Security Officers should constantly be on the lookout for suspicious persons hanging about money movers on their Post. Security Officers should try to be in the area of a money mover during store closing hours.

BOMB THREAT

In the event a Security Officer is called by an unknown person making a statement about a bomb threat, the Security Officer shall try to keep the person talking and ask:

When is the bomb going off? How big is the bomb? Did you make the bomb? Have you ever done this before? Advise the suspect that people could get hurt. What is the reason? Where are you calling from?

BOMBS

If a Security Officer suspects that a bomb is on his Post, he shall NOT under any circumstances touch, cover or try to move it. Security Officer SHALL NOT TRANSMIT ON THEIR RADIO OR CELL PHONE FROM THE POST. They shall call in the facts on a land line telephone to BWH Management.

The responsibility of checking out if it is a real bomb or not is for the Police bomb disposal squad.

Immediately after notifying BWH Management and/or the onsite client, the Security Officer shall fill out a BWH Security Bomb Threat Report or Incident Report. This report shall be turned over to the Police. Security Officers shall not evacuate the building unless ordered to do so by the Watch Commander, client or Police.

BOXES (Suspicious)

If a Security Officer discovers a suspicious box or carton, he shall notify BWH Management immediately. BWH Management shall notify the Police and management of the property.

DELIVERIES

Whenever a Security Officer observes any kind of delivery, from newspaper persons to a mailman, he shall be observant of their activity. All delivery persons shall be politely greeted by Security Officers, thereby making the person aware that the Security Officer is aware of their presence. If a situation becomes suspicious, the Security Officer shall immediately notify CCR, investigate, assist and file an Incident Report.

DAMAGED PROPERTY

Whenever a Security Officer observes client property that is damaged, they shall make an Incident Report, which shall contain a full description of the property and the extent of damage.

BWH Security has designed an online training program to equip each employee with the basic knowledge of security procedures relevant to their role plus a basic understanding of the law as it affects the Security Officer. Each Employee must comply with all state mandated training in addition to BWH Security Online Training Program. Below is a list of all training classes each employee must complete a video and test on.

1. Introduction to Security
2. Basic Supervision
3. Conflict Resolution
4. Crisis Response 1
5. Crisis Response 2
6. Fire Watch 1
7. Fire Watch 2
8. Foot Patrol
9. Vehicle Patrol
10. Law of Arrest
11. Officer Safety
12. Public Relations
13. Report Writing 1
14. Report Writing 2
15. Self Defense 1
16. Self Defense 2
17. Sexual Harassment
18. Terrorist Patrol
19. Uniform and Equipment
20. Bloodborne Pathogens
21. Protecting a Crime Scene
22. Post Orientation
23. Access Control 1
24. Access Control 2
25. First Aid
26. CPR
27. Firearms Safety
28. Pepper Spray
29. Traffic Control
30. Court Procedures.

Upon the Request of Wv Lottery, BWH Security can provide the user's name and password to our online training academy so that you may review our program in detail.

Work Plan

When starting a new contract or site, BWH recognizes the need to develop a detailed, individually tailored Work Plan that is specific to the needs of that client. With over 14 years of continued success in the security guard industry, BWH understands that there is no "one size fits all" approach to providing successful and satisfactory service to our clients.

BWH is well-positioned to provide quality service to the Wv Lottery. We have regional offices in Dayton OH, Cincinnati OH, Cleveland OH, and our Home Office is in Ashland KY. These offices will allow us to strategically service the Wv Lottery locations. We also have several current sites in and around those areas, giving us access to a large, already established workforce.

BWH deploys several state-of-the-art methods in our approach to providing security guard services to our clients. We use modern, industry specific technology such as TrackTik software and GPS Timesheet software, etc. TrackTik software was developed specifically for the security industry. It allows us to manage our guard operations, measure guard performance and productivity in real-time. It provides analytics that display strengths and weaknesses of current sites that are used for managerial purposes and shared with our clients for consulting. It has featured such geo-fencing, where officers can check in and/or create restricted zones for officers to check more frequently or avoid. Our dispatch center monitors this real-time, 24/7.

BWH has a central dispatch station monitoring guards 24 hours per day. Our guards communicate with dispatch for incident reporting, check-ins, and any other applicable concerns that arise on shift. Our clients also have access to our 24/7 dispatchers. They can call in and make any requests needed, such as coverage changes, etc. Dispatch also communicates with our roving supervisors, as needed. They can dispatch a supervisor to a location when needed. Dispatchers also send hourly logs at the end of each shift to clients. These reports summarize the on-goings of that particular shift and gives the client peace of mind knowing that their property and assets have been attended to. All BWH Guards will be issued nationwide portable radios to have direct communication with our Dispatchers as well as communication with all guards in Wv including but not limited to Charleston.

BWH has a very extensive, detailed training portal for our guards to access online. This portal, which can be shared with our clients, includes numerous videos and tests that guards not only utilize upon being hired, but also as refreshers during their employment. The training materials are updated frequently to keep up with trends in the industry, such as COVID-19 protocols.

BWH has a thorough hiring process. All guards are vetted by their resume to determine that they have the experience to be interviewed for this position. Once interviewed, the regional manager decides to proceed or not. At that point, prospective employees submit to an extensive background check and references, prior employers, education, and licensures are all screened. The prospective employee also must submit to a 10-panel drug screen. If everything checks out, the employee has 40-hour classroom training on our training portal as part of the orientation and on-boarding process. After that, the employee is sent for 40

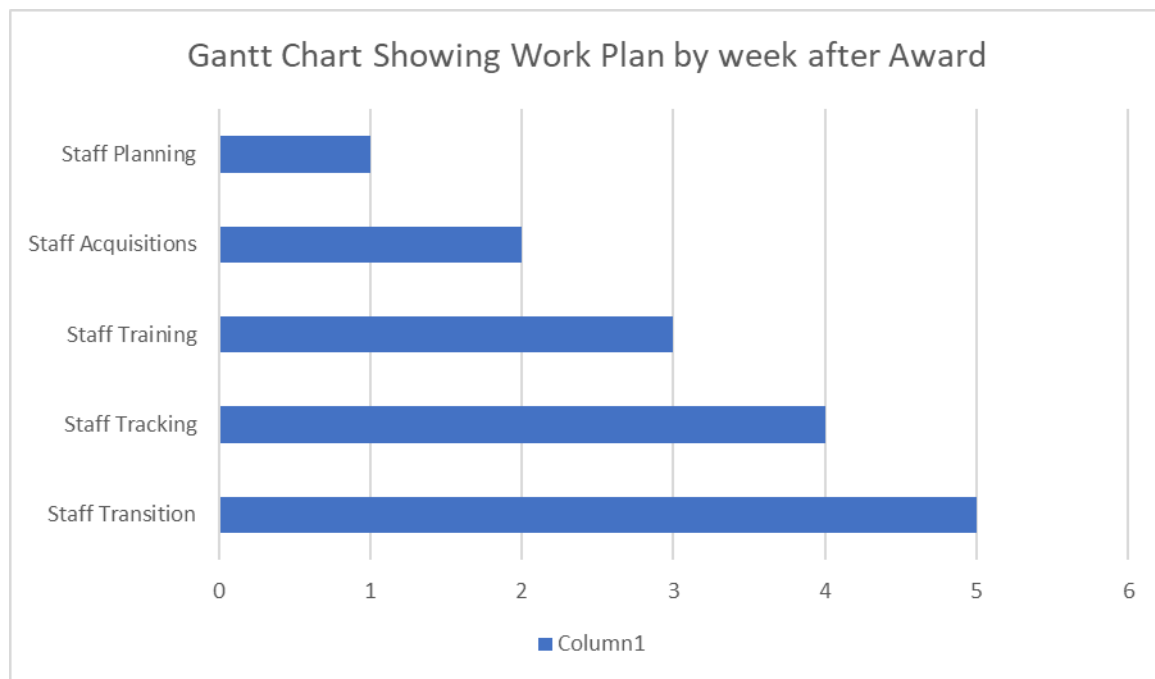
hour on-job-training (OJT) at their site. Additionally, our guards receive 20-hour in-service refresher training per year. At the request of Wv Lottery, we will provide access to the online training portal for review.

BWH also does site specific operation manuals. We will provide that within 30 days of being awarded the contract.

All BWH security guards are aware that their duties include the protection of Wv Lottery properties and personnel from assault, theft, vandalism, threats, etc. They are also aware that they need to alert authorities of any suspicious activities. This will all be addressed during the on-boarding training.

BWH understand the stipulations of the RFP, including guard qualifications, staffing needs and handling call-offs, access control and conflict resolution and the sites.

BWH has provided security guard services at several governmental administrative offices and fully understands the specific needs and occurrences that arise and how to deal with them appropriately.



The above Gantt Chart shows our Work Plan and process, by week, from the first notification of award to the start date. Week 1 is for Staff Planning, Week 2 is for Staff Acquisition, Week 3 is for Staff Training, Week 4 is for Staff Tracking, Week 5 is for Staff Transition. This will allow us to have a full-trained staff, ready to go on day 1 of the contract start date.



Disaster Recovery Plan

Prepared for
BWH Security Team

Prepared by
Scott Ball
s.ball@bwhsecurity.com

July 18, 2021

Objectives:

The main objectives of this disaster recovery plan are:

1. Restore the company's technology/communication operability after a disaster(s).
2. Protect the company's vital data from any disasters.

Scope

The plan will cover the procedures that the company will follow to face any potential disasters such as fires, typhoons, human errors, security breaches, and cyber-attacks that will help lessen the disasters' impact on the company's operations. Since the company is a small business, all employees must participate in the disaster recovery plan and implementation.

Safety Procedures

1. The team must develop a list of all the equipment and supplies that should be salvaged during disaster(s).
2. The team should remember the responsibilities and duties that the disaster recovery coordinator assigned to each of them.
3. The team should prepare a contact list of the agencies, customers, vendors, etc. that they should contact during or after the disaster(s).
4. The team must constantly have a backup of all the data that the company receives or owns to ensure that every information is safe.
5. The operation personnel must contact a Damage Assessment Team member to notify about the disaster.

Action Plan

OBJECTIVE 1

Restore the company’s technology operability/communication after a disaster(s).

ACTION	ASSIGNED TO	END DATE
Meet with the team and brainstorm the possible recovery strategies with time frames.	John Eric-Booth	August 12, 2021
Prepare a risk management analysis for the potential disasters the company may face.	John Eric-Booth	September 21, 2021

OBJECTIVE 2

Protect the company’s vital data from any disasters.

ACTION	ASSIGNED TO	END DATE
Train the employees to restore and salvage information due to any disasters.	Jeremy Blevins	August 12, 2021
Contact vendors and discuss the procedures in recovering data from any detected outage.	Jeremy Blevins	August 12, 2021

Team

John Eric-Booth

IT Team Manager/Disaster Recovery Coordinator

He will be responsible for initiating the recovery process of the company.

He is responsible for running a disaster recovery plan test to ensure that the plan can suffice the needs of the company during a disaster.

Jeremy Blevins

Communications Lead/Business Continuity

He will be responsible for restoring all communication across the company to ensure employees and guards keep communication open.

He will be responsible for all recovery and backup data for incident reporting, logs, time cards and day to day operational forms.

This Disaster Recovery Plan (DRP) captures, in a single repository, all the information that describes

BWH Security's ability to recover from a disaster as well as the processes that must be followed to restore functionality after the disaster has been cleared.

Note that in the event of a disaster the priority of **BWH Security** is to ensure the safety and well-being of our employees. Before any secondary measures are undertaken, **BWH Security** will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all individuals have been brought to safety, the next goal of **BWH Security** will be to enact the steps outlined in this DRP to bring all the organization's critical systems into operational mode as quickly as possible. The main goals of this DRP include:

- Preventing the loss of the organization's resources such as hardware, data, and physical IT assets
- Minimizing downtime related to IT
- Keeping the business running in the event of a disaster

This IT DRP has been developed to recover **critical services** using a three-phased approach. This approach ensures that system recovery efforts are performed in a methodical sequence to maximize the effectiveness of the recovery effort and minimize system outage time due to errors and omissions.

The three IT DRP phases are:

1. **Activation and Notification Phase** – Activation of the IT DRP occurs after a disruption or outage that may reasonably extend beyond the recovery time objective (RTO) established for a system.

Once the IT DRP is activated, system owners and users are notified of an outage and a thorough outage assessment is performed for the system. Information from the outage assessment is presented to system owners and may be used to modify recovery procedures specific to the cause of the outage.

2. **Recovery Phase** – The recovery phase provides formal recovery operations that begin after the IT DRP has been activated, outage assessments have been completed, personnel have been notified, and appropriate teams have been mobilized. Recovery phase activities focus on implementing recovery strategies to restore system capabilities through the restoration of IT components, repair of damage, and resumption of operational capabilities at the original or new permanent location. At the completion of the recovery phase, **critical services** will be functional and capable of performing the intended functions
3. **Reconstitution Phase** – The reconstitution phase defines the actions taken to reconstitute systems in the original data center or in extreme cases, in the new permanent data center. This phase consists of two major activities: validation of successful recovery and deactivation of the plan. During validation, the system is tested and validated as operational prior to returning operation to its normal state. Validation procedures may include functionality or regression testing, concurrent processing, and/or data validation. The system is declared recovered and operational

by system owners upon successful completion of validation testing. Deactivation includes activities to notify users of system normal operational status. This phase also addresses recovery effort documentation, activity log finalization, incorporation of lessons learned into plan updates, and readying resources for any future recovery events.

Information Storage and Data Safeguarding

Having the client's information available always is extremely important for BWH Security. It is vital that BWH Security manually writes on paper to successfully back up the clients' information. Handwritten and printed documents should be copied and stored in different filing locations, preferably one onsite and one offsite. This methodology ensures that the clients' information will never be unavailable to BWH Security.

BWH Security will store hardcopy documents at our Headquarters located at 2826 Holt Street, Ashland KY 41101. Second location for backup documents is 7349 US Route 60, Ashland, KY 41102.

BWH Security will be securing information necessary for business operations over a cloud backup storage. Clients can rest easy knowing that files are encrypted and backed up safely offsite. Cloud backup assures that data is not only recoverable, but it is protected from external threats. With industry-leading encryption and security practices, cloud-based data is highly secure and efficient.

Backup Location

If the workplace building becomes completely inoperable, then BWH Security will operate at 7349 US Route 60, Ashland KY 41102, to perform business operations on a temporary basis. This backup location is the site where the backup documents and data are stored, allowing for easy access to necessary information for general day-to-day operations to continue. This will ensure the communication and the quality of security services provided to our clients.



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 - Prof

Proc Folder: 1368668			Reason for Modification:
Doc Description: West Virginia Lottery contract for Security Guard Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-01-30	2024-02-14 13:30	CRFQ 0705 LOT2400000007	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000011183
 Vendor Name : BWH Security LLC
 Address : 7349
 Street : Us Route 60
 City : Ashland
 State : Kentucky Country :United States of America Zip : 41102
 Principal Contact : Scott Alan Ball Jr.
 Vendor Contact Phone: 606-585-5351 Extension:

FOR INFORMATION CONTACT THE BUYER
 Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X  FEIN# 352-370-275 DATE 2-12-24

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

EXHIBIT A – Pricing Page

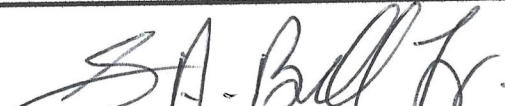
Section	Guard Classification	*Estimated Hours	Hourly Rate	Total Amount
1	Security Guard II	6,240	\$26.60	\$ 165,984.00
2	Security Guard III / Shift Supervisor	2,080	\$28.00	\$ 58,240.00
			TOTAL COST	\$ 224,224.00

Please note: *This information is being captured for auditing purposes. The estimated volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Any product or service not on the Agency provided Pricing Page will not be allowable. The state cannot accept alternate pricing pages, Vendor must complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. A no bid may result in Vendor's bid being disqualified.

Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

BIDDER /VENDOR INFORMATION:

Vendor Name:	BWH Security LLC
Address:	7349 Us- Route 60
City, St. Zip:	Ashland Kentucky 41102
Phone No.:	606-585-5351
Email Address:	s.ball@bwhsecurity.com
	2/12/2024

Vendor Signature:

Date:

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Scott Alan Ball Jr. CEO/President

(Address) 10203 Radio Park Road Catlettsburg Ky 41129

(Phone Number) / (Fax Number) 606-585-5351

(email address) S.ball@bwhsecurity.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

BWH Security LLC

(Company) _____

(Signature of Authorized Representative)

Scott Alan Ball Jr. CEO 2-12-24

(Printed Name and Title of Authorized Representative) (Date)

606-585-5351

(Phone Number) (Fax Number)

s.ball@bwhsecurity.com

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT240000007

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.

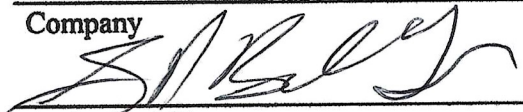
Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|---|--|
| <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.

BWH Security LLC

Company



Authorized Signature

2-12-24

Date

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

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: BWH Security LLC

Name of Agency: State of West Virginia

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

All possible Personal Health Information.

- Any and all personally identifiable information including but not limited to name, address, date of birth, Social Security Number, telephone number, and insurance information.

AGREED:

Name of Agency: State of WV

Name of Associate: Scott Alan Ball Jr.

Signature: _____

Signature: 


Title: Senior Buyer

Title: CEO/President

Date: _____

Date: 2-12-2024

Form - WVBA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY OF Jan 20 24

Patrick Morrissey
Attorney General
BY _____

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: BWH Security LLC Address: 7349 US Route 60 Ashland Ky 41102

Name of Authorized Agent: Scott Alan Ball Jr. Address: 10203 Radio Park Rd Catlettsburg Ky 41129

Contract Number: 606-585-5351 Contract Description: Security Guard Services

Governmental agency awarding contract: West Virginia Purchasing Division

~~Check here if this is a Supplemental Disclosure~~

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

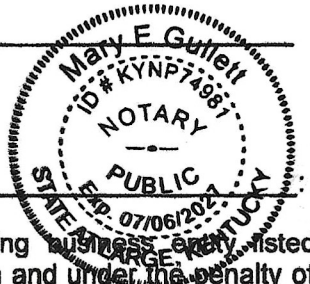
Signature: *SA Ball Jr.*

Date Signed: 2-12-2024

Notary Verification

State of Kentucky, County of Bowling

I, Mary E. Gullett, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.



Taken, sworn to and subscribed before me this 12 day of February, 2024.

Mary E. Gullett
Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: WV Purchasing Division