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## Header 1

List View

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

Procurement Folder: 1407874

Procurement Type: Central Master Agreement

Vendor ID: VS0000045027 

Legal Name: Servexo

Alias/DBA: Servexo Protective Services

Total Bid: \$466,263.28

Response Date: 04/25/2024 

Response Time: 7:49

Responded By User ID: SERVEXO12 

First Name: John

Last Name: Palmer

Email: procurement@servexouse

Phone: 3233005023

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2400000008

Published Date: 4/17/24

Close Date: 4/25/24

Close Time: 13:30

Status: Closed

Solicitation Description: Security Personnel for WVVNF

Total of Header Attachments: 1

Total of All Attachments: 1



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:** 1407874  
**Solicitation Description:** Security Personnel for WVNF  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-04-25 13:30	SR 0613 ESR04232400000006285	1

**VENDOR**  
 VS0000045027  
 Servexo

**Solicitation Number:** CRFQ 0613 VNF2400000008  
**Total Bid:** 466263.2800000000279396772384 **Response Date:** 2024-04-25 **Response Time:** 07:49:31  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Security Services	0.00000			466263.28

Comm Code	Manufacturer	Specification	Model #
92121504			

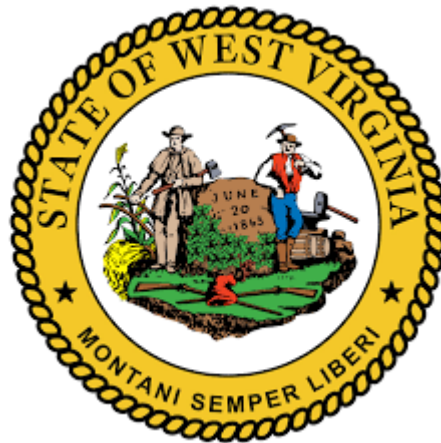
**Commodity Line Comments:**

**Extended Description:**

See Attached Exhibit "A" Pricing Page to input pricing.  
Security Personnel for the WV/NF

# REQUEST FOR PROPOSAL (RFP) RESPONSE TO:

**Security Personnel for WVVNF  
West Virginia Veterans Nursing Facility (Agency)  
West Virginia Purchasing Division  
Solicitation No: CRFQ-0613-VNF240000008  
April 25, 2024 at 01:30 PM EDT**



## **SUBMITTED TO:**

David Pauline, Senior Buyer  
West Virginia Veterans Nursing Facility (Agency)  
West Virginia Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305  
Phone: 304-558-0067  
Fax: (304) 558-3970  
Email: [david.h.pauline@wv.gov](mailto:david.h.pauline@wv.gov)

## **SUBMITTED BY:**

Raksha Khandelwal, Proposal Specialist  
Servexo Protective Services  
WV Regional Technology Park  
South Charleston, WV 25303  
Phone: 323.250.4964 ext. 122  
Fax: 323.521.5034  
Email: [Procurement@servexousa.com](mailto:Procurement@servexousa.com)

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

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## 1 Transmittal Letter

Dear David,

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

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

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

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

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

Servexo has no record of debarred, suspended or otherwise declared ineligible to contract by any federal, state or local public agency; and we acknowledge receipt of **amendment #1** issued for this RFP.

Servexo is a trusted partner for clients at both the state & federal level and beyond, offering

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

Servexo hereby affirms its full commitment to adhering to all provisions outlined in the RFP. All information submitted with the proposal is true and correct.

Thank you so much for this opportunity,

**Raksha Khandelwal**

**Proposal Specialist**

WV Regional Technology Park

South Charleston, WV 25303

T. 323.250.4964 ext. 122 | F 323.521.5034

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



## 2 Cover Page

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	<b>State of West Virginia</b> <b>Centralized Request for Quote</b>
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<b>Proc Folder:</b> 1407874  <b>Doc Description:</b> Security Personnel for WVVNF  <b>Proc Type:</b> Central Master Agreement	<b>Reason for Modification:</b>
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Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-09	2024-04-25 13:30	CRFQ 0613 VNF2400000008	1

<b>BID RECEIVING LOCATION</b>

<b>VENDOR</b>
<b>Vendor Customer Code:</b> <b>Vendor Name :</b> Servexo Protective Services  <b>Address :</b> 1141 W. <b>Street :</b> 190th Street  <b>City :</b> Gardena <b>State :</b> CA <span style="margin-left: 150px;"><b>Country :</b> USA</span> <span style="margin-left: 150px;"><b>Zip :</b> 90248</span>  <b>Principal Contact :</b> John Palmer <b>Vendor Contact Phone:</b> 323-300-5023 <span style="margin-left: 150px;"><b>Extension:</b></span>

<b>FOR INFORMATION CONTACT THE BUYER</b>		
David H Pauline 304-558-0067 david.h.pauline@wv.gov		
<b>Vendor Signature X</b>	<b>FEIN#</b> 47-1114839	<b>DATE</b> 03/19/2024

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

### 3 Understanding of the Requirement

Servexo fully understands and commits to providing comprehensive security services as outlined in the solicitation by the West Virginia Purchasing Division on behalf of the West Virginia Veterans Nursing Facility. Our experienced and qualified security personnel are dedicated to ensuring the safety and protection of the facility, its employees, visitors, and residents.

Servexo guarantees to meeting the comprehensive security staffing requirements outlined in the contract. Our dedicated team of qualified and trained security personnel will provide round-the-clock coverage, ensuring the safety and security of buildings, facilities, and personnel. From emergency response to patrol monitoring, access control, and technology station monitoring, Servexo will deliver professional and sustained security services at all times. Additionally, we understand the importance of prompt response to staffing requests, whether for general, special, or emergency situations, and pledge to confirm our ability to supply staffing within the specified timeframes. As an independent contractor, Servexo is committed to upholding the highest standards of service excellence to meet the Agency's security needs effectively.

Furthermore, Servexo acknowledges and accepts the responsibilities outlined in the specifications as an independent contractor, committed to delivering professional and sustained levels of service. We are dedicated to upholding the highest standards of security to safeguard the West Virginia Veterans Nursing Facility.

#### 3.1 Vendor Responsibilities

Servexo acknowledges and fully embraces the Vendor Responsibilities outlined in the contract. We are committed to fostering a transparent and collaborative partnership with the Agency by adhering to the following key points:

- **Regular Meetings:** We will ensure timely and meaningful engagement with Agency representatives, including scheduled meetings upon contract initiation and bi-annual updates with key stakeholders from our leadership team.
- **Staffing Schedule:** Servexo will provide the Agency with accurate and up-to-date staffing schedules by the first day of each month, facilitating efficient planning and coordination of security resources.
- **Supervision and Reporting:** Our on-site Supervisor will maintain direct communication channels with the Agency's Building & Grounds Manager and Administrator, ensuring seamless oversight and alignment of security operations with organizational objectives.
- **Uniform Provision:** Servexo will furnish appropriate uniforms for our personnel in compliance with contractual specifications, promoting a professional and identifiable security presence.
- **Training and Certification:** We are dedicated to the ongoing development and certification of our security personnel, providing comprehensive training programs as required and promptly delivering certifications to the Agency for validation.
- **Policy Enforcement:** Servexo will rigorously enforce the Agency's policies and procedures, including restrictions on personal electronic device usage, access to camera footage, and adherence to smoke-free premises regulations.
- **Orientation and Compliance:** All Servexo security personnel will participate in Agency-provided orientation sessions, including mandatory Dementia Training and compliance assessments, ensuring alignment with Agency policies and procedures.

- **Flexibility and Accountability:** We understand and respect the Agency's prerogative to request the removal of security personnel as needed, and we pledge to promptly address any concerns or deviations from established protocols.

Through these commitments, Servexo reaffirms its dedication to delivering comprehensive security services while upholding the highest standards of professionalism, compliance, and partnership with the Agency.

### 3.2 Reporting Requirements

Servexo comprehends and ensures to fulfill the reporting requirements of the contract. We acknowledge the critical importance of timely and accurate reporting to ensure transparency, accountability, and effective communication between Servexo and the Agency. Here's how we ensure compliance:

1. **Incident Reporting:** Servexo will promptly provide both written and oral reports of any incidents occurring during shifts, encompassing a wide range of occurrences from missing resident incidents to equipment failures or noncompliance with regulatory requirements.
2. **General Reporting Requirements:**
  - **Billing Report:** We will submit comprehensive billing reports, including timesheets, to the Agency, ensuring clarity on services rendered and amounts due.
  - **Personnel Turnover Report:** Quarterly reports detailing turnover percentages among security personnel will be submitted as scheduled, fostering transparency and facilitating resource planning for the Agency.
  - **Training Report:** Monthly training reports will be provided, detailing the individuals trained, training hours, and topics covered, ensuring compliance with contractual training obligations.
  - **Proof of License Renewal and Insurance:** Servexo will furnish proof of renewed licenses and insurance annually, maintaining compliance with regulatory requirements.
  - **Compliance and Noncompliance Reporting:** We commit to promptly notifying the Agency of any instances of noncompliance and adhering to contractual requirements in administering services.
  - **Employment Reporting:** Regular updates on assigned employees and potential candidates for this contract will be provided, ensuring clarity and facilitating effective staffing management for the Agency.

Servexo is dedicated to upholding the highest standards of reporting accuracy, timeliness, and completeness, facilitating a collaborative and transparent partnership with the Agency.

### 3.3 Compliance Standards

#### 3.3.1 Turnover Control

Servexo acknowledges and commits to adhering to the turnover limitations stipulated in the contract. We understand the importance of maintaining continuity and consistency in security personnel deployment for the Agency's operations. In the event turnover exceeds the specified thresholds, Servexo will bear the responsibility of providing necessary training to ensure seamless transition and maintain the requisite skill level among replacement personnel.

Furthermore, we are dedicated to implementing strategies to minimize attrition, including offering competitive wages and benefits to attract and retain qualified security personnel, thus ensuring uninterrupted and reliable service delivery to the Agency.

### **3.3.2 Transitional Reporting and Staff Contact**

Servexo understands and commits to complying with the contract requirement outlined. We will ensure that at least 15 days prior to the expiration or cancellation of the contract, the Agency receives the contact information for each security personnel serving them. Additionally, Servexo will permit the Agency and the winning bidder in subsequent bids of similar security contracts to contact our personnel to discuss potential future employment opportunities, fostering transparency and facilitating a smooth transition for all parties involved.

### **3.3.3 Replacement Of Equipment Provisions**

Servexo ensures to adhering to the contractual provision outlined. The responsibility for repair and/or replacement of equipment provided by the Agency rests with us, contingent upon misuse, abuse, or inadequate training provided to our contract employees. We understand that any equipment failure resulting from normal use or wear, as mutually agreed upon by both parties, falls outside of this responsibility. Servexo is dedicated to ensuring that our personnel are adequately trained to operate equipment in a safe and effective manner, thereby minimizing the occurrence of equipment-related issues and upholding our commitment to providing reliable security services to the Agency.

## 4 Qualifications and References

### 4.1 Company History

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

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

Servexo has been regularly investing in the following strategic solutions:

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

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

- ▶ **U.S. Department of Veterans Affairs:** Texas: Austin, Ohio: Columbus; California: Riverside, Long Beach, San Diego; Washington: Spokane, Wenatchee, Coeur d 'Alene (Idaho); Georgia: Brunswick, Perry, Milledgeville; Temple, Waco; Arizona: Yuma, Tucson; Oregon: Eugene; South Carolina: Columbia, Charleston, Orangeburg; Colorado: Denver; Phoenix, South Texas, Prescott, Asheville.
- ▶ **Job Corps:** West Virginia, Kentucky, Virginia, Arkansas, Tennessee, Colorado, North Carolina, and Missouri.
- ▶ **Federal / Government Contracts:** U.S. Dept. of Interior / U.S. Bureau of Reclamation / U.S. Dept. of Education / US Department of Agriculture/ NOAA / U.S. Dept. of General Services / US Dept. of Health & Human Services
- ▶ **Federal Emergency Management Agency (FEMA):** Florida, US; South Carolina, US.
- ▶ **SLED:** State of Florida, State of Missouri, State of New Mexico, City of Anaheim, CA; City of Bakersfield, CA; Gardena, CA; Carson, CA, Los Angeles Metropolitan Transportation Authority (MTA) (Skanska/Traylor Construction), Los Angeles Police Department, Sherman Indian High School Riverside, California, Housing Authority of the County of Kern - Bakersfield, CA – Multiple sites.

### Relationship with the Government

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

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

## 4.2 Servexo's Experience

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

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

Servexo has extensive experience with agencies similar to Agency. We were awarded with a five-year contract to provide unarmed security services to the VA Columbia SC, Servexo has furnished personnel, backup staffing, and all essential equipment and supplies, excluding those specified as supplied by the Government, to facilitate Guard Services at the Community-Based Outpatient Clinics situated in Florence, Sumter, and Orangeburg, South Carolina.

Servexo has provided professional, courteous, uniformed, and unarmed security guard services for the Charles George VA Medical Center (CGVAMC) and its three Community-Based Outpatient Clinics (CBOCs) to support COVID-19 pre-screening operations. Our services prioritize exceptional customer service for patients, visitors, and staff while ensuring the safety and well-being of all entering specified buildings. Screening procedures, approved by the agency, are diligently applied to all individuals at main and employee entrances for VA-Asheville, NC.

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



**4.3 Exhibit D – Vendor Qualifications & References**

**REQUEST FOR QUOTATION  
CRFQ VNF24\*08**

**Security Services**

**EXHIBIT D – Vendor Qualifications & References**

Vendor must have been an operating business entity for at least the past three (3) years. List business name, City, State, and date of incorporation. Provide a copy of proof of business registration with the State Seal.

<b>Business Name</b>	<b>City, State</b>	<b>Date Started</b>	<b>Attach Copy</b>
Servexo Protective Services	Gardena, CA	2012	Attached

Vendor must have a history of providing a minimum of five (5) security personnel at a minimum of three (3) separate locations in the past three (3) years. Provide Client’s Name, City and State and dates services were provided. List names and titles of security personnel provided. List dates provided.

<b>Business/Client Name, City, State</b>	<b>Dates: From/To</b>	<b>Security Personnel: NAME</b>	<b>TITLE</b>
1. GET BUS, Bakersfield, CA	02/02/2022 - Continuous	1. Ray Minifield	Site Security Manager
		2. Norman Franco	Site Supervisor
		3. Evan Sloan	Unarmed Officer
		4. Sherry Xiong	Unarmed Officer
		5. Ariel Cruz	Unarmed Officer
2. City of Downey Downey, CA	07/01/2021 - Continuous	1. Roscoe Reed	Unarmed Security Officer
		2. Gabriel Lopez	Unarmed Security Officer
		3. Ronald Clack	Unarmed Security Officer
		4. Jesus Rosales	Unarmed Security Officer
		5. Lavelle Alexander	Unarmed Security Officer
3. VA HCS Fresno Fresno, CA	01/16/2021 - Continuous	1. Charles Walton	Unarmed Guard I
		2. Gilder Kodesha	Unarmed Guard I
		3. Salvador Ortega	Unarmed Guard I
		4. Raymond Cruz	Unarmed Guard I
		5. Luis Alvarad	Unarmed Guard I

**REQUEST FOR QUOTATION  
CRFQ VNF24\*08**

**Security Services**

**EXHIBIT D – Vendor Qualifications & References**

Vendor must provide at least two (2) references for whom the bidder has provided security services in the past three (3) years, to include Contact name, Business name, City, State, Phone number and Email address.

Contact Name and Email Address	Business Name	City, State	Phone Number
Nochelle Wilson, nochelle.wilson@va.gov	VA Columbia SC	Columbia, SC	803-695-3801
Craig Holbert, craig.holbert@va.gov	VA- Asheville, NC	Asheville, NC	828 298 7911 x1185
Shawna Bouttu, shawna.bouttu@va.gov	Phoenix VA Health Care System	Phoenix, AZ	602-277-5551 ext. 5640

**4.4 Past Performance References**

<b>Project City/Agency/Other:</b>	VA Columbia SC	
<b>Contract Number:</b>	36C24719F0391	
<b>Description of Project:</b>	Servexo has furnished personnel, backup staffing, and all essential equipment and supplies, excluding those specified as supplied by the Government, to facilitate Guard Services at the Community-Based Outpatient Clinics situated in Florence, Sumter, and Orangeburg, South Carolina.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	Total: \$1,758,990.18 Annual \$305,032
	<b>Term of Contract:</b>	5 Years (4/1/2019 - 3/31/2024)

<b>Project City/Agency/Other:</b>	VA- Asheville, NC
-----------------------------------	-------------------

<b>Contract Number:</b>	Task Order 36C24622P0230	
<b>Description of Project:</b>	Servexo has provided professional, courteous, uniformed, and unarmed security guard services for the Charles George VA Medical Center (CGVAMC) and its three Community-Based Outpatient Clinics (CBOCs) to support COVID-19 pre-screening operations. Their services prioritize exceptional customer service for patients, visitors, and staff while ensuring the safety and well-being of all entering specified buildings. Screening procedures, approved by the agency, are diligently applied to all individuals at main and employee entrances.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	<b>Contract Value:</b>	Total: \$607,800.74
	<b>Term of Contract:</b>	12/1/2021 - 6/1/2022

<b>Project City/Agency/Other:</b>	Phoenix VA Medical Center	
<b>Contract Number:</b>	36C25820Q0291	
<b>Description of Project:</b>	Servexo deployed unarmed security personnel to various locations to ensure safety and compliance with COVID-19 protocols. These personnel also served as screeners, actively monitoring for symptoms and enforcing health and safety measures to mitigate the spread of the virus.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	<b>Contract Value:</b>	Project \$415,000.00
	<b>Term of Contract:</b>	1 Year (7/24/2020 - 6/30/2021)

## 4.5 Letters of Recommendation

### 4.5.1 VA Columbia, SC



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

Date: July 1, 2020

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

To whom it may concern:

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

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

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

Sincerely,  
*Nochelle M. Wilson*

Nochelle M. Wilson 113715 Digitally signed by Nochelle M. Wilson 113715  
Date: 2020.07.01 09:41:25 -0400

## 4.5.2 City of Bakersfield, CA

July 7, 2020

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

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

**RE: Letter of Recommendation**

To Whom It May Concern:

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

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

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

Thanks,

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

### 4.5.3 GET Bus Transit, Bakersfield, CA



February 23<sup>rd</sup> 2024

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

Dear Raksha Khandelwal,

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

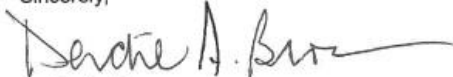
The management at Servexo Security has consistently demonstrated a high level of professionalism, reliability, and dedication to ensuring the safety and security of our premises. They have shown an extreme level of flexibility in understanding our security protocols, adding additional guard hours, implementing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

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

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

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

Sincerely,



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

## 4.6 Additional Information

### 4.6.1 Servexo Added Value

Servexo, leveraging over 12 years of extensive expertise in the security domain, presents a robust and comprehensive solution for site security services. What sets Servexo apart is not just our experience but our commitment to personalized security solutions. Our local presence, strategically stationed just across the street from your location, ensures a swift and efficient response to any security concerns that may arise. This proximity also facilitates a seamless and timely coordination with your team. Adding an extra layer of assurance, our dedicated local supervisor is committed to regular in-person meetings. These meetings serve as a platform for discussion, ensuring that our security protocols are not only aligned with but also responsive to the evolving dynamics of your site.

Moreover, our stringent **zero-phone policy** underscores our dedication to maintaining an unwavering focus on security matters. By enforcing this policy among our personnel on duty, we guarantee that our security staff remains fully attentive, minimizing distractions and potential security risks.

- ▶ 12 years' experience with Federal Government
- ▶ Dedicated local supervisor.
- ▶ Zero-phone policy
- ▶ Excellent ESG Ratings
- ▶ Robust Diversity Program
- ▶ \$2 M+ spend in the first year to Diverse vendors
- ▶ Rapid response team across the US
- ▶ Strong partner networks and affiliations with organizations such as ASIS

Servexo is more than just a security service provider; we are your strategic partner in fortifying the safety and integrity of your operations. Our belief is that engaging Servexo for your site security services will not only meet but surpass your expectations. We are poised to deliver a comprehensive and integrated security solution that goes beyond conventional offerings. We eagerly welcome the opportunity to engage in detailed discussions to explore how Servexo can not only meet but elevate your security operations, adding significant and lasting value to Agency.

Servexo is first and foremost appreciative to all its clients in being awarded their armed, unarmed, dispatch security, and screening services. Our record of service and our approach reflect well how we strive to add value to each project. We take pride in providing all our clients with a unique value-added proposition. We tailor our services to each of our client's explicit needs and desired results. Our value proposition is to provide what is most important and essential for Agency:

- ▶ **Flexibility**
- ▶ **Customer Service**
- ▶ **Price**

Most contractors cannot provide a client with all three values. Our experience shows that we strive to understand our clients, notably their safety concerns. We monitor cost to provide the most efficient and economic service available, placing emphasis on customer service, and flexibility. Our security qualifications allow us to offer what is best suited for our clients' needs and wants. We tailor our services to each contractual obligation, as such:

- i) We have the qualifications to fulfill 100% the needs of the Agency.
- ii) We deliver premium value of security and public safety services.

- iii) We use new technology to raise expectations, and redefine how security functions, delivering a customer service-oriented approach to our clients.
- iv) We stand by our commitment that our security personnel are the most highly trained and experienced in providing superior, cost-effective security deliverable.

In using value-added services to differentiate our services, we know we must continually invest to develop, build, and innovate - we always focus on what is best for the client.

Through our experience we know that we must constantly improve our value proposition, price, quality, and flexibility. Our clients demand nothing less, and therefore we must serve and execute on this promise. We actively work to keep training up to date to provide proper guidance to staff operating under our control in order to provide our clients with comfort and confidence in the services that they receive. We are confident that the services Servexo provides are the best solution for your needs.

#### 4.6.1.1 Sustainability and Servexo's ESG Rating

Servexo has established a robust process for greenhouse emissions. Servexo is more than just a security service provider; we are your strategic partner in fortifying the safety and integrity of your operations. Our belief is that engaging Servexo for your site security services will not only meet but surpass your expectations. We are poised to deliver a comprehensive and integrated security solution that goes beyond conventional offerings. We eagerly welcome the opportunity to engage in detailed discussions to explore how Servexo can not only meet but elevate your security operations, adding significant and lasting value to Agency. Gas emissions reports, specifically tailored to our organization. We did internal assessment and taking help from third party which will reduce gas emissions. We will have 0 emissions on all vehicles by 2025.

Servexo is the sole company that possesses both an ESG rating and an internal audit rating for ESG, which it is now extending to other agencies.

Here is a detailed outline of our approach:

**Identification of Servexo's Greenhouse Gas Emissions:** We conduct a thorough assessment to identify all sources of greenhouse gas emissions within our organization. This includes analyzing emissions from our vehicle fleet, buildings, and manufacturing processes. Additionally, we consider emissions from our supply chain, such as transportation and material production.

**Quantification of Servexo's Greenhouse Gas Emissions:** Once the emission sources are identified, we quantify the emissions associated with each source. This involves collecting and analyzing data on fuel consumption, electricity usage, and waste generation. By accurately quantifying our emissions, we gain insights into the areas that require attention and improvement.

**Setting Reduction Goals:** Servexo sets ambitious yet achievable goals for reducing our greenhouse gas emissions. For instance, one of our goals is to reduce high emission vehicle usage by 40% by the year 2024. To achieve this, we aim to transition to cleaner energy alternatives, such as electric or hybrid vehicles. Ultimately, our aim is to have an all-electric vehicle fleet by 2025.

**Development of a Reduction Plan:** We develop a comprehensive plan outlining specific strategies to achieve our emission reduction goals. This plan includes investing in energy-efficient technologies, adopting renewable energy sources, implementing waste reduction measures, promoting carpooling practices, and exploring clean energy conversions for vehicles,



including natural gas conversions where applicable.

**Implementation and Progress Tracking:**

Servexo takes proactive steps to implement the reduction plan. We closely monitor and track our progress using established metrics and indicators. This allows us to measure our performance, identify areas for improvement, and make necessary adjustments to stay on track toward our emission reduction targets.

**Stakeholder Communication:** We understand the importance of transparently communicating our progress to stakeholders. We regularly provide updates on our greenhouse gas emission reduction efforts to employees, customers, investors, and regulatory bodies. This helps build support for our sustainability initiatives and promotes awareness of our commitment to environmental responsibility.



Servexo's process for greenhouse gas emissions reports demonstrates our dedication to minimizing our environmental impact and contributing to a sustainable future. By adhering to this comprehensive approach, we strive to maximize our emission reduction efforts and continually improve our environmental performance.

## 5 Amendment Acknowledgement

### **ADDENDUM ACKNOWLEDGEMENT FORM** **SOLICITATION NO.: CRFQ VNF2400000008**

**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 checked="" 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 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.

\_\_\_\_\_  
Servexo Protective Services  
Company

  
\_\_\_\_\_  
Authorized Signature

04/23/2024  
\_\_\_\_\_  
Date

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

### 6 Exhibit A – Pricing


**Exhibit A - Pricing Page - REVISED  
SECURITY PERSONNEL**

<i>Weekdays: Mon - Fri:</i>		Day Shift			Evening Shift			Night Shift		
Item No.	Security Personnel	Estimated Hours*	Hourly Rate**	Total	Estimated Hours*	Hourly Rate**	Total	Estimated Hours*	Hourly Rate**	Total
1	Security Guard I	1	\$25.36	\$ 25.36 -	1	\$25.36	\$ 25.36 -	1	\$25.36	\$ 25.36 -
2	Security Guard II	2,080	\$26.57	\$ 55,265.60-	4,160	\$26.57	\$ 110,531.20	4,160	\$26.57	\$ 110,531.20
3	Security Guard III	1	\$26.89	\$ 26.89 -	1	\$26.89	\$ 26.89 -	1	\$26.89	\$ 26.89 -
4	Sergeant/Lieutenant (IV)	2,080	\$27.37	\$ 56,929.60-	1	\$27.37	\$ 27.37 -	1	\$27.37	\$ 27.37 -
<b>Weekdays Subtotals:</b>		<b>Day Shift Subtotal:</b>			<b>Evening Shift Subtotal:</b>			<b>Night Shift Subtotal:</b>		
		\$ 112,247.45			\$ 110,610.82			\$ 110,610.82		

<i>Weekends: Sat - Sun:</i>		Day Shift			Evening Shift			Night Shift		
Item No.	Security Personnel	Estimated Hours*	Hourly Rate**	Total	Estimated Hours*	Hourly Rate**	Total	Estimated Hours*	Hourly Rate**	Total
1	Security Guard I	1	\$25.36	\$ 25.36 -	1	\$25.36	\$ 25.36 -	1	\$25.36	\$ 25.36 -
2	Security Guard II	1,664	\$26.57	\$ 44,212.48 -	1,664	\$26.57	\$ 44,212.48	1,664	\$26.57	\$ 44,212.48 -
3	Security Guard III	1	\$26.89	\$ 26.89 -	1	\$26.89	\$ 26.89 -	1	\$26.89	\$ 26.89 -
4	Sergeant/Lieutenant (IV)	1	\$27.37	\$ 27.37 -	1	\$27.37	\$ 27.37 -	1	\$27.37	\$ 27.37 -
<b>Weekends Subtotals:</b>		<b>Day Shift Subtotal:</b>			<b>Evening Shift Subtotal:</b>			<b>Night Shift Subtotal:</b>		
		\$ 44,264.73 -			\$ 44,264.73			\$ 44,264.73 -		
<b>Subtotals Weekdays + Weekends:</b>										
		\$ 156,512.18			\$ 154,875.55			\$ 154,875.55		
<b>GRAND TOTAL:</b>										\$ 466,263.28

\*Estimated number of hours is not guaranteed.  
 \*\*Hourly Rate must be all-inclusive. Holidays, Other Important Dates and Overtime shall be paid as stated in Specifications. All incidentals must be built in to the hourly rate as no expenses shall be paid separately.  
 \*\* Shift Differential, if any, must be included in the hourly rates and will not be paid separately.

Vendor Information			
Vendor:	Servexo Protective Services	Printed Name:	JOHN PALMER
Address:	1141 W. 190th Street, Gardena, CA - 90248, US	Title:	Customer Service Officer
Office Phone:	323-300-5023	*Signature 	
Cell Phone:		*I hereby certify I am authorized by the Vendor to sign this document.	
Fax:	(323) 521-5034	Email:	procurement@servexousa.com

## 7 Proposed Staffing

Servexo understands the comfort that comes from familiar working relationships, and therefore organizes for continuity. In candidate selection, considerable weight will be given to candidates recommended by Agency. If the employees are hired, we will take full advantage of their expertise and will improve upon their skill sets with our solid processes and innovative resources. Our benefit and compensation programs are above industry standards, and we are confident in our ability to hire and retain any the staff that meet the criteria established for the contract and who wish to remain with the contract, without being forced to take the pay cuts that are typically associated with similar contract transitions in this industry.

Apart from retaining the staff Servexo is committed to ensuring that Agency receives the best possible service. We understand that our success depends on the quality of our personnel, and therefore, we take great care in our recruitment process to ensure that we hire the most qualified individuals for our team.

To hire for various positions required for our projects, we will use a multi-faceted approach to recruitment that includes traditional methods such as job postings, resume searches, and referrals, as well as leveraging modern tools such as social media, online job boards, and applicant tracking systems. We also actively reach out to candidates who possess the skills and experience that are needed for our projects.

Our recruitment process includes a rigorous screening process that includes thorough background checks, drug testing, and personality assessments to ensure that our personnel are professional, reliable, and trustworthy. We also provide extensive training to ensure that our personnel are equipped with the necessary knowledge and skills to perform their duties to the best of their ability.

Our recruitment approach will enable us to identify and hire the most qualified individuals to fill the positions required for our projects. Our staffing experts ensure that we are able to provide Agency with the best possible security services, delivered by highly trained and qualified personnel who are committed to delivering exceptional service

### 7.1 Recruitment Plan

Our HR Department is very efficient and skilled in hiring and recruiting qualified candidates for our clients' federal, state, local/municipal, and private projects. Our employees will be treated as a single labor pool from which all contract staffing requirements will be filled. We will select and assign the best-qualified individuals to all tasks, regardless of corporate affiliation. Our integrated and systematic 5-step Recruitment Process is used to identify, develop, and retain capable and skilled security personnel in line with current and projected business and client objectives:



### Development of Position Description

HR uses several job posting tools and resources, including site-specific screening questions, and even security verification, to fulfill our client staffing needs. Through assigned recruiters, the Talent Acquisitions Department runs federal background checks from the past 10 years on all new hires, including the US Department of Health and Human Services' Five Panel Dot Screening. This can also cover security officer registration affirmation with a state or agency commission. As federal contractors, Servexo enforces a drug and tobacco-free work environment. These checks and screenings ensure Servexo hires only the most qualified and trustworthy individuals to protect our clients. Upon completion of the hiring process, the Talent Department coordinates arrangements for the new hires' training prior to their first day on the job site.

### **Keys to successful staffing include Proposed Project Team**

- ▶ Technical and managerial experience currently performing work that matches the SOW (Scope of Work).
- ▶ Providing experienced Servexo professionals and clients who work closely together in a collaborative, team-oriented environment. Identify, recruit, and screen exceptional, experienced employees locally.

### **“Pipelining” Staffing Approach.**

We adhere to this procedure and use established position descriptions to meet responsibilities and deliverable requirements, as well as meeting the 2-day standard as outlined in the solicitation. The stages are as follows:

- ▶ **Stage 1 (Obtain Position Approval).** The PM, based on examination of contract requirements, clarifies staffing needs with the Agency Contracting Officer (agency customer concurrence is necessary to being sourcing candidates).
- ▶ **Stage 2 (Interviewing).** This stage begins with the Regional Manager validating the program requirements and job description. We use internal resources (prime and subcontractor) and external resources (referrals, job boards, and online advertisements) to search for the most qualified candidates based on pre-screening qualifications and through assessing experience in meeting the requirements put forth in the job description.
- ▶ **Stage 3 (Making an Offer).** Based on team recommendations to hire, a contingent offer letter is presented to the candidate, then the Regional Manager discusses the candidate with the Agency client and presents the candidate's resume for approval.
- ▶ **Stage 4: (Finalizing an Offer).** After client approval, final hiring is solidified, applicable background investigations and security clearances are obtained, and a start date is finalized. Candidates do not start until clearances are properly obtained and in place.
- ▶ **Stage 5 (Employee Retention).** We provide our clients with a stable, motivated workforce, which reduces turnover. Our Retention Plan focuses on communication, employee development, and benefits. It therefore cultivates an “Employer of Choice” atmosphere through competitive pay and benefits, investment in our employees, and operational success.

## **7.1.1 Recruitment Outreach**

### **Online**

Our recruitment team works in-house and has been effective since 2015. Prior to the COVID 19 pandemic, our entire hiring process was completed remotely for all our CONUS work sites.

With a job posting notice developed, we review qualifications from those who recently worked

for us or our subcontractors. The recruiter then reviews resume on websites, such as:

### Social Media

Since most candidates seeking employment are actively engaged on various social media outlets, Servexo maintains an active social media



platform on Instagram, Facebook, Twitter, and LinkedIn ([www.linkedin.com/company/servexo-protective-services](http://www.linkedin.com/company/servexo-protective-services)). Using social media, we can engage with local and national security professional contacts regarding our available posts.

One concern from job seekers is they do not feel they are receiving timely enough feedback throughout the job search process. We notify candidates of any updates at each step. Because taking too long to decide could lead to candidates accepting other jobs, we provide timely communication with qualified candidates to keep them engaged in the recruiting process.

### Referrals from Existing Employees

Referrals from our existing employees are often key to sourcing talent, especially if it comes to skilled positions. Tapping our employees' existing networks extends the reach of our recruiting efforts, while maintaining the quality of candidates brought into the hiring process.

### Employee Referral Bonuses

Servexo is pleased to offer a referral bonus program to eligible employees. Eligible employees are employees who have been employed by Servexo for at least ninety days and are neither in a managerial position or higher, nor working in the Talent Acquisition or Human Resources Departments.

Eligible employees may refer qualified persons for positions within the company and receive a VISA gift card in the amount of \$100.00 (the "Referral Bonus"). To receive the Referral Bonus, the following requirements must be met:

1. The candidate for employment must list the Servexo eligible employee on his/her employment application as the referring source.
2. The eligible employee must have attained eligibility prior to the date the candidate for employment receives an offer letter from Servexo.
3. The eligible employee must not be a member of management and must not be assigned to the Talent Acquisition or Human Resources Departments. Independent contractors of Servexo are also not eligible.
4. The candidate for employment must be hired by Servexo, pass all required background tests, alcohol, and drug tests (if applicable), employment eligibility (I-9) verification, and meet all other conditions of employment.
5. The candidate for employment must remain employed by Servexo for at least ninety consecutive calendar days.
6. The candidate for employment must not be someone over whom the eligible employee has supervisory authority or who otherwise presents a conflict of interest.
7. The referral bonus will not be given to any otherwise eligible employee if doing so violates Servexo's Code of Conduct.

8. Eligible employees should expect to receive their referral bonus gift card in the mail within two weeks of the date the referral candidate reaches their ninetieth day of employment with Servexo. Servexo looks forward to receiving many quality referrals from our existing employees as we continue to grow our business. Questions regarding the referral bonus program should be directed to the Recruiting Manager.

### **Organizational Partnerships**

Servexo's recruiters work with colleges and universities across the nation to find recent graduates seeking to leverage their skills and knowledge in the security industry. Our team attends nationwide job fairs geared towards attracting talented security professionals to uncover available applicants seeking employment. Additionally, we work with minority organizations and chambers of commerce to attract a diverse pool of qualified applicants.

#### **7.1.2 Candidate Filtering**

Once a position has been posted and advertised, candidates apply via the applicant tracking system, completing a short employment application to gather pertinent personal data, and by submitting a resume and cover letter indicating the desired position. Each candidate's resume will be thoroughly screened against the position's job description to determine if the applicant possesses minimum qualifications. Basic initial screening for all candidates will include:

- ▶ A fully completed job application, with a copy of the applicant's resume
- ▶ Form W-4 completed, signed, and dated
- ▶ Names and contact information of three work-related references
- ▶ State/Federal background check (police/fingerprint)
- ▶ A video conference or a face-to-face meeting to validate the applicant's identity

Our recruiters and hiring managers will schedule an initial phone interview with qualified candidates to obtain information like availability, salary requirements, and other preliminary information to assist the company's search committee with their review. At the conclusion of the phone interview, a determination shall be made as to if the candidate should be shortlisted for the position. Servexo seeks to establish a diverse candidate pool of no less than 3-5 qualified individuals to be shortlisted and interviewed for each position. Those employees selected for continued consideration will be contacted to schedule a time and date for a formal interview.

#### **7.1.3 Existing Database of Candidates**

Since 2012 we have developed a national computerized database of security personnel in specialties that is continually updated by personal contact by our HR team. Using the database, our recruiters do extensive canvassing, establishing available candidates with proper backgrounds in the security industry. Our recruiters keep accurate computerized notes as to professional interests, needs, training, and career goals. The result is an optimal match between client need, candidate skill, and desired career.

To save money, businesses cut pay rates to improve the bottom line. Qualified employees are rejecting positions in favor of those paying more, resulting in a less qualified talent pool. In contrast, Servexo adopts an aggressive approach to salary negotiation to offer candidates a competitive compensation package of direct pay and benefits commensurate with ability, allowing Servexo to attract top talent for hard to fill positions.

#### **7.1.4 Formal Interviews**

Servexo utilizes the formal interview process to determine if a candidate is a good fit in terms of

technical competence and culture. Our interviews comprise the following:

- ▶ Introductions of each panel member.
- ▶ Brief description of role for which the applicant is being interviewed.
- ▶ Description of how the interview panel will conduct the interview.
- ▶ Candidate overview of experience, education, technical skill, goals, etc.
- ▶ Time for each panel member to provide questions at the conclusion of the interview.
- ▶ Time for the interviewee to ask questions.
- ▶ Contact by phone informing Interviewee of the next step

### **7.1.5 Candidate Selection/Offer**

Once the interviews have been completed, Servexo's hiring committee will meet to discuss the interviewees. Each committee member will be responsible for objectively assessing the extent to which each applicant met their selection criteria as outlined in the position description and shall score the applicants using an evaluation matrix tailored and developed specifically to the required qualifications of the position, and to our organizational needs. The hiring committee selects from the short-listed applicants using the listed criteria:

- ▶ Identify the best candidate based on qualifications and technical expertise
- ▶ Identify the best candidate to seamlessly integrate within the client's culture

Once a candidate is selected based on the criteria, Servexo's recruiters verify the candidate's data and documentation by conducting background and reference checks to ensure the validity of all provided information. Final screening for all selected candidates will include:

- ▶ FBI background checks.
- ▶ Written or telephonic reference checks.
- ▶ Completed and signed written employment agreements including the job description.
- ▶ Job-specific qualifications.

After successfully passing our background and reference checks, the candidate will be given an offer for the position outlining its description, competitive compensation package, and term of employment (if applicable). Using this approach, Servexo shall be able to effectively recruit and source qualified personnel for all vacant positions as requested.

### **7.1.6 Drug Free Work Policy**

Servexo maintains a drug free policy. All security officers employed are to go through a background process that includes drug testing. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. If a security officer is suspected of being under the influence, Servexo holds the right to request a mandatory drug test at our expense.

## **7.2 Background Check**

Servexo fully comprehends and commits to complying with the stringent background check and drug testing requirements outlined in the contract. We understand that all potential Security Personnel proposed for service under this contract must undergo a complete background check conducted by WV Cares at our expense, with results presented to the Agency for consideration prior to assignment. Additionally, we acknowledge the necessity for Security Personnel to pass a Twelve (12) Panel Drug Screen before initial assignment and annually thereafter, ensuring they



are free of illegal and performance impairing substances. Furthermore, Servexo is prepared to accommodate any requests for random drug testing initiated by the Agency, underscoring our commitment to maintaining a drug-free and secure environment for all stakeholders involved.

With over 12 years of experience in security guard background screening, Servexo brings extensive expertise and knowledge in navigating the intricacies of the background screening process. By leveraging their experience, Servexo ensures a streamlined and efficient screening process that adheres to all relevant laws, regulations, and contractual requirements. Servexo’s dedicated team, well-versed in the intricacies of background investigations, utilizes best practices and industry standards to conduct thorough Special Agreement Checks (SAC) and National Agency Checks with Written Inquiries (NACI). This wealth of experience allows Servexo to efficiently manage the screening process, ensuring accurate and timely results, and providing the necessary



assurance that all contractor employees who will have access to Agency sensitive information and routine access to Agency undergo a comprehensive and reliable background investigation.

The process starts with the collection of necessary documentation from the employees. This includes a completed background screening application form, which includes personal information, employment history, and references. Consent forms for conducting the required background checks and any additional documents specified by the Agency or contractual obligations are also obtained. The first step in the background screening process is the Special Agreement Check (SAC) to verify the Servexo’s Security Guards/officers' integrity and reliability. It involves several measures such as verifying employment history, education, and credentials. Personal interviews and reference checks are conducted to gain further insights into the individual's character and trustworthiness. Additionally, credit history, criminal records, and driving records are reviewed, and the contractor employee's citizenship or legal right to work in the country is verified.

Following the SAC, Servexo proceeds with the National Agency Check with Written Inquiries (NACI) for any potential security risks. It typically includes steps such as fingerprinting and submitting fingerprints to appropriate law enforcement agencies for a comprehensive criminal record check. Inquiries are made to relevant federal agencies to verify the individual's background, including any previous employment with the federal government. Written inquiries are also sent to personal references provided by the contractor employee. In addition, Servexo reviews the results from other available databases or sources that provide relevant information about the contractor employee's background. Once the SAC and NACI processes are completed, Servexo's designated team reviews the results. They assess the findings in accordance with predetermined criteria and guidelines established by the Agency or the contractual agreement. If the results are favorable and meet the required standards, the contractor employee is considered cleared for employment.

In cases where concerns or adverse findings arise, Servexo follows appropriate procedures for further investigation or resolution. This ensures that any issues are addressed promptly and in compliance with legal and regulatory requirements.

Upon successful completion of the background screening process and favorable adjudication, Servexo gives clearance to begin their services. Servexo maintains accurate records of the background screening process for each employee, including documentation of the checks performed, results obtained, and clearance status.

By diligently following this detailed background screening process, Servexo ensures that all our employees who will have access to Agency sensitive information and routine access to Agency undergo a comprehensive investigation. This process, which includes the SAC and NACI, meets the requirements of a Tier 1 background investigation. By mitigating security risks and maintaining the integrity and safety of Agency operations, Servexo upholds its commitment to providing qualified and trustworthy security guard contractors.

Additionally, Servexo's security guards are possessed valid Security Guard License from the State of West Virginia. By adhering to these rigorous certification requirements, Servexo demonstrates its commitment to maintaining a high level of security and professionalism in providing services. Agency can have confidence in Servexo's ability to deliver reliable and trustworthy solutions, backed by a proven record and compliance with the necessary certifications.

### **7.3 Staff Availability**

Servexo has solidified its commitment to delivering top-notch security solutions by forging strategic partnerships with esteemed recruitment agencies. This collaboration ensures a seamless and dependable provision of highly trained unarmed and armed security guards to cater to all your security needs. Our guarantee of deploying skilled personnel showcases our dedication to maintaining the highest standards in security services. Moreover, Servexo takes preparedness to the next level by establishing a robust contingency plan, complete with backup unarmed and armed security guards and supervisors who are readily available. This proactive approach allows us to respond swiftly to unforeseen staffing requirements or emergencies, ensuring uninterrupted security coverage for your organization.

In addition to our contingency plan, Servexo maintains an extensive and meticulously curated database of thousands of qualified candidates' resumes. This resource serves as a valuable asset, granting us immediate access to suitable candidates in critical and time-sensitive situations. This database, combined with our strategic partnerships and rigorous training programs, positions Servexo as a trusted partner in safeguarding your organization. Our unwavering dedication to personnel management ensures that we provide you with the highest level of security readiness and reliability, empowering you to focus on your core operations with the assurance that your security needs are in capable hands.

Servexo's staffing plan has always been a hallmark of our organization's efficiency and effectiveness. We take immense pride in our ability to execute it seamlessly, allowing us to hit the ground running from day one. Our track record in implementing staffing plans, whether for fast startups or slow-paced initiatives, has been consistently impressive, showcasing our commitment to meeting our clients' needs and expectations.

One of the key strengths of Servexo is our agility in deploying staffing solutions. In numerous

fast startup scenarios, we've demonstrated our capability to quickly assemble and onboard a skilled workforce. Our streamlined processes and access to a vast network of talent enable us to respond rapidly to urgent staffing requirements, ensuring that our clients can initiate their projects without delay. This agility has been a crucial factor in helping our clients seize time-sensitive opportunities and navigate dynamic market conditions.

On the flip side, we have also excelled in scenarios where a more gradual approach is required. In slower-paced startups, where meticulous planning and fine-tuning of staff composition are essential, Servexo has consistently delivered. Our experience and expertise allow us to meticulously assess the specific needs of each project, ensuring that we assemble the right team with the right skills. This approach guarantees that our clients have a strong foundation for sustainable growth, even in industries with longer ramp-up periods.

Our staffing plan success is not solely attributed to our speed or precision; it's also grounded in our commitment to understanding our clients' unique goals and challenges. We believe that no two projects are the same, and thus, our solutions are always tailor-made. By fostering strong partnerships with our clients, we gain valuable insights into their strategic objectives and operational nuances, which in turn informs our staffing strategies.

Servexo's plan to break down shifts to cover a 24/7/365 requirement would typically involve creating a schedule that ensures there is adequate coverage at all times. Here's a general outline of how this can be done:

1. **Shift Types:** The first step is to define different types of shifts. Common shift types include day shifts, night shifts, and swing shifts. Some organizations also use rotating shifts, which cycle through different shift times over a period.
2. **Shift Duration:** Determine the duration of each shift. Shifts can vary in length, such as 8-hour, 10-hour, or 12-hour shifts, depending on the nature of the work and employee preferences.
3. **Shift Rotation:** If using rotating shifts, establish a rotation schedule. This could be a simple fixed rotation (e.g., day-night-day-off) or a more complex pattern that ensures fairness and minimizes fatigue.
4. **Employee Availability:** Consider the availability of employees. Some employees may prefer certain shifts or have constraints that need to be accommodated, such as part-time availability or the need for specific days off.
5. **Minimum Staffing Levels:** Determine the minimum number of staff required for each shift to meet operational needs. This may vary depending on the nature of the work and demand patterns.
6. **Overtime and Backup Plans:**
  - **Overtime Management:**

Servexo understands that unforeseen circumstances may arise, requiring security personnel to extend their shifts beyond regular hours. To effectively manage overtime, we propose implementing a transparent and efficient scheduling system. This system will allow for timely communication and coordination between our security team and Agency, ensuring that adequate coverage is maintained at all times. Additionally, our commitment to fair compensation and adherence to labor regulations will guarantee that overtime hours are managed responsibly and ethically, fostering a positive work environment for our guards while meeting Agency security needs.

- **Backup Plans:**

Recognizing the importance of contingency measures, Servexo will establish robust backup plans to address any gaps in security coverage due to unforeseen circumstances such as illness or emergencies. Our backup plans will involve maintaining a pool of trained and qualified security personnel who can be deployed at short notice to fill in for absent guards. This proactive approach will minimize disruptions to Agency's security operations and provide reassurance that their premises remain protected at all times. Servexo is committed to delivering reliable and professional security services, and our overtime and backup plans reflect our dedication to ensuring the safety and security of Agency's assets.

7. **Scheduling Software:** Many organizations use scheduling software to streamline the process. These tools can help automate shift assignments, track employee preferences, and ensure compliance with labor laws and regulations.
8. **Communication:** Establish clear communication channels for employees to request time off, swap shifts, or report scheduling conflicts. This helps maintain flexibility while ensuring coverage.
9. **Monitoring and Adjustments:** Continuously monitor the schedule and make adjustments as needed. This could involve regular reviews to optimize staffing levels and address any issues that arise.
10. **Compliance:** Ensure that the scheduling plan complies with labor laws and regulations regarding rest periods, maximum working hours, and other relevant requirements.
11. **Feedback and Employee Input:** Encourage feedback from employees about the scheduling plan. This can help identify areas for improvement and enhance employee satisfaction.
12. **Contingency Plans:** Develop contingency plans for unexpected events, such as staff illnesses or emergencies, to ensure uninterrupted coverage.

Overlapping shifts can be beneficial in certain situations, while in others, they may not be necessary. Here are some considerations:

1. **Smooth Handovers:** Overlapping shifts allow employees on the outgoing shift to brief those on the incoming shift about ongoing tasks, issues, and important information. This ensures a smooth transition of responsibilities.
2. **Immediate Response:** With overlapping shifts, there are more employees present during the transition period, which can be helpful in responding quickly to unexpected situations or emergencies.
3. **Knowledge Transfer:** Employees on the outgoing shift can share their knowledge and insights with those starting their shift, promoting a culture of continuous learning and improvement.
4. **Reduced Stress:** Knowing that there is overlap can reduce the stress of the incoming shift, as they have the opportunity to get up to speed before taking over responsibilities.
5. **Flexibility:** Overlapping shifts can provide flexibility in scheduling, as some employees may prefer to work during the overlap hours, allowing for more shift options.

**Note: There will be a 15 minutes overlap between the shifts.**

## 7.4 Retention Strategy

### 7.4.1 Employee Retention

We provide our customers with a stable, motivated workforce, which reduces turnover. Our Retention Plan focuses on communication, employee development, and benefits. It cultivates an “Employer of Choice” atmosphere through competitive pay and benefits, investment in our employees, and operational success. Communication, our Core Values, and corporate transparency have all been vital to ensuring that each team member has a clear picture of their responsibilities and how their contributions are critical to the success of the program.



We are proud of the team’s efforts to continually improve retention while adapting to changing contract requirements. Our retention efforts have steadily improved, and we have reduced annual turnover to 10% today.

As a corporate policy we have set an internal metrics to ensure our contract separation rate does not exceed the National Separation Rate of Turnover as reported annually by the Bureau of Labor Statistics (BLS), 35%, and Servexo has not done so since 2014.

**7.4.2 Minimizing Turnover & Enhancing Workplace Appeal**

At Servexo, we understand the importance of maintaining a stable and experienced workforce. Employee turnover can be a significant challenge for any organization, impacting productivity, morale, and overall performance. To address this, we propose implementing a comprehensive set of strategies aimed at minimizing turnover while enhancing Servexo's appeal as an employer of choice.

**Strategies:**

**1. Career Development Opportunities:**

- Servexo will invest in robust training and development programs to empower employees to grow within the company.
- Implement mentorship programs pairing seasoned employees with newer ones, fostering a culture of learning and growth.
- Offer opportunities for advancement, clearly outlining career paths and providing support for skill enhancement and career progression.

**2. Competitive Benefits Package:**

- Review and enhance our benefits package to ensure it remains competitive within the industry.
- Offer a comprehensive healthcare plan, including medical, dental, and vision coverage, to promote employee well-being.
- Provide retirement savings plans with matching contributions to support long-term financial security.

### **3. Positive Work Culture:**

- Foster a supportive and inclusive work environment where employees feel valued and respected.
- Recognize and reward employees for their contributions through programs such as Employee of the Month and performance-based bonuses.
- Encourage work-life balance by offering flexible scheduling options and remote work opportunities where feasible.

### **4. Communication and Feedback:**

- Establish open channels of communication, including regular check-ins between employees and their supervisors.
- Conduct regular surveys to solicit feedback from employees regarding their job satisfaction and areas for improvement.
- Actively listen to employee concerns and address them promptly to demonstrate a commitment to their well-being.

## **Benefits:**

### **1. Reduced Turnover Costs:**

- By implementing these strategies, Servexo can reduce the costs associated with turnover, including recruitment, training, and lost productivity.
- Maintaining a stable workforce allows for greater consistency in operations and enhances overall efficiency.

### **2. Enhanced Employer Brand:**

- By offering competitive benefits and fostering a positive work culture, Servexo can enhance its reputation as an employer of choice.
- A strong employer brand attracts top talent, reducing the time and resources required to fill vacant positions.

### **3. Increased Employee Engagement and Productivity:**

- Providing opportunities for career development and growth fosters greater employee engagement and commitment to the organization.
- Engaged employees are more likely to be productive, contributing to Servexo's success and competitiveness in the market.

Minimizing employee turnover and enhancing workplace appeal are critical objectives for Servexo to maintain a stable and experienced workforce. By implementing the strategies outlined above, Servexo can create a supportive and rewarding work environment where employees thrive and contribute to the company's success. Together, we can build a stronger, more resilient organization poised for long-term growth and prosperity.

## **7.5 Emergency Staffing**

Servexo has experience providing staffing in emergency situations and is well equipped to do so for Agency. As further outlined within this proposal, Servexo staffs both for continuity and in preparation for the event that security officers may need to be covered in the event of illness or a

personal emergency. However, Servexo also has ramp-up processes in place for when clients may need additional security officer shifts in response to an emergency.

While off-duty security officers may be able to cover during an emergency in the short term, Servexo can provide additional personnel to provide greater coverage with a minimum of twenty-four (24) hours' notice, with additional staffing on the way over the forty-eight (48) hours following the initial twenty-four (24) hour period.

Servexo is open to these additional positions becoming permanent after the emergency has subsided if there is an ongoing threat that Agency wishes to continue protecting against. Our flexible and proactive approach ensures that we can provide highly qualified security officers at a moment's notice, giving our clients the peace of mind, they need in an ever-evolving landscape. An overview of our Contingency Staffing/Surge Plan is shown below.

- ▶ Actively recruit and maintain a pool of well-trained, licensed, certified, and vetted security officers who are available for 24-hour notice deployment.
- ▶ Review and update policies and procedures, as needed, to ensure that Servexo is providing high-quality and reliable security services to Agency.
- ▶ Ensure that all security officers are equipped with the necessary equipment and uniforms.
- ▶ Establish clear communication channel between Servexo operation management personnel and COR (phone and email) for receiving requests from Agency for security officers and for dispatching officers to the requested location.
- ▶ Develop clear procedures for assigning security officers to different Agency sites, based on factors such as experience, training, and availability.
- ▶ Deploy personnel to requested areas.
- ▶ Utilize Servexo's robust performance monitoring system for the security officers, including regular evaluations, feedback from Agency, and incident reporting.
- ▶ Keep a record of all security officers who are available for 24-hour notice deployment and make this information easily accessible to the dispatch team to ensure a quick response to Agency's requests.
- ▶ Maintain close relationships with local law enforcement agencies and other relevant authorities to ensure that Servexo can respond quickly and effectively to any security-related incidents or emergencies.
- ▶ Provide regular updates to Agency regarding the availability of security officers and any changes to the procedures for deploying officers.

## 8 Employment Suitability and Qualifications

Below are Servexo's basic requirements when we hire any security officer personnel. All new hires must undergo Pre-employment examinations that include a physical exam, drug test, mental health assessment, and background check.

### 8.1 Suitability

#### 1. Educational Development

- a. Possess a high school diploma, or equivalent written examination.
- b. Must be able to efficiently speak, read and write in the English language.
- c. Must have basic computer skills, including the ability to type the necessary information

required for this position.

- d. Must be able to perform basic mathematical equations such as adding, subtracting, dividing, and multiplying, either with or without a calculator.
- e. Must pass a written, validated examination developed by the Vendor that is indicative of the candidate's ability to understand and perform the duties to be assigned.

## **2. Criminal History and Background**

- a. Must pass a background check as outlined.
- b. Must pass a physical examination and drug test as outlined
- c. Must pass a physical fitness test as outlined
- d. Must be able to Complete the required training as outlined.
- e. Free of outstanding arrest warrants, pending felony or misdemeanor charges, no felony convictions, and no probation/jail time or deferred adjudication.

## **3. Legal Age**

- a. Security officer candidates must be 18 years of age or older.

## **4. Work Authorization**

- a. Lawful resident of the United States and have appropriate work authorization. Cannot be a foreign national.

## **5. License and Identification**

- a. Must possess a United States citizen.
- b. Must possess a valid West Virginia driver's License.

## **6. Experience**

- a. Unarmed security officers must have a minimum of three (3) years of successful security guard experience demonstrating an ability to meet and deal with the general public and the ability to maintain control under stress; Any military service may be credited toward this experience.

## **8.2 Physical and Mental Qualifications**

### **8.2.1 Physical Qualifications**

All security officers will successfully pass a physical examination administered by a licensed physician. The examination will be designed to measure the individual's physical ability to perform assigned security job duties as identified in the SOW:

#### **1. Vision**

- a. Security officers will have distant visual acuity in each eye will be correctable to 20/30 (Snellen or equivalent) in the better eye and 20/40 in the other eye with eyeglasses or contact lenses. Additionally, security officers must be free of color blindness and able to distinguish color used in visual displays or badges, specifically red, green, blue, and yellow.

#### **2. Hearing**

- a. Security officers will have no hearing loss in the better ear greater than 30 decibels average at 500 Hz, 1,000 Hz, and 2,000 Hz with no level greater than 40 decibels at any one frequency (by ISO 389 "Standard Reference Zero for the Calibration of Pure tone



Audiometer.” Must be capable of hearing a normal conversation 15 feet away.

### 3. Disease

- a. Security officers will have no established medical history or medical diagnosis of epilepsy or diabetes, or, where such a condition exists, the individual will provide medical evidence that the condition can be controlled with proper medication so that the individual will not lapse into a coma or unconscious state while performing assigned security job duties.
- b. Officers must be free of any communicable diseases.
- c. Officers must be screened for Tuberculosis and be free of the disease prior to working their first shift and every two years thereafter.
- d. Servexo will guarantee that the Unarmed Guards they deploy carry their medication in the prescription container with the pharmacist's label attached, which includes the pharmacy name, prescription number, doctor's name, drug name, and control number.
- e. Servexo will not assign any personnel for duty if they are under the influence of medication that could hinder their performance in carrying a firearm or fulfilling their job obligations.

### 4. Drug and Alcohol Use

- a. Security officers will be free of habitual alcoholism or illegal drug use.
- b. Security officers shall be tested with a urinalysis for detection of controlled substances.

### 5. Physical Ability

- a. Security officers will be in good health, without physical defects or abnormalities that would interfere with the performance of duties. They shall be physical capable of completing all assigned duties and work with reasonable accommodations as required to maintain a Security Guard License. They shall be able to do frequent and prolonged walking, standing, sitting, and stooping and also have basic physical stamina in all its forms (i.e. endurance, temperature/climate, etc.). Each security officer is required to provide a medical statement completed by a healthcare provider proving the individual is “fit for duty.”

#### 8.2.2 Mental Qualifications

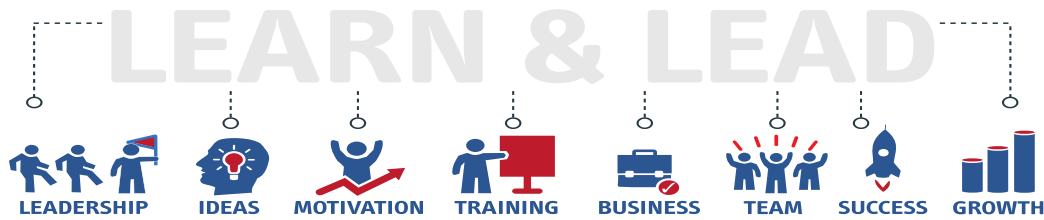
Individuals whose security tasks and job duties are directly associated with the effective implementation of the licensee physical security and contingency plans will demonstrate mental alertness and the capability to exercise good judgment, emotionally stable, implement instructions, assimilate assigned security tasks, and possess the acuity of senses and ability of expression sufficient to permit accurate communication by written, spoken, audible, visible, or other signals required by assigned job duties.

## 9 Training Plans

Effective training programs fully-engage participants and generate enthusiasm for the work through:

- ▶ Effectively imparting **knowledge**
- ▶ Developing in-depth **skills**, directly translated to on-the-job performance.
- ▶ **Motivating** participants to achieve the required goals.

- ▶ Clearly conveying available **corporate resources** as well as where and how to employ them.



All these factors have led to the indicated turnover reduction, allowing us to provide a consistent, trained, and experienced workforce who show up on time, handle emergency situations as effectively as day-to-day duties, and are keenly aware of opportunities for service improvement that all our clients appreciate.

Throughout the execution phase of the contract, Servexo will implement an extensive, but not obtrusive, training program that will keep our security officers up to date in the effective execution of their duties. This training will include all the Contractor Furnished training listed in the RFP at a minimum.

In addition to the standard Training, and to assist Servexo management in tailoring project specific training effectively, Servexo will utilize a Quality Control Plan (QCP) that will consistently monitor security officer performance from a constructive perspective. This QCP activity provides Servexo management, as well as Client management, with ongoing data that indicates potential areas of necessary improvement to be concentrated on within Training Activities, and Daily Supervision of the security officers. To facilitate this QCP, we will perform on-site Physical Performance Checks on a weekly basis for the first 3 months and then at random points thereafter.

Servexo management will work closely with Client management throughout the Contract to develop a team effort approach for this Contract's execution. Reports and reporting methods will be mutually developed, and effectively maintained and utilized throughout the life of the Contract.

### 9.1 Agency's Specific Training

Servexo is committed to ensuring that all Security Personnel assigned to the Agency under this contract receive comprehensive training before their deployment or provide evidence of an equivalent skill level approved by the Agency. Here's how we will fulfill this requirement:

1. **Training Provision:** Servexo will bear the expense of providing all required training modules to our Security Personnel, ensuring they are equipped with the necessary knowledge and skills to fulfill their duties effectively.
2. **Approval and Development:** We will seek advance approval from the Agency for all training modules, and any training materials will be developed by Servexo and submitted for Agency review and acceptance.
3. **Qualified Instructors:** All training instructors engaged by Servexo will possess adequate experience and qualifications satisfactory to the Agency, ensuring the quality and effectiveness of the training sessions.
4. **Minimum Training Modules:** Servexo will ensure that all Security Personnel undergo training in the following modules at a minimum:

Module 1: The Security Responsibility

- Module 2: The Protected Environment
- Module 3: Legal Powers and Limitations
- Module 4: Standard Operating Procedures
- Module 5: Emergency Practices
- Module 6: Review

5. **Limited Assignment Personnel Training:** For Security Personnel assigned on a temporary basis for special or emergency staffing needs, Servexo will ensure they complete the required training modules before providing services under the contract, including Modules 1, 2, and 5.

Servexo understands the critical importance of adequately trained Security Personnel in maintaining safety and security at the Agency's premises, and we are dedicated to fulfilling these training requirements to the highest standards.

### 9.1.1 On-the-job Training (OJT)

Servexo is committed to providing comprehensive on-the-job training (OJT) to all Security Personnel assigned to the contract, as outlined in the modules specified in the RFQ. Here's how we ensure effective OJT provision:

1. **Direct Supervision:** OJT will be conducted under the direct supervision of qualified Security Personnel approved by the Agency, ensuring trainees receive guidance from individuals with practical experience and knowledge of the Agency's practices and procedures.
2. **Documentation and Coordination:** Servexo will provide evidence of OJT completion upon request, detailing the instruction matters covered and instruction periods in each specific area. We will coordinate this instruction with the shift supervisor to maintain the required level of protection at all times.
3. **Learning Opportunities:** OJT will be conducted during periods offering maximum learning opportunities, enabling trainees to actively participate in site activities and incidents under the supervision of senior Security Personnel.
4. **Live Performance Experience:** Trainees will engage in live performance experience in identified areas for reasonable time periods, ensuring they grasp the complexities of each task. New areas of training will be undertaken as trainees master existing requirements.
5. **Minimum Requirements:** Servexo ensures that OJT meets or exceeds the minimum requirements outlined in the contract, regardless of the trainee's entry-level experience. Emphasis will be placed on the following areas:
  - Prevention/Protection
  - Enforcement
  - Emergency Procedures
  - Special Equipment Training

Servexo is dedicated to providing thorough and effective OJT to equip Security Personnel with the necessary skills and knowledge to fulfill their duties effectively and ensure the safety and security of the Agency's premises.

## 9.2 Surveillance Training

Security officers will be called upon to observe the physical environment for changes and suspicious behavior. This objective is typically achieved by conducting in-person or remote

surveillance of the physical environment. Security officers are expected to notice and monitor minor changes to make sound decisions when devising a plan of action. The trainer focuses on:

- ▶ Decision-making
- ▶ Recognizing patterns (situational awareness)
- ▶ Observing minor, yet critical details
- ▶ Recognizing typicality and detecting anomalies
- ▶ Improvising responses
- ▶ Interpreting and adapting to events
- ▶ Prioritizing actions
- ▶ Observing and monitoring individuals, identifying, and responding to potential threats, different types of patrolling and loss prevention should be discussed.

### 9.3 Emergency Training

Security officers may encounter emergency situations at a worksite. They will need to accurately identify the risk factors associated with fire threats, bomb threats, weapon emergencies, suspicious packages, and explosive devices, and will need to know how to respond appropriately. The trainer outlines the different risk factors a security officer must be familiar with and how to protect individuals and property associated with an assignment (i.e., contain, activate, and evacuate). In addition to emergency responses, the trainer includes an overview of the basic principles of prevention and safety.

The trainer will also focus on describing and detailing the following emergency response procedures:

- ▶ Fire emergency response procedures
- ▶ Bomb emergency response procedures
- ▶ Weapon emergency response procedures
- ▶ Suspicious package emergency response procedures
- ▶ Explosive device emergency response procedures
- ▶ Potential roles of a security officer in emergency situations
- ▶ How to implement duty of care
- ▶ Legal requirements
- ▶ How to protect and secure a crime scene

### 9.4 Training Curriculum

No matter how up to date our technology or how impeccable our operations, if our security officers are not doing their work, it becomes meaningless, so training the perfect security officers customized to your needs is the utmost important duty for us.

Here are the list and descriptions of our training program to fully prepare our security officer personnel.

#### **BASIC TRAINING (48 Hours)**

<b>Units and Subjects</b>	<b>Hours</b>	<b>Sessions</b>
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<p><b>General Job- Related Training</b></p> <ul style="list-style-type: none"> <li>▶ Overview of the assigned facility</li> <li>▶ Duties – conduct, appearance, use of equipment, first aid, and emergency responses</li> <li>▶ Overview of the Roles and Responsibilities</li> <li>▶ Ethics and Professionalism (includes Sexual Harassment, Anti-Discrimination, and Retaliation Training)</li> <li>▶ Servexo and the assigned facility reporting structure.</li> <li>▶ Post Duties</li> <li>▶ American Disabilities Act (ADA) Training including service animal training</li> <li>▶ X-Ray and Metal Detector Operations</li> </ul>	9	1
<p><b>Human Interaction and Customer Service</b></p> <ul style="list-style-type: none"> <li>▶ Principles of Communication</li> <li>▶ Professional Public Relations</li> <li>▶ Customer Service</li> <li>▶ Situation De-escalation</li> <li>▶ Emotional Intelligence</li> <li>▶ Understanding Human Behavior</li> <li>▶ Physical Protection, such as crime prevention, patrol techniques, and response to alarm</li> </ul>	20	3 sessions plus 30-minute quiz
<p><b>Law Enforcement Support and Patrol</b></p> <ul style="list-style-type: none"> <li>▶ The Law, Legal Authorities, Jurisdiction, and Responsibilities</li> <li>▶ Crimes and Offenses</li> <li>▶ Arrest, Search, and Seizure</li> <li>▶ Authority to Detain</li> <li>▶ Use of Force</li> <li>▶ Crime Scene Protection</li> <li>▶ Rules of Evidence</li> <li>▶ Crime Detection, Assessment, and Response to crimes in progress</li> <li>▶ Importance of Patrol Methods and Patrol Hazards</li> <li>▶ Special Training for Site supervisors</li> </ul>	13	2
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>▶ Records, Reports and Forms</li> <li>▶ Communication Training</li> <li>▶ Communications Equipment</li> <li>▶ Special Requirements for the facility, such as access control, sensitive areas, chain of command, and emergency evacuation plan</li> <li>▶ IT Security and property control</li> </ul>	6	1

In addition to 48 hours of Basic Training, we also provide advanced training, as follows:

Training II (22-27 Hours)			
Units and Subjects	Hours	Sessions	Classroom Ratio

<b>Defensive Tactics and Handcuffing</b>	5	1	25:1
<b>Screening Training</b>			
Examining of Identification and Credentials	4	1	8:2
<b>Emergency Response Training</b>			
▶ General Response Procedures			
▶ Safety and Fire Prevention			
▶ Special Situations			
▶ Code Alarm			
▶ Terrorism, Anti-Terrorism and Weapons of Mass Destruction	8	1	25:1
▶ Bomb Threats and Incident			
▶ Hostage Situations, Sabotage and Espionage			
▶ Civil Disturbances			
▶ Workplace Violence and Active Shooter			
▶ CPR/ AED			
▶ Emergency Communications			

We also offer Webinars on our website to ensure our security officers are up to date with their education. Webinars are mobile-friendly, trackable in the Cloud, and fully engaging and interactive. Our online courses speed up the training process, especially for refresher courses.

### Training Curriculum Overview

Our training curriculum will encompass a range of topics vital for the effective operation and management of the West Virginia Veterans Nursing Facility. These include:

- **Patient Care Excellence:** Comprehensive modules covering patient assessment, medication administration, wound care, and infection control protocols tailored to the specific needs and challenges faced by veterans.
- **Veteran-Centered Care:** Specialized training on understanding the unique needs, backgrounds, and experiences of veteran patients, emphasizing empathy, respect, and cultural sensitivity.
- **Emergency Preparedness:** In-depth instruction on emergency response procedures, including CPR, first aid, disaster management, and evacuation protocols, ensuring staff readiness for any situation.
- **Interdisciplinary Collaboration:** Training sessions focusing on effective communication, teamwork, and collaboration among different healthcare professionals to optimize patient care outcomes.
- **Mental Health Support:** Modules addressing mental health awareness, trauma-informed care, and strategies for supporting veterans dealing with PTSD, depression, anxiety, and other mental health issues.

### Frequency of Training

Training sessions will be conducted regularly to ensure continuous skill development and knowledge enhancement among staff members. The frequency of sessions will be tailored to

accommodate staff schedules while ensuring comprehensive coverage of essential topics. Monthly sessions, supplemented by quarterly workshops and annual refresher courses, will provide a structured framework for ongoing learning and development.

### **Instructors' Qualifications:**

Our instructors possess extensive experience and expertise in healthcare training, with backgrounds in nursing, emergency medicine, mental health, and veteran care. They hold relevant certifications and qualifications, including Registered Nurse (RN), Certified Emergency Nurse (CEN), and Certified Mental Health First Aid Instructor credentials. Additionally, our instructors undergo regular training themselves to stay abreast of the latest developments in healthcare practices and educational methodologies.

### **Methods of Assessment:**

Assessment methods will be diverse and dynamic, encompassing both formative and summative evaluations to measure staff competency and identify areas for improvement. These may include written examinations, practical demonstrations, case studies, simulations, and peer evaluations. Feedback mechanisms will be integrated into each session to encourage active participation and foster a culture of continuous learning.

### **Tailoring to Facility Needs:**

Our curriculum will be specifically tailored to address the unique needs and priorities of the West Virginia Veterans Nursing Facility. Through collaboration with facility leadership and frontline staff, we will customize content, examples, and case studies to reflect the facility's patient demographics, operational challenges, and organizational goals. This personalized approach will ensure maximum relevance and effectiveness in meeting the facility's training objectives.

Servexo Training Solutions is committed to partnering with the West Virginia Veterans Nursing Facility to deliver a training curriculum that exceeds expectations and empowers staff to deliver exceptional care to our nation's veterans. Our comprehensive approach, experienced instructors, and tailored content will equip your team with the knowledge, skills, and confidence needed to thrive in the demanding healthcare environment. We look forward to the opportunity to serve your facility and support your mission of honoring and caring for our veterans.

Below is a non-exhaustive list of the classes we offer online.

#### **9.4.1 32 HR Basic Security Officer Training**

- ▶ Crowd Control (4HR)
- ▶ Arrest, Search and Seizure (4HR)
- ▶ Liability and Legal Aspects (4HR)
- ▶ Handling Difficult People (4HR)
- ▶ Communication and Its Significance (4HR)
- ▶ Public Relations Community & Customer (4HR)
- ▶ Reserving the Incident Scene (4HR)
- ▶ Observation and Documentation (4HR)

#### **9.4.2 Watch Guard Registration Course (8HR)**

This course is the first step required to getting a guard card. It consists a minimum of 8 hours of pre-assignment training course. Security Guards are required to completed a minimum of 16

hours, maximum of 40 hours of on-the-job training within their first 90 working days.

### 9.4.3 Active Shooter: Preparedness and Response Training

- ▶ Determining your Level of Preparedness to Respond to an Active Shooter incident
- ▶ Characteristics of an Active Shooter Incident
- ▶ Preparedness Strategies for an Active Shooter Incident
- ▶ Response Technique During an Active Shooter Incident
- ▶ Determine your new level of preparedness to respond to an Active Shooter incident

## 10 Contractor Furnished Property

### 10.1 Uniform & Equipment

Servexo is committed to providing all Security Personnel assigned to the contract with the required uniforms and accessories, ensuring compliance with the specifications outlined in the RFQ. Here's how we ensure adherence to uniform requirements:

- **Uniform Provision:** Servexo will supply tactical pants, polo shirts, and seasonal outerwear to Security Officers at our sole cost, with quantities determined based on weekly assignment hours as specified in the contract.
- **Name Badges:** We will supply individual printed name badges for all personnel, ensuring proper identification while on duty.
- **Approval and Compliance:** All uniforms, badges, insignias, and logos provided by Servexo will adhere to the style, construction, color, and professionalism standards approved by the Agency. We will submit pictures of proposed uniforms, including cold weather gear, upon request to ensure compliance.
- **Appearance and Personal Hygiene:** Servexo emphasizes the importance of maintaining a neat and clean appearance while on duty, in line with the guidelines outlined. We ensure that all Security Personnel comply with grooming and appearance standards, including prohibitions on visible body piercings, appropriate hairstyles, and conservative makeup for female employees.

Servexo understands the significance of professional appearance in enhancing public respect and recognition and is dedicated to providing Security Personnel with appropriate uniforms and maintaining high standards of personal grooming and hygiene while on duty.

Like most physical security projects, Agency requires uniforms and equipment. We have put rules in place for how these items are to be delivered to the work site. If the equipment/uniforms are company owned, Servexo will ship the required items to either the supervisor overseeing the project or, if there is no designated supervisor, to either our local satellite office or the work site itself. If, however, the equipment/uniforms are being procured for the client, we send it directly to any location or person that the client designates as the preferred recipient.

Servexo ensures and fully understands the importance of maintaining a professional appearance and adhering to strict personal hygiene standards as outlined in the regulations. Our guards are meticulously trained to uphold these standards at all times while on duty. Body piercings, excluding earrings, are strictly prohibited from being visible while in uniform, and rings worn by our guards are carefully selected to ensure they do not pose any hazards. Hair is expected to be neatly kept and styled to not interfere with the appropriate wearing of headgear, while any facial



hair is maintained in a tidy manner. Additionally, we ensure that hair color remains within natural tones and shades. Moreover, as part of our commitment to professionalism, Servexo provides and meticulously maintains all required uniforms necessary for the contract, ensuring they accurately represent the image of the Agency. We are also prepared to present detailed images of these uniforms, complete with all badges, upon request, including options for cold weather gear. Our uniforms are designed to facilitate easy identification by Agency employees, visitors, and clients, thereby enhancing overall security and promoting a sense of safety and confidence in our services.



An example of Servexo's standard uniform is what you see in the picture to the left. We issue black duty pants, gray button up uniform shirts, and a black uniform jacket to all security guards. Our uniforms shirts and jackets have our security badge above the left pocket and Servexo's patches on each sleeve. Supervisors are distinguished by a single gold bar on each side of the collar. All security guards are required to wear a nametag, black duty boots and black duty belts while working. Depending on customer needs, Each Supervisor and Security Guard on duty will be equipped with supplementary items, including notebooks, pens, pencils, cell phone, replacement

flashlight batteries and bulbs, rubber disposable gloves, and inclement weather clothing suitable for the operational conditions. It is important to note that all inclement weather clothing will be uniform in style and color for each Security Guard, promoting a consistent and professional appearance.

## 11 Quality Control Plan

**Within 10 days of contract award**, we will prepare and deliver the Quality Control Plan (QCP) and associated workflow processes for performance of all functions under the contract. In addition, we will prepare position summaries and work instructions (WI) for each labor category in support of the contract; which become the baseline for contract operations.

Our Director of Operations and Regional Manager will establish procedures to compare performance data to established performance objectives for monitoring/measuring and establishing improvement goals. Our QCP incorporates our ISO 9001:2015 certified Quality Management System (QMS) Inspection and Evaluation Process which implements Corrective Action and Preventative Action (CAPA) procedures to prevent and ensure non-recurrence of defective services.

Servexo will provide Agency with visibility into the processes we use to execute the work. This includes Standard Operating Procedures (SOPs) with well-defined process descriptions, which provide the means to improving and controlling our quality processes: process auditing, identification and resolution of non-compliances, inclusion of lessons learned in process change recommendations, and management of risk, issues, and opportunities.

### 11.1 Quality Control Processes

#### 1. Pre-Employment Screening and Training:

- Servexo's security personnel will undergo rigorous background checks, including criminal records and employment history verification, Prior to employment.
- Comprehensive training programs are provided to ensure that all security officers are equipped with the necessary skills and knowledge to perform their duties effectively and in adherence to post orders and SOPs.

## **2. Regular Supervision and Performance Evaluation:**

- Supervisors conduct regular site visits to monitor the performance of security officers.
- Performance evaluations are conducted periodically, assessing factors such as punctuality, professionalism, adherence to post orders and SOPs, and responsiveness to incidents.

## **3. Incident Reporting and Analysis:**

- Servexo's Security officers are required to promptly report any incidents or security breaches.
- Incident reports are thoroughly analyzed to identify root causes and areas for improvement.

## **4. Client Feedback Mechanism:**

- Servexo solicits feedback from clients regarding the quality of service provided.
- Client feedback is carefully reviewed and used to implement necessary improvements.

## **5. Continuous Training and Development:**

- Our Regular training sessions and workshops are conducted to update security officers on new techniques, technologies, and best practices in the security industry.
- Training needs assessments are carried out to identify areas where additional training is required.

## **Metrics and Benchmarks:**

### **1. Quality of Service Metrics:**

- Client satisfaction surveys are conducted periodically to measure satisfaction levels.
- Response time to incidents is monitored, with benchmarks set for timely response.

### **2. Incident Response Metrics:**

- Number of incidents reported and resolved within a specified timeframe.
- Accuracy and completeness of incident reports.

### **3. Adherence to Post Orders and SOPs:**

- Compliance with post orders and SOPs is evaluated through regular audits.
- Percentage of security officers adhering to established protocols.

Servexo is committed to maintaining the highest standards of quality in the delivery of security services. Our quality control processes, coupled with the use of specific metrics and benchmarks, enable us to continuously monitor and improve our performance, ensuring the safety and satisfaction of our clients. We welcome the opportunity to discuss these processes in further detail and tailor them to meet the specific needs of your organization.

## 11.2 Purpose of the Quality Control Plan

This plan sets forth procedures and guidelines that Servexo Protective Services will use in executing the contract in accordance with the SOW.

- ▶ Confirm that the quality procedures are conducted utilizing proper procedures in accordance with the SOW;
- ▶ Define the roles and responsibilities of Quality Control Personnel;
- ▶ Define the roles and responsibilities of the Agency Officials;
- ▶ Summary of services to be performed with required end results;
- ▶ Define the contractor's evaluation methods to ensure proper delivery of first-time quality services;
- ▶ Provide the surveillance procedures that the Agency will use in evaluating performance; and
- ▶ Describe the process for performance documentation

## 11.3 Servexo's Quality Control Personnel

Servexo's Director of Operations, Michael Lichlyter, will ensure that inspections are conducted each month at the facility by the Regional Manager. The purpose of these inspections is to formally document contract personnel's appearance, attitude, job knowledge, and performance by an independent, objective professional who is not involved in the day-to-day operations. Each inspection subjects' officers to the highest scrutiny. The results from each series of inspections are quantified and used as a benchmark in the process of continuous improvement. Inspections, at a minimum, will ensure that:

1. Uniform and Personal Appearance Standards are met;
2. all equipment is fully operational and in compliance with contract specifications;
3. personnel are knowledgeable of and adhere to Post Orders/Duty Book and SOP requirements;
4. Officers and Supervisors properly sign in and out;
5. Officers assigned to access/inspection posts are knowledgeable and adhere to screening procedures and equipment operation; and,
6. each officer has all underlying certification and training requirements up-to-date.

## 11.4 Personnel and Post Inspections

Servexo Management will conduct personnel and post inspections of all on-duty guards weekly to ensure that they maintain a neat and uniformed appearance, and that guards perform their duties with professionalism and within compliance of the Performance Work Statement. If management identifies a deficiency in a guard's appearance, attitude, equipment or performance, they will immediately act to remedy the situation, including disciplinary action. Conversely, if they notice personnel who exhibit exceptional appearance, attitude, or performance, management will immediately praise those guards to ensure that our



employees feel appreciated and valued.

Servexo Management will record their observations on specific forms using our guard management software program and results will be available to view by the Agency Contracting Officer or their designated representative. Additionally, a corporate management representative will also conduct formal, monthly inspections dressed in plainclothes in order to accurately assess guards’ on-duty performance. These inspections will occur randomly and unannounced at least once each month. This way, our clients can monitor the performance of our guards or include evaluation criteria of their own.

### 11.5 Monthly Procedural Reviews

#### Monthly Administrative Procedural Reviews

Servexo Management will use a site-specific, customizable checklist to ensure that all administrative requirements such as certification reviews, reports, and weapons maintenance are being met. Like the Monthly Personnel and Post Inspection results, these reviews will be available for the Agency Contracting Officer or designated representative to view. In addition to on-site management procedural reviews, a corporate management representative dressed in plainclothes will observe and report guards’ compliance with corporate and **Agency** procedures as specified in the contract. Clients may also view the results of these reviews. These reviews will also occur at random at least once per month.

#### Monthly Operational Procedural Reviews

Servexo Management will use another, site-specific, customizable checklist to ensure that personnel adhere to all operational procedures and policies, such as lock-up procedures and facility closing duties. Like the previously mentioned inspections and reviews, the results of these reviews will be available for the Agency Contracting Officer or designated representative to view. A corporate representative dressed in plainclothes will also conduct an operational procedural review in addition to the on-site management team’s review. Similar to all our inspections and reviews thus far, the results of these reviews will be made available to our client. As with our other reviews, these will also occur randomly and unannounced at least once each month.

### 11.6 Inspection Schedule

When supervisors are on-site at any Agency facility, they will perform uniform and post inspections. This table below summarizes the type, frequency, and person(s) conducting the quality control procedures.

Inspection Type	Frequency				
	Weekly	Monthly	Quarterly	Site Supervisor	Servexo Management
Weekly Uniform & Post Inspection	X			X	X
Equipment Inspection		X		X	X
Administrative Procedures Review		X		X	
Operational Procedures Review		X		X	
License & Certifications		X			X

Quality Control Interviews with CO/COR				X
Personnel and Post Inspection		X		X
QC Interview with CO/COR		X		X
Customer Satisfaction Survey		X		X

**Performance & Deficiency Correction Procedures**

Any non-conformance with any contract requirement is a “defect”. The term “defect” means that any services that are listed in the Summary of Services Section, do not meet the output standard performance level. When a deficiency is identified, the person identifying the deficiency will use a formal report to describe the deficiency, the cause of the deficiency, the corrective action taken or required to be taken, the timeline or deadline for the corrective action to be completed, re-inspection details, and the closing of the deficiency.

If the deficiency is revealed during an External QC Inspection, Senior Management will provide Servexo Management with copies of all reports and a summary sheet within 24 hours. Servexo Management will then prepare a formal report and provide it to the officer with the violation.

In cases involving minor discrepancies, action must be taken immediately, but no later than within 48 hours of notification. In cases of critical discrepancies, immediate action is required, with “real-time” consultation done by Servexo Management.

Servexo Management shall advise and provide recommended solutions to Agency and the CO/COR on any issues encountered that have the potential to affect security or contract performance. Depending upon the nature and extent of the problem this may involve Management. In all cases, resources will be dedicated to resolve the issue and prevent recurrences. Documentation of problem, and steps to correct it, will be made available to Senior Management.

However, it’s not enough to have quality control personnel overseeing the operations. It’s also necessary to perform quality control on the quality control team. We form a Quality Assurance team and evaluate process implementation using Agency evaluation criteria. The Quality Assurance team audits for process compliance and quality of associated work products and report compliance to stakeholders. The report describes non-conformance root-cause analysis and recommended corrective action. We track non-conformances through closure and document lessons learned for inclusion in process changes. We will update our quality control processes accordingly, to prevent reoccurrence. Audits of existing SOPs ensure compliance and understanding of all procedures. Audit results inform our continuous improvement program.



***The QMS is ISO 9001:2015 certified and committed to continuous improvement***

Servexo has established a ***Six Tenets of Process Improvement***. We 1) Develop Strategy, 2) Plan Activities, 3) Align Resources, 4) Execute Activities, 5) Measure Results and Report, and 6) Document and Apply Lessons Learned. These tenets provide a process improvement strategy beginning with client goals and deliverables and ending with a continuous improvement process. We have used this process to drive quality and build a culture of process improvement, which improves on-the-job-performance and reduces costs.

### **11.7 Resolving Complaints and Problems**

The Servexo Area Manager will have full authority to resolve any challenges or complaints that may arise during this contract. Complaints are routed up Servexo's chain of command structure. First, most complaints are fielded by our Operation Specialists. Complaints are then sent up to our Area Manager for further review. Servexo Management will work with team managers to resolve conflict and complaints on all levels. In the case of subcontractor personnel, the escalation will be made to the appropriate management level of the subcontractor's organization. Servexo Management always has direct access to the Director of Operations if the need arises.

The Director of Operations conducts additional investigations, follow up interviews, and takes the appropriate course of action to correct issues as necessary. If the complaint is of a more serious nature, Director of Operations informs our executive team as well. The President of Servexo, will handle complaints that rise to this level, ensuring we take swift corrective action to preserve our relationship with Agency.

### **11.8 Financial Quality Reviews**

In addition to exercising quality control over security services, we perform Quality Control on our financial management processes. To that end, by the 10<sup>th</sup> of each month, Servexo Management will provide a comprehensive Monthly Financial Report to include:

- ▶ Contract Line Numbers (CLIN) used during the month
- ▶ Cost/hours funded or apportioned by CLIN
- ▶ Cost/hours used by CLIN
- ▶ Projected date when 75% of funds are spent
- ▶ Projected date when funds are exhausted
- ▶ Funds/hours remaining by CLIN
- ▶ ODCs estimated, used and remaining by month, and
- ▶ Summary of expenditures by resource and labor category

Throughout all aspects of our Quality Program, Servexo provides straightforward, open, regular, and continuous communication with its workforce, partners and customers to ensure that gaps or weaknesses in performance, problems, risks and issues are surfaced and addressed as quickly as possible. Problems can be raised to Director of Operations or other corporate staff who have the appropriate authority to implement resolutions. The results are communicated to Agency and CO/COR, and are discussed with Servexo Management during staff meetings, monthly status reports, and monthly Program Management Reviews (PMR). Monthly PMRs include, at a minimum: Contract/Task Order Information, Financial Summaries, Task Order Staffing

Summaries, Performance Summaries, Accomplishments, Action Item Summary, and Subcontractor Status.

### 11.9 Quarterly Contract Reviews

Servexo's performance will be demonstrated through the following reviews and coordination meetings:

- ▶ Weekly Supervisor reviews conducted by the Servexo Management. Each Supervisor will report the status of his or her area of responsibility to the Servexo Management.
- ▶ Quarterly Contract Reviews will be presented to the Agency Contracting Officer by the Servexo Management. All individual Supervisor that are assigned to the project will attend these reviews and may also make presentations.
- ▶ Formal technical reviews and audits will be conducted in accordance with contract requirements, and the processes and procedures outlined in the Quality Assurance Plan.
- ▶ Informal reviews will be conducted as needed.

*For all formal and informal reviews, Servexo will:*

- ▶ Prepare and distribute agendas at least three days in advance
- ▶ Ensure that all review products are available at least one week in advance
- ▶ Prepare minutes within 48 hours of completion of the review

*Technical performance will be documented and reported to Agency in accordance with contract and task order requirements. The primary reporting mechanisms will include:*

- ▶ **Weekly Report:** This report will include employees' names, date of service, hours worked per day, and hours worked per week.
- ▶ **Monthly Progress Report:** This report will be the primary document for reporting all technical, schedule, and cost status aspects of the project. The Monthly Progress Report (MPR) will include a summary of the technical progress and status of all tasks. The monthly report will also include a breakdown of the employees' hours worked, date of service, total hours worked per day, and wages.
- ▶ **Meeting Minutes:** The minutes will document the results of all formal and informal reviews, audits, and meetings.

Additional reports and correspondence will be provided, as needed, in compliance with contractual requirements.

*The Servexo Management will use the following tools and techniques to plan, monitor, and report technical performance:*

- ▶ **Structured Walkthroughs.** This hands-on review process will be the primary means of assessing the technical status of a specific activity.
- ▶ **Problem Tracking System.** Servexo will use an incident reporting module to track all issues and problems at the program level. Each problem identified will be entered into the system and assigned a responsible party, an action item, and a suspense date.

The problem tracking system will:

- ▶ Provide the Servexo Management with daily reports on the status of problems and incidents
- ▶ Sort reports by incident, responsible party, or subject

- ▶ Produce summary reports, such as those detailing the kind, number, or frequency of problems and turnaround time
- ▶ Ensure the prompt identification, resolution, and tracking of problems.

## 12 Management and Operations Plan

### 12.1 Purpose and Scope

Servexo is ready to begin work for Agency, using our ISO-certified policies and procedures. Our management approach creates a seamless team environment, driven by well-defined processes, and monitored by a comprehensive set of management controls. Our ability to manage and control this contract is exemplified in success stories with multiple customers requiring similar services. This Plan presents the management processes and procedures Servexo will use to direct and control all aspects of performance.



#### Management Highlight

Servexo has a disciplined, effective structure in place to provide an integrated and responsive management team for meeting Agency requirements. Our ISO-certified management policies and procedures provide effective technical, management, schedule, cost, and staffing controls

Servexo will serve Agency using our policies and procedures where applicable, supplemented by Servexo's ISO-certified procedures. Servexo is prepared to immediately provide highly qualified personnel who possess the specialized knowledge necessary to successfully meet your challenges. Servexo, as the prime contractor, will be singularly responsible for Agency for all contractual performance. Servexo Management will have the authority to respond immediately to

the needs of Agency, with direct support from the Director of Operations.

### 12.2 Potential Problems

As with any contract where there is potential for change to an existing environment, there are risks associated. Some of the perceived problem areas include, but are not limited to:

- ▶ Not delivering equipment at start of contract such as guard shacks, vehicles, radios.
- ▶ Not starting the contract on the date and time as proposed.
- ▶ New hires not being cleared to work because they have not cleared their government background check.
- ▶ Vacant posts
- ▶ Client dissatisfaction with current security officers.

Not all these items are under our control, but the activities will be closely monitored, risks and issues raised, and schedules adjusted accordingly to ensure that the overall project is not impacted. For example, if equipment will not be delivered to a site within the anticipated timeframe, another source can be used, or the schedule can be adjusted to proceed with other activities or installation at another site.



### 12.3 Monthly Reports

The Monthly Status Report (MSR) will be the primary document for reporting all technical, schedule, and cost aspects of the project unless otherwise specified or required under this agreement and will include a summary of the technical progress and status of all aspects of the project. The Servexo Regional Manager will brief highlights of the MSR at a time convenient to the Agency. The MSR will contain:

- ▶ Summaries by task of monthly activities
- ▶ Summaries of all problems encountered, and corrective action taken
- ▶ Anticipated activities for the next reporting period
- ▶ The current month cost by hours and dollars
- ▶ An estimate of next month’s cost by hours and dollars
- ▶ The cumulative cost by hours and dollars since inception

<b>Department</b>	Department Name
<b>Project Name:</b>	Project Name
<b>Project Sponsor:</b>	Name of Executive Sponsor
<b>Program Manager:</b>	Name of Department Manager Overseeing Project (Day to Day)
<b>Project Manager:</b>	Name of Central Services Assigned or Department Technical Project Manager
<b>Prepared by:</b>	Name of Individual Preparing Report
<b>Project Phase:</b>	For what project phase does the report cover
<b>ITMC Review Date:</b>	Date ITMC Reviewed the Report (MM/DD/YYYY)
<b>Status Report Period</b>	e.g. Q1 FY14-15 (April to June)
<b>Date Submitted</b>	

<b>Red</b>	Urgent – project is in jeopardy and escalation is required
<b>Yellow</b>	Warning – some issues have been encountered; however, are being managed
<b>Green</b>	Stay the course - no corrective action required

#### Project Status Summary

Budget		Schedule		Scope
Previous Project Phase	Project Phase Recently Completed	Previous Project Phase	Project Phase Recently Completed	To-Date
<b>G</b>	<b>Y</b>	<b>Y</b>	<b>G</b>	<b>R</b>
<i>Determined by calculating the % variation between the total forecasted costs for the project and the top end of the total cost estimate for the project (column #2 in the financial section)</i> G – < 10% Y– 10% - 20% R – >20%		G – Minimal delay and delay has no significant impact Y – Moderate delay; however, delay has no significant impact R – Moderate delay and delay has a significant impact		G – No Change Request (CR) pending or approved Y – Small CR(s) pending or approved R – Large CR(s) pending or approved
• [Include bullets as high level explanation of status colour above.]		• [Include bullets as high level explanation of status colour above.]		• [Include bullets as high level explanation of status colour above.]

### 12.4 Communication Management Controls Software

To act as effective stewards of Agency funds, we enforce rigorous controls across the project team. Servexo will work with Agency to revise the Post Order (PO) that will be submitted within thirty (30) days of the contract award and will perform that plan. The PO will consist of management and management support functions, as well as all staffing and support functions. The PO will include comprehensive program planning that details the integration and management required to successfully perform the program. It will clearly outline the roles and responsibilities of Servexo managers and staff.

The specific measures used to implement management controls are discussed in the following sections. Specific control areas include Technical Control, Cost Control, Schedule Control, Deliverable Control, Staff Control, and Subcontractor Control.

## Management Controls

Control Area	Control Measures			
	Plans	Review & Audits	Reports	Primary Tools
<b>Technical</b>	<ul style="list-style-type: none"> <li>▶ Task Plans</li> <li>▶ QA Plans</li> <li>▶ Training Plans</li> <li>▶ Incident Resolution Plans</li> <li>▶ Security Plans</li> </ul>	<ul style="list-style-type: none"> <li>▶ Project Reviews Status</li> <li>▶ Audits</li> <li>▶ Informal Reviews</li> </ul>	<ul style="list-style-type: none"> <li>▶ Monthly Reports Status</li> <li>▶ Meeting Minutes</li> </ul>	<ul style="list-style-type: none"> <li>▶ Guard Management Software System</li> <li>▶ Action Item Tracking System</li> <li>▶ Problem Tracking System</li> </ul>
<b>Schedule</b>	<ul style="list-style-type: none"> <li>▶ Schedule Coverage</li> <li>▶ No Show/Sick Call</li> </ul>	<ul style="list-style-type: none"> <li>▶ Project Reviews Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Monthly Reports Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Servexo Timekeeping system</li> </ul>
<b>Cost</b>	<ul style="list-style-type: none"> <li>▶ No Overtime</li> </ul>	<ul style="list-style-type: none"> <li>▶ Project Reviews Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Monthly Reports Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Servexo Accounting System</li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li>▶ Task Plans</li> </ul>	<ul style="list-style-type: none"> <li>▶ Peer Reviews</li> <li>▶ Project Reviews Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Deliverable Documents</li> </ul>	<ul style="list-style-type: none"> <li>▶ Microsoft Word/PDF</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>▶ Task Plans</li> <li>▶ Staffing Plans</li> </ul>	<ul style="list-style-type: none"> <li>▶ Project Reviews Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Monthly Reports Status</li> </ul>	<ul style="list-style-type: none"> <li>▶ Microsoft Word/PDF</li> </ul>

*Servexo control measures are proven processes and procedures based on ISO-certified standards.*

### 12.4.1 Full Transparency Through In-depth Reporting

Servexo’s guard management software (GMS) can be accessed on virtually any mobile device, tablet, or desktop. You can receive daily, weekly, and monthly reports that allow you to analyze any reoccurring issues in your facility, and view invoices, site schedules, or GPS activity from guard security. GMS complies with laws regarding the protection and privacy of patient information (Health Insurance Portability and Accountability Act of 1996).

We’ll partner with you to build a security service that is suited to your specific business needs using real-time data gathered from the frontline. Below are a few examples of fully customizable reports to give you complete control of your data:

- ▶ Activity Report
- ▶ Incident Report
- ▶ Maintenance Report
- ▶ Daily Activity Report
- ▶ Personalized Report
- ▶ Incident Report Analysis
- ▶ Incident Trends
- ▶ Post Orders
- ▶ Attendance Report

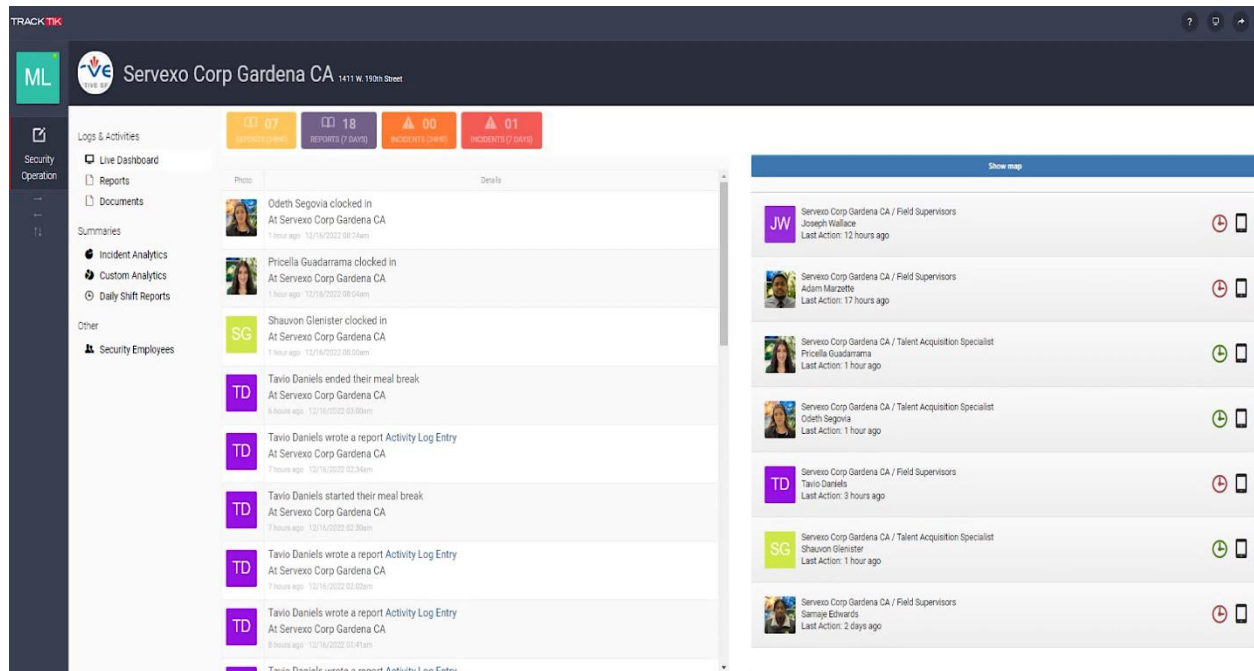
NFC (Near Field Communication) technology, which ensures security officers visit checkpoints using NFC chips at each facility checkpoint (to 100 points at no cost) and enables us to provide optimal security service while ensuring that each duty is fulfilled with accuracy. Specific instructions per site or checkpoint

- ▶ Important reminders displayed upon scanning checkpoint
- ▶ Live GPS Feed
- ▶ Tour-status display, including duration, missed checkpoints, and collected reports

► Centralized management of single or multiple sites from a single dashboard

Servexo will institute an issue tracking system to provide a formal method of identifying and managing resolutions for issues, concerns, and specific questions. As items are added to this database, our management will monitor it to ensure that all items addressed are resolved in a timely manner. Within seven (7) days after each issue resolution, Servexo will conduct an *after-action review* to ensure that the corrective action was effective and that the issue has been resolved.

Servexo will have policies and procedures in place for handling emergency issues and unanticipated requirements. We will conduct periodic lessons learned sessions, documenting individual items for use in subsequent activities, as part of our continuous process improvement philosophy.



**Servexo’s Guard Management Software for Reporting**

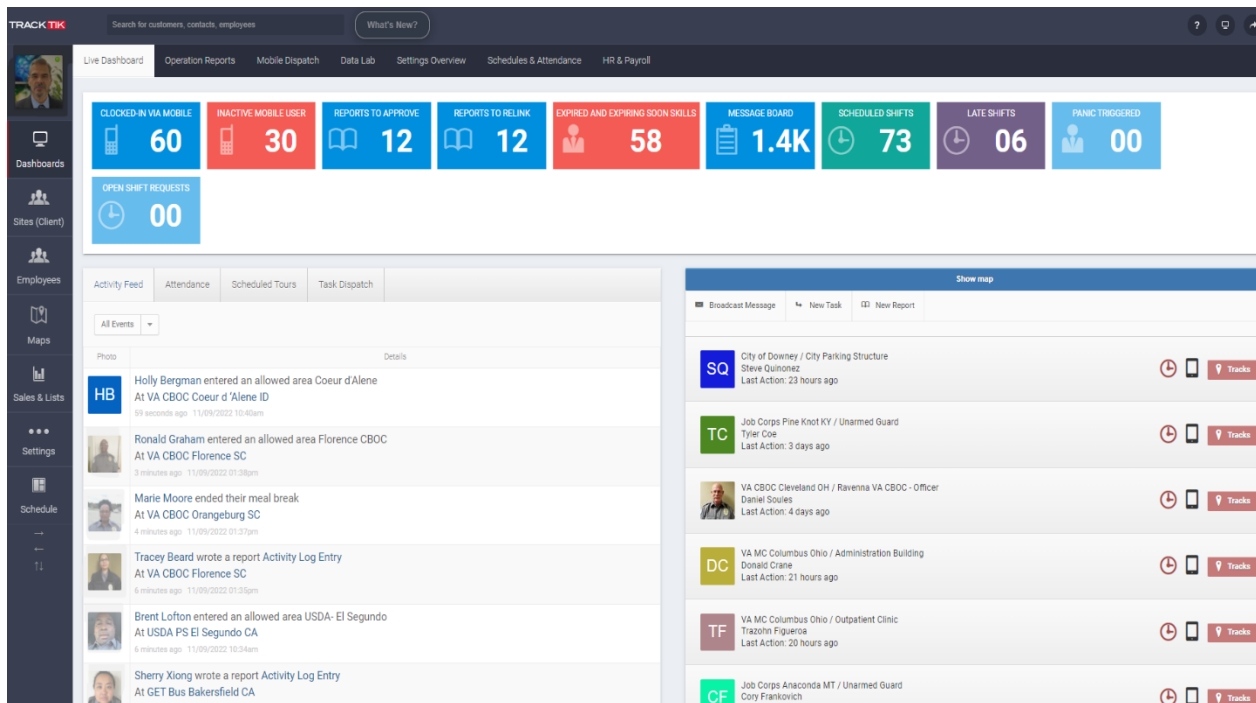
*The reports we provide enable you to keep tabs on how well we’re meeting our contractual obligations.*

**12.5 Servexo Guard Management Software (GMS)**

Servexo offers a feature that makes tracking officers’ activity and timeclock punches easy. We understand the time and effort needed to manage schedules, keep officers accountable, and track labor hours. Our operation specialists assist local, on-site specialists in this manner as well. This software allows our operation specialists to make sure our officers are doing what they were hired to do, protect your assets! With our comprehensive GMS we reduce concerns over our security services by implementing a top-tier guard management software that increases visibility where it matters most. Servexo’s expertise and leading security workforce technology are a winning combination for Agency interests and needs.

We manage our security officers through a cloud-based GMS through which our 24/7 Dispatch Center. Operation Specialists can communicate real time communication, post orders and appropriate actions in the event of an incident to our security officers. Security officers scan

checkpoint tokens with their mobile device (using the GMS app) at different locations inside and outside facilities to show they completed daily patrols. Members of the Servexo’s Transition team may determine more checkpoints are needed around the perimeter to ensure site security.



Security officers use GMS to write reports and upload photographs of the incident. This software generates daily reports, statistics and analytical data that is reviewable by Servexo and Agency. Reports can be emailed to the CO/COR at the end of every shift if desired. Our software can also be used to track security guards in real time. Using GPS tracking, we can monitor where our security guards are patrolling or stationed. It can also create a geofence, which alerts Dispatch if a security guard leaves a designated area.

### Tracking and Management

Our guard management software offers operational oversight and control to automate repetitive tasks and standardize protocols.

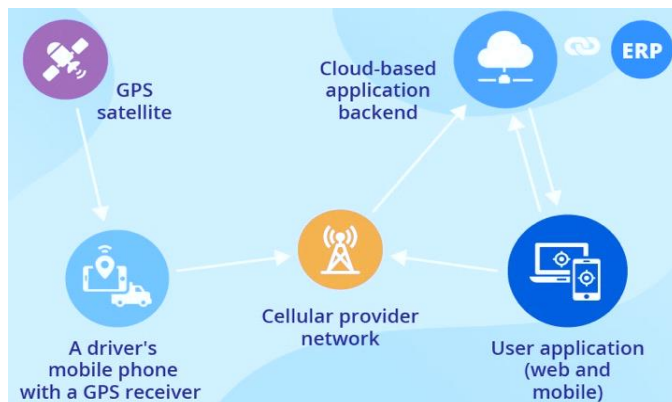
We have processes in place to generate daily activity reports maintain accurate, legible records for the COR. We enable Agency to manage the electronic creation, organization, and analysis of data and report distribution. Incident analytics enable us to provide data-driven incident trend reports for our clients. Combined with the previously mentioned technological assets, this improves our service so our personnel can compile accurate reports for our clients. We can also customize forms and include links to predefined incident severity levels and incident types. This ensures established incident response protocols are closely followed and



helps guide our personnel to provide reporting information, needed per incident type and severity, to Agency. Our price currently includes GMS service costs.

### How It Works

After a security officer is hired with Servexo, they are assisted in downloading the GMS app. Officers are able to do the following through the app: clock-in and clock-out of work, write incident reports, submit photos of incidents, log activity details in the Activity Log, and prove they are where they claim to be by their phone's GPS location. Officers are unable to clock-in for work unless they are inside or near the client's site. This guarantees accurate recording of labor hours and ensures both Servexo and Agency are on the same page for payments. Any discrepancies that arise, whether the app isn't working on an employee's phone or the employee needs a timeclock correction, can be handled by our operation specialists.



As mentioned above, GMS has amazing features that allows Servexo to set up a geofence around specific sites. If an officer goes outside the geofence, GMS alerts the operation specialist on duty. The operation specialist assesses the situation and can call the officer if needed. This allows incredibly efficient supervision and monitoring of officers.

Officers are required to use the GMS app to submit photographs of the sites they patrol, record hourly activities in the Activity Log, and scan checkpoint tokens along a designated patrol route. This alleviates some of the burden placed on our on-site supervisors to constantly oversee officers. As stated above, reports from the previous shift can be automatically sent to the COR if requested. GMS supports on-site supervisors by providing seamless communication, accurate timekeeping, officer compliance, officer accountability, and much more for Agency.

### Reports and Records

At our company, we place a high priority on accurate and timely record keeping. Our security officers are trained to maintain detailed logs of their activities and any incidents that occur during their shifts. These logs may include electronic daily activity reports, journals, and visitor registries. We ensure that all required reports are submitted to the COR in a timely manner, and we maintain compliance with police program inspection guidelines for record keeping. Our team understands the importance of clear and detailed reporting and takes pride in providing thorough and accurate documentation of our activities.

As part of Servexo's commitment to transparency and accuracy, we require our contractor employees to sign a weekly record of their duty hours. This will ensure that the hours billed on our invoices accurately reflect the hours worked by our personnel on-site. By implementing this process, Servexo can provide Agency with a reliable and verifiable record of our employees' time, helping to prevent any discrepancies or misunderstandings. This will also help us in maintaining a high level of accountability and ensure that we are fulfilling our obligations under the contract. Our team will work closely with the client to ensure that this process is executed smoothly and efficiently, and that all reporting requirements are met in a timely and accurate manner.

### 12.5.1 Integrating Advanced Technologies for Enhanced Operations Management

Servexo understands the critical importance of effective operations management in maintaining security, ensuring rapid response capabilities, and meeting client requirements. To further enhance our operational efficiency and exceed client expectations, we propose the integration of cutting-edge technologies tailored to our security operations.

#### **Guard Management Software:**

Implementing state-of-the-art guard management software will revolutionize how Servexo manages its security personnel. This software will provide real-time tracking of guard activities, including patrol routes, incident reporting, and task assignments. Guards equipped with mobile devices can efficiently report incidents, upload multimedia evidence, and receive instructions instantly, ensuring swift and accurate responses to security threats. Additionally, the software will enable centralized scheduling, ensuring optimal utilization of resources while adhering to client requirements and regulatory standards.

#### **Real-time Reporting Tools:**

Servexo will leverage advanced real-time reporting tools to enhance transparency, accountability, and decision-making capabilities. These tools will enable supervisors and management to monitor key performance indicators, such as response times, incident trends, and guard performance metrics, in real-time. Instant access to actionable data will facilitate proactive problem-solving, resource allocation, and continuous improvement initiatives. Furthermore, customizable reporting functionalities will streamline compliance with client-specific requirements and regulatory frameworks, ensuring adherence to RFQ stipulations.

#### **Benefits:**

The adoption of these technologies will yield numerous benefits for Servexo and its clients:

- **Enhanced Security Operations:** Servexo's Real-time tracking and reporting capabilities will enable Servexo to detect and respond to security incidents swiftly, minimizing potential risks and enhancing overall safety.
- **Improved Response Capabilities:** Our Instant communication and data access will empower security personnel to respond rapidly to evolving situations, mitigating threats and ensuring client satisfaction.
- **Compliance Assurance:** The integration of guard management software and real-time reporting tools will facilitate adherence to regulatory standards, client specifications, and RFQ requirements, thereby enhancing Servexo's reputation as a reliable and compliant security partner.
- **Efficiency Gains:** Automation of administrative tasks, streamlined communication channels, and data-driven decision-making will optimize resource utilization, reduce operational costs, and improve service delivery efficiency.

Servexo's commitment to excellence in security services drives us to continuously explore innovative technologies that enhance our operational capabilities and exceed client expectations. By integrating guard management software and real-time reporting tools into our operations, we will not only bolster security effectiveness but also ensure compliance with RFQ requirements, setting a new standard of excellence in the security industry.

## 12.6 Technical Control

Technical control focuses primarily on the quality of the work performed by Servexo. Peer reviews will be used to suggest possible improvements and ensure that the services meet predefined standards, that work is performed consistently, and that support processes are effective. The Servexo Management and the on-site supervisors will be responsible for meeting the technical performance standards. Servexo’s Quality Assurance team will independently monitor and evaluate technical performance against Agency acceptance criteria and analyze metrics.

### Technology Connects Management in real- Time to the Frontline

We’re raising expectations and redefining what security means today and delivering greater value for customers with our technology. When no-show or adverse staffing events arise, our software alerts all the qualified security officers in the vicinity so we can quickly back fill personnel. Using Geofencing (the use of GPS or RFID technology), the central dispatch center can monitor the following activities in real-time 24/7.

- ▶ NFC (Near Field Communication) technology ensures security officers visit checkpoint
- ▶ Specific instructions per site or checkpoint
- ▶ Important reminders displayed upon scanning checkpoint
- ▶ Tour-status display, including duration, missed checkpoints, and collected reports
- ▶ Centralized management of single or multiple sites from a single dashboard

### Complete Oversight of Every Aspect of Guarding Services

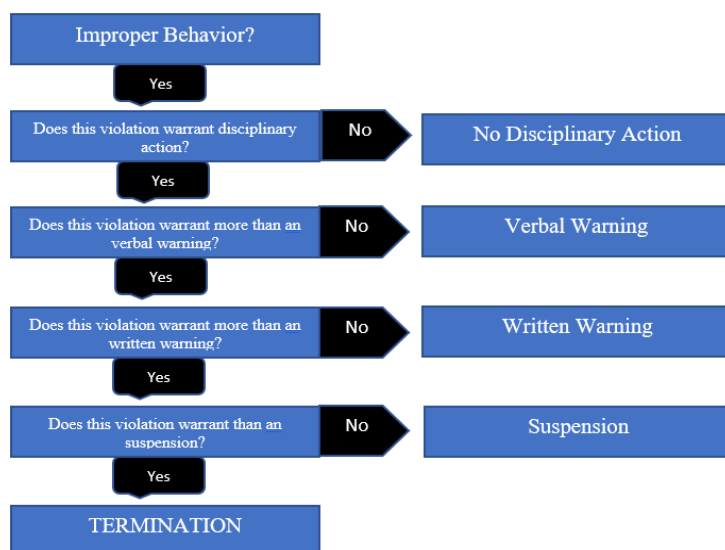
We have complete oversight of every aspect of your security officer services in real-time. This helps to pinpoint hotspots and mitigate risks before they become critical problems.

- ▶ **Panic Button.** In case of extreme emergencies, our security officers are trained to use the Panic Button on their mobile device to alert our 24/7 dispatch center, and our dispatch center will handle the situation right away. This also protects our security officers when an emergency affects their safety.
- ▶ **Certifications/Renewals Reminder.** This software also alerts the security officers when it is time to renew their licenses/certifications.

## 12.7 In Case of No Shows

We will maintain a pool of reserve, or back-up security officers who remain on an on-call basis to fill vacancies at this location. Our guard management software is integral to our approach in the management of situations like this because security officers can post shifts and reserve security officers can accept hours within seconds. This will ensure continuous and seamless service for our clients.

In the event of a security officer not showing up, we will replace the



security officer within 60 minutes with a reserve security officer while previous shift officers continue coverage or use the on-site supervisor until backup security officers show up.

Pursuant to our customer service-oriented approach, our Dispatch Center staffed by our operation specialists will notify the on-site supervisor Contracting Officer Representative (COR) of the change. In one instance one of our security officers was hit by a car on way to their shift, missing their scheduled posting at the last minute. Dispatch sent the site supervisor as a replacement security officer within ten minutes, so no gap occurred. A representative was also present with the injured officer. Our dispatch center arranged and reported to the client with revised personnel data in under thirty minutes.

**12.7.1 No Show Disciplinary Action**

Because the safety of our clients’ staff, patrons and property are our company’s utmost concern, we hold our security officers to high standards of excellence. Depending on the severity of the action, management may issue a verbal warning for a first offense and will write them up if the behavior continues. If it does persist, the Site Supervisor will consult with Servexo Management to pursue disciplinary action such as removing the security officer for a certain number of days. Finally, if the behavior cannot be corrected through these disciplinary actions, the Site Supervisor and Servexo Management will confer with Human Resources to terminate the security officer’s employment for the disciplinary action.

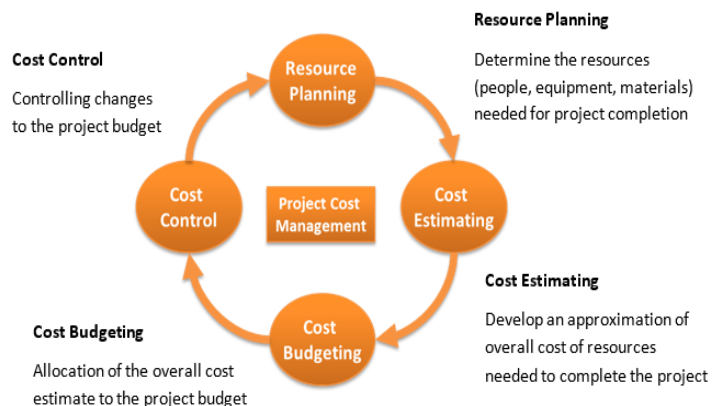
**12.8 Schedule Control**

Security officer work schedules will be established in Servexo’s GMS. GMS shows officers their work schedule for the coming weeks. Additionally, this performance increasing software shows daily activities and tasks for each site. Schedule charts will also be updated to show actual shifts worked versus missed shifts. If needed, officer attendance problems will then be identified by Servexo Management, who will have the authority to rearrange tasks or reallocate and add resources as required to meet schedule demands. As the information needed to generate the overall schedule is automated, more sophisticated, complex scheduling and analysis tools can be deployed. The result will be a more cost and resource efficient schedule.

Should an officer be too sick to work, our operational specialists contact other officers in the area to have the shift covered. Servexo works to keep all positions staffed and offer overtime if necessary. Our staff can request paid time off through Paycom, another software utilized by Servexo for payroll.

**12.9 Cost Control**

Cost controls are implemented to ensure that Agency funds are spent judiciously, actual expenditures are reported accurately, and performance is completed within established budgets. Cost controls are also tightly integrated with schedule controls. Cost and schedule controls are supported by:





- ▶ **Guard Management System (GMS)** is used to plan, track, and report schedules, resource loading, activity budgets, and earned value analysis
- ▶ **Guard Accounting System (GAS).** The Servexo corporate financial accounting system will be used to track such expenditures as time sheets, expense reports, subcontractor invoices, and overhead allocation.

### 12.10 Deliverable Control

All technical and documentation deliverables will undergo the review process and will be completed using Microsoft Word. They will be delivered in Agency standard format, both in hard and soft copy. A copy of all deliverables will be maintained in the document library. Technical documents will be written by the technical staff, edited by a Document Specialist, peer-reviewed, and submitted for approval. Once baselined, the document will be reviewed by Quality Assurance (QA) and Servexo Management. Technical and quality control for deliverables will be the combined responsibility of Servexo Management and the Quality Assurance department.

### 12.11 Feedback Mechanisms for Continuous Improvement

Servexo understands the critical role of feedback in maintaining high service standards and continuously improving its service delivery. To ensure both clients and employees are empowered to contribute their insights, Servexo has implemented robust feedback mechanisms. These mechanisms encompass regular review meetings, satisfaction surveys, and structured adjustment processes, forming a cohesive framework for enhancement.

#### Feedback Mechanisms for Clients:

- **Regular Review Meetings:** Scheduled meetings between Servexo's management and client representatives provide a platform to discuss ongoing service performance, address concerns, and identify areas for improvement. These meetings foster transparency, accountability, and collaboration in service delivery.
- **Satisfaction Surveys:** Servexo conducts periodic satisfaction surveys to gauge client satisfaction levels comprehensively. These surveys cover various aspects of service, including timeliness, responsiveness, and quality. Analyzing survey results enables Servexo to pinpoint specific areas requiring attention and tailor improvement strategies accordingly.
- **Client Feedback Portals:** Servexo offers dedicated feedback portals where clients can submit their comments, suggestions, and complaints conveniently. This direct communication channel ensures that client feedback is promptly received and acted upon, facilitating swift resolution of issues and continuous service enhancement.

#### Feedback Mechanisms for Employees:

- **Performance Reviews:** Regular performance reviews provide employees with constructive feedback on their service delivery, recognizing strengths and identifying areas for development. These reviews are conducted in a supportive and collaborative manner, fostering a culture of continuous learning and improvement among employees.
- **Employee Surveys:** Servexo conducts anonymous employee surveys to gather insights into employee satisfaction, engagement, and areas for improvement. By soliciting feedback

directly from employees, Servexo demonstrates its commitment to valuing their input and fostering a positive work environment conducive to high performance.

- **Open-Door Policy:** Servexo maintains an open-door policy where employees are encouraged to voice their concerns, suggestions, and ideas directly to their supervisors or management. This transparent communication channel ensures that employee feedback is heard and addressed promptly, fostering a sense of ownership and empowerment among the workforce.

Utilization of Feedback for Continuous Improvement:

- **Data Analysis:** Servexo employs advanced data analysis techniques to analyze feedback gathered from both clients and employees comprehensively. By identifying trends, patterns, and areas of concern, Servexo gains valuable insights into overarching themes requiring attention and prioritization.
- **Action Planning:** Based on feedback analysis, Servexo develops action plans outlining specific initiatives and strategies for addressing identified areas for improvement. These action plans are tailored to address both immediate concerns and long-term objectives, ensuring a systematic approach to service enhancement.
- **Iterative Process:** Continuous improvement is ingrained in Servexo's organizational culture, with feedback serving as a catalyst for iterative refinement. Servexo regularly reviews the effectiveness of implemented improvement initiatives, soliciting further feedback to inform subsequent iterations and ensure ongoing optimization of service delivery.

Servexo's feedback mechanisms for both clients and employees form a dynamic framework for continuous improvement in service delivery. By fostering open communication, soliciting feedback through various channels, and systematically utilizing feedback to drive enhancement initiatives, Servexo remains committed to delivering exceptional service that exceeds client expectations and empowers employees to thrive.

### 13 Contract Transition

Servexo feel it is important to highlight and include our Contract Transition process. Currently, we employ an several outstanding officers at the Agency. Servexo is experienced in providing the effective transition from hiring new staff, ongoing tasks, service data, and processes while minimizing interruption to retaining the staff. Any key personnel not mentioned in this proposal will be mentioned in the post award meeting.

#### 13.1 Transition Tasks and Their Management

We anticipate that the schedule will be finalized with the Contracting Officer within two (2) weeks of award. Upon contract award, the Transition Manager conducts an independent assessment of in-progress activities and determines the status of pending activities. He works collaboratively with the Program Contracting Officer and Servexo Project Manager to assess any impact to the transition schedule. For in-progress activities, information on schedule, milestones, cost, risks, and future deliverables will be transitioned to the new contract vehicle with very low risk and no disruption.

Step	Task	Due Date
Step 1	Contract Award	Week 1
Step 2	Review Clients Procedures	Week 1

Step 3	On-Site (Service) Review	Week 1
Step 4	Meet with your Representative	Week 1
Step 5	Establish Lines of Communication	Week 1
Step 6	Recruit 120% of Security Staff	Week 1
Step 7	Pre-Employment Screening & Drug Test	Week 2
Step 8	Background Investigation & Interview	Week 2
Step 9	Evaluate Security Officers	Week 2
Step 10	Final Selection of Security Officers	Week 2
Step 11	Finalize Security Manual & Procedures	Week 3
Step 12	Finalize Training & QA Programs	Week 2
Step 13	Receive & Revise Post Orders	Week 2
Step 14	Order Uniforms & Equipment	Week 2
Step 15	Orientation and Training	Week 3
Step 16	Work Schedule Developed	Week 2
Step 17	Issue and /or Refit Uniforms	Week 2
Step 18	On-Site Training	Week 3
Step 19	Final Transition Plan Review	Week 3
Step 20	Start Service	TBD
Step 21	Over the phone follow-up	Week 3
Step 22	On-Site Evaluation by Management	Week 3
Step 23	Post-Orders/Security Manual Review	Week 4
Step 24	Master Schedule Revisions	Week 4
Step 25	Security Officers Reassessment	Week 4
Step 26	Quality Control Plan Submitted	Included
Step 27	Services Standards Evaluated	Week 4

### 13.2 Transition Risks and Impact

The chart below identifies potential risks and associated mitigation strategy.

Transition Risks.

Potential Risk	Risk Impact	Our Effective Mitigation Strategy	Resultant Risk Level
<p><b>Staffing.</b> Inability to hire incumbent staff with key knowledge and expertise delay’s ability to ramp-up quickly and assume full responsibility for the Security Guard Training applications and systems named in the solicitation. Ramp-up further delayed due to staffing challenges as a result of unrealistic and achievable labor rates.</p>	<b>High</b>	<ul style="list-style-type: none"> <li>▶ On day-one Servexo offers staff with a comprehensive knowledge of the Security Guard Training</li> <li>▶ To complement our existing staff and provide cost-effective, optimal solutions, Servexo uses our competitive solution and sourcing processes to obtain best-value results.</li> <li>▶ Realistic labor rates based on a blend of current staff and market salary data for skills with emerging technology.</li> </ul>	<b>Low</b>
<p><b>Team Productivity and Effectiveness.</b> Start-up delays and loss of productivity due to ramp-up time needed to familiarize team with Security Guard Training environment (process/tools) and establish relationships and</p>	<b>Medium</b>	<ul style="list-style-type: none"> <li>▶ Customized management processes that meet the Agency current and future needs. Team understands the Agency reporting and administrative processes.</li> <li>▶ Management and collaboration processes in place; customized management reports and</li> </ul>	<b>Low</b>

communication approach between Security Guard Training and members of integrated team. Time to reconcile company standard processes and tools with the Agency.		<p>invoice reconciliation.</p> <ul style="list-style-type: none"> <li>▶ Staff hard-to-find expertise through existing partnerships, competitive sourcing, and industry leading technical staffing partners.</li> </ul>	
<b>Schedule and Budget.</b> Milestones, schedule, and deliverables missed due to lack of understanding of current systems, the Agency operating environment and enterprise architecture.	<b>High</b>	<ul style="list-style-type: none"> <li>▶ Day one staff availability – knowledgeable, cleared, skilled in all of the contract tasks</li> <li>▶ Servexo’s team has trusted project leaders and teams, with historical knowledge, key domain and technical expertise.</li> <li>▶ Transition manager to handle oversight of administrative transition tasks while Project Manager fully focused on technical delivery of existing and transitioned applications and systems.</li> </ul>	<b>Low</b>
<b>Transition Ramp-Up.</b> Extended ramp-up time while staff becomes familiar with the Agency processes, Security Guard Training mission, technical environment, team processes and corporate processes could lead to schedule delays and loss of productivity for both Security Guard Training leadership and contractor.	<b>High</b>	<ul style="list-style-type: none"> <li>▶ Servexo staff trained and already using the Agency policies and have in-depth knowledge of Security Guard Training environment.</li> <li>▶ Existing leadership already has established processes for time keeping, status reporting, and audits of processes.</li> <li>▶ Transition Manager is experienced and familiar with Security Guard Training and the Agency environment and will work closely with the existing Security Guard Training team for administrative items.</li> </ul>	<b>Low</b>

Our transition approach mitigates the risks and impact to day-to-day operations and ongoing projects.

### Performance Measures and Metrics for Transition Activities and Systems

Servexo closely monitors the progress of transition activities and publishes performance metrics on the program dashboard available in our software. The status of transition activities, activities completed, activities for next week, and risk is discussed at bi-weekly status meetings. Transition tasks are monitored through daily standup meetings with the transition team. To ensure system performance is maintained during transition, we track and publish metrics on production systems. At the kickoff meeting, we collaborate with the Contracting Officer to identify desired metrics in addition to our proposed performance metrics.

### Transition Activities and Proposed Performance Metrics.

Transition Type	Proposed Metrics	Description
<b>Staff</b>	% of Desired Incumbent Staff Retained	Measure of success at retaining desired incumbent staff
	Workforce Transformation	Number/percentage of new contractor staff transitioned
<b>Task</b>	% of Tasks Transitioned to Servexo	Measure of success at taking over contract responsibilities
<b>Data</b>	% of Data Transitioned to Servexo	Measure of success at taking over management of security data, status of outstanding issues, and performance measures

<b>Training</b>	% of Classes completed	Measure of how up to speed the transitioned staff are at any given point
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By measuring our performance, service quality improves and customer satisfaction increases.

### 13.3 Phase-In Schedule

A smooth and orderly transition between incoming and outgoing Contractors is necessary to assure minimum disruption to vital contract services and government activities. The Phase-In period will be a maximum of fifteen (15) days for startup, from the contract award date to the performance start date. Servexo has provided excellent security service on short notice to numerous clients. We often work with different municipalities, counties, and agencies. Recently, we secured opportunities to provide unarmed security services at 18 out of 22 Job Corps sites around the United States. Each site required its own application and contract. Our office Manager maintains a tracking system of all state licenses, company certifications, and insurance paperwork. This allows Servexo to anticipate regulatory issues and mitigate risk.

During the transition period we will announce an assumption-of-services-date and distribute business cards, employment applications, brochures, and other company information to current tenants without interfering with assigned duties; (e.g., during non-peak hours or during breaks or meal periods).

We will prepare and distribute a complete Operation Plan within 20-30 days of full execution of work.

### 13.4 Phase-In Task Schedule

Step	Task	Due Date
Step 1	Contract Award	Week 1
Step 2	Review Procedures	Week 1
Step 4	Meet with your Representative	Week 1
Step 10	Finalize Standard Operating Procedures	Week 2
Step 11	Order Uniforms & Equipment	Week 1
Step 12	Work Schedule Developed	Week 2
Step 13	Issue Uniforms	Week 2
Step 14	On-Site Refresher Training	Week 2
Step 15	Start Service	TBD
Step 16	Over the phone follow-up	Week 3

#### 13.4.1 Conferences and Meetings

Servexo will attend a client-scheduled post award meeting after the contract award, but prior to the start of the contract performance. This meeting will encompass an in-depth review of the contract requirements and the Servexo’s Transition Plan.

Servexo will prepare written minutes for any meetings it attends if the Client requests this service and will include signature blocks for Contractor and Client personnel and provide written minutes within seven (7) calendar days after meeting date. The Contracting Officer will maintain a copy of the minutes in the contract file.

Should the Agency not concur with minutes as prepared, the Client will provide a written memorandum identifying areas for clarification and/or disagreement within seven (7) calendar days after receipt of minutes. These memorandums are to be attached to the corresponding meeting minutes.

### **13.5 Phase-Out Plan**

Our Phase-Out Plan will be carried out as follows: Servexo will present a roster to the incoming contractor and to Agency of officer names, officer positions, officer certifications, officer training, contact information, schedules, pay rates, site locations, background checks, drug test results, and any other important information. Servexo will collect government issued flash cards, our equipment, uniforms, and other company owned items. We will submit final invoices, checking hours and amounts for accuracy. We will make recommendations to the incoming contractor on how to best manage Agency. Also, we will request a debriefing meeting with the Agency to go over lessons learned; What could we have done better? What did we do well?

## 14 Appendices

### 14.1 License



### **CERTIFICATE OF SECURITY GUARD FIRM**

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

**John Herbert Palmer**

of

**Servexo**

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

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 07/27/2023 to 07/27/2025 unless suspended or revoked thereto, in accordance with the provisions of the West Virginia Code.

**This license cannot be transferred**



**F230727012884**

Given under my hand and the Great Seal of the State of West Virginia on Thursday, July 27, 2023

*Mac Warner*

Mac Warner

West Virginia Secretary Of State

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

**F230727012884**

**Phone:** 304-558-6000  
866-767-8683  
**Visit us online:**  
[www.wvsos.com](http://www.wvsos.com)

14.2 Proof of Insurance



SERVEXO-01

JMALONE

**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
10/31/2023

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

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

<b>PRODUCER License # 0757776</b> <b>HUB International Insurance Services Inc.</b> 548 W Cromwell Avenue Suite 101 Fresno, CA 93711	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): (559) 447-4600      FAX (A/C, No): (559) 447-4586 E-MAIL ADDRESS: ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC #
<b>INSURED</b>  Servexo dba Servexo Protective Services 1411 W. 190th Street Suite 475 Gardena, CA 90248	INSURER A : <b>Allied World Surplus Lines Insurance Company</b> 24319 INSURER B : <b>United Financial Casualty Company</b> 11770 INSURER C : INSURER D : INSURER E : INSURER F :

**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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>Professional Liability</b>			5200-4326-00	5/17/2023	5/17/2024	EACH OCCURRENCE \$ <b>1,000,000</b>
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ. <input type="checkbox"/> LOC OTHER:						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>100,000</b>
B	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			00895205-0	5/5/2023	5/4/2024	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1,000,000</b>
							BODILY INJURY (Per person) \$
A	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE			5201-1945-00	5/17/2023	5/17/2024	EACH OCCURRENCE \$ <b>5,000,000</b>
	DED    RETENTION \$						AGGREGATE \$ <b>5,000,000</b>
<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / <input type="checkbox"/> N / A If yes, describe under DESCRIPTION OF OPERATIONS below							PER STATUTE    OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

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

Re: Proposal #CRFQ-0613-VNF2400000008-1  
 West Virginia Veterans Nursing Facility (Agency)  
 West Virginia Purchasing Division  
 2019 Washington Street, East  
 Charleston, WV 25305

**CERTIFICATE HOLDER**

West Virginia Veterans Nursing Facility (Agency)  
 West Virginia Purchasing Division  
 2019 Washington Street, East  
 Charleston, WV 25305

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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## 15 Why Should Agency Select Servexo? What Makes Us the Best Choice!

Selecting Servexo as your security service provider offers numerous advantages:

**Extensive Contract Experience:** Servexo has successfully served multiple contracts with prestigious clients, including the State of Florida, State of New Mexico, State of Missouri, U.S. Department of Interior, Bureau of Reclamation, U.S. Department of Veterans Affairs (Currently providing security guard services at 21 separate U.S. Department of Veterans Affairs facilities), Job Corps, Federal Emergency Management Agency (FEMA), various municipalities, the Los Angeles Metropolitan Transportation Authority (MTA), and more. This track record demonstrates our ability to deliver reliable and trusted security services across a wide range of industries and government agencies.

**Nationwide Security Expertise:** Servexo has a nationwide presence, allowing us to deploy security expert teams capable of handling emergencies and special services across multiple locations. Whether it's a large-scale project or an on-call basis, we have the resources and expertise to ensure comprehensive security coverage.

**Agility in Deployment:** We have experience in rapidly deploying security services to multiple locations within a single project. Our on-call capabilities enable us to quickly respond to your security needs, ensuring seamless coverage and protection.

**Real-Time Action with Cloud-Based Management:** Servexo employs a cloud-based guard management system (GMS), empowering us to take immediate action in real-time. This advanced technology enables efficient coordination, streamlined communication, and prompt response to any security situation that may arise. To overcome any unforeseen events, we will develop an innovative Uber-based model that enables us to deliver backup security guards immediately.

**Comprehensive Training Programs:** We prioritize the professional development of our security personnel through comprehensive online and offline training programs. Our Guard Force and Security Personnel Training programs ensure that our guards possess the necessary skills and knowledge to handle diverse security challenges effectively.

**Tailored Reporting Program:** We have developed a systematic reporting program tailored to meet the specific needs of the Agency. Our reporting system provides accurate and detailed information, enabling effective oversight, monitoring, and compliance with Agency requirements.

**Quality Control and Assurance:** Our commitment to quality control and assurance is bolstered by our extensive experience and the utilization of cutting-edge technology. We implement stringent measures to ensure the highest standards of service delivery and client satisfaction.

**Certified Unarmed/Armed Guards:** Servexo provides both certified armed and unarmed guards, depending on your specific security needs. This flexibility allows us to tailor our security solutions to meet the unique requirements of your facilities and operations.

By choosing Servexo, you gain a trusted partner with a proven track record in securing Agency, nationwide security expertise, agility in deployment, advanced technology for real-time action, comprehensive training programs, tailored reporting systems, and a commitment to quality control and assurance. Our certified armed and unarmed guards further enhance the effectiveness and flexibility of our security solutions.

### Community Giving: Making a Difference Together

As Servexo continues its commitment to fostering safe and secure environments, we recognize the invaluable role of community involvement and collaboration with local authorities and organizations. Our proposal outlines specific instances and ongoing efforts where Servexo has worked closely with these entities, highlighting our dedication to community safety and integration.

#### Community Engagement Initiatives:

- **Neighborhood Watch Programs:** Servexo has actively supported and participated in neighborhood watch programs across various communities. By collaborating with residents and local authorities, we facilitate the establishment of vigilant networks aimed at deterring criminal activities and enhancing community safety.
- **Community Outreach Events:** Servexo organizes and sponsors community outreach events focused on crime prevention, safety education, and emergency preparedness. These events provide opportunities for residents to interact with law enforcement personnel and Servexo security professionals, fostering trust and cooperation within the community.
- **Youth Empowerment Programs:** Recognizing the importance of engaging with young members of the community, Servexo has initiated youth empowerment programs in partnership with local schools and youth organizations. Through mentorship, educational workshops, and extracurricular activities, we aim to equip youth with the knowledge and skills necessary to make positive contributions to their communities.



### Giving Back

- Local Food Drive
- Back to School Supplies Giveaway
- Servexo’s Annual Adopt a Family
- Community & Client Fundraisers



#### Collaboration with Local Authorities:

- **Joint Training Exercises:** Servexo conducts joint training exercises with local law enforcement agencies to enhance coordination and response capabilities in emergency situations. These exercises allow us to familiarize ourselves with local protocols and procedures, ensuring seamless collaboration during critical incidents.

- **Information Sharing Initiatives:** Servexo maintains open lines of communication with local authorities, sharing relevant information and intelligence to assist in crime prevention efforts. By working together, we can identify emerging threats and implement proactive strategies to address them effectively.
- **Crime Analysis and Reporting:** Servexo collaborates with law enforcement agencies to analyze crime trends and patterns, enabling us to tailor our security solutions to the specific needs of each community. Through comprehensive reporting and data analysis, we contribute valuable insights that support informed decision-making by local authorities.

Servexo is committed to fostering strong partnerships with local authorities and community organizations to promote safety and security for all residents. By actively engaging with the community, collaborating with law enforcement agencies, and implementing targeted initiatives, we demonstrate our dedication to creating safer environments where everyone can thrive. We look forward to continuing our efforts in building resilient communities through effective collaboration and mutual support.

### Conclusion

We would like to take this opportunity to thank you for considering Servexo as a potential partner for the Agency. We believe utilizing Servexo for security Services benefits the Agency by implementing increased officer accountability, improved officer tracking (GMS), costing accuracy, risk mitigation, and exceptional quality, ensuring a safer experience for Agency patients. Our officer training procedures keep our officers safe and knowledgeable. We are devoted to providing outstanding customer service and keeping patients safe. These are essential building blocks for a long-term and successful partnership with Agency. We are confident that our technical qualities and competitive price can meet your security needs. We hope you are encouraged to confidently choose Servexo, a top-tier provider of security guard services, professionalized quality control, and unmatched customer service.

