



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

## Header 4

List View

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

Procurement Folder: 1403088

Procurement Type: Central Master Agreement

Vendor ID: VS0000045027

Legal Name: Servexo

Alias/DBA: Servexo Protective Services

Total Bid: \$367,471.20

Response Date: 04/24/2024

Response Time: 1:33

Responded By User ID: SERVEXO12

First Name: John

Last Name: Palmer

Email: procurement@servexouse

Phone: 3233005023

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2400000088

Published Date: 4/15/24

Close Date: 4/24/24

Close Time: 13:30

Status: Closed

Solicitation Description: Open-End contract for Security Guard Services for MCS&T

Total of Header Attachments: 4

Total of All Attachments: 4



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1403088  
**Solicitation Description:** Open-End contract for Security Guard Services for MCS&T  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-04-24 13:30	SR 0803 ESR04232400000006316	1

**VENDOR**  
 VS0000045027  
 Servexo

**Solicitation Number:** CRFQ 0803 DOT2400000088  
**Total Bid:** 367471.2000000000116415321826 **Response Date:** 2024-04-24 **Response Time:** 01:33:47  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 John W Estep  
 304-558-2566  
 john.w.estep@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Security Guard II	11640.000	HOUR	25.780000	300079.20

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Security Guard Services for MCS&T  
7724014

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Security Guard III / Shift Supervisor	2496.0000	HOUR	27.000000	67392.00

Comm Code	Manufacturer	Specification	Model #
92121504			

**Commodity Line Comments:**

**Extended Description:**

Security Guard Services for MCS&T  
7724014



Department of Administration  
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State of West Virginia  
 Centralized Request for Quote  
 Public Safety

<b>Proc Folder:</b> 1403088			<b>Reason for Modification:</b> ADDENDUM NO_1 Vendor Questions and Responses
<b>Doc Description:</b> Open-End contract for Security Guard Services for MCS&T			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-11	2024-04-24 13:30	CRFQ 0803 DOT2400000088	2

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Servexo Protective Services

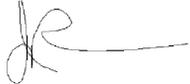
**Address :**

**Street :** 1411 W. 190th. St., Suite 475,  
**City :** Gardena  
**State :** CA **Country :** USA **Zip :** 90248

**Principal Contact :** John Palmer

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

**FOR INFORMATION CONTACT THE BUYER**  
 John W Estep  
 304-558-2566  
 john.w.estep@wv.gov



**Vendor Signature X** **FEIN#** 47-1114839 **DATE** 04/23/2024

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**ADDITIONAL INFORMATION**

ADDENDUM NO\_1

Addendum No\_1 issued to publish and distribute the attached information to the Vendor Community.

**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids, on behalf of the West Virginia Division of Highways, Materials Control, Soil and Testing. To establish an open- end master agreement contract to obtain the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for the WVDOH Materials Control, Soil and Testing Division located at 190 Dry Branch Drive, Charleston, WV 25306. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security Guard II	11640.00000	HOUR	\$25.78	\$3,00,079.20

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**Security Guard Services for MCS&T  
7724014

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security Guard III / Shift Supervisor	2496.00000	HOUR	\$27.00	\$67,392.00

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**Security Guard Services for MCS&T  
7724014

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-04-15

# SOLICITATION NUMBER: CRFQ DOT2400000088

## Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT2400000088 (“Solicitation”) to reflect the change(s) identified and described below.

### Applicable Addendum Category:

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

### Additional Documentation:

Bid Opening remains 04/24/2024 at 1:30pm

### Terms and Conditions:

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

1. Is this a new requirement or an on-going requirement? **On-going**
2. Who is the incumbent contractor(s)? **Universal Protection Service LP**
3. What is the current total contract value? **\$47,401.20 (3-month contract)**
4. Are there any significant changes to coverage between the previous contract and this opportunity? (a change in hours and/or post positions?) **None**
5. Are all officer positions fully staffed? **Yes**
6. What is the hourly pay rate for each position and the hourly bill rate for the current incumbent company? **Guard II:\$23.10 Guard Supervisor:\$25.58**
7. Will there be any required training for guards prior to covering shifts at the various locations? Like orientation/site-specific training? **Only to guards that are new to the location.**
  - a. If so, are these hours billable in addition to the set hours mentioned in the solicitation? **No. Per the specifications section 3.1.7.4.1**
8. When our guards are placed on site, please break down the background process that will be required for them to work on the department (for example fingerprints first, walk-in appointment, EQIP, Flash card or PIV, the timeframe it takes to get through background, etc.) **Please see specifications section 3.1.7.2.**
9. Are guards allowed to work on-site if they have passed our background check and submitted paperwork to the Department? **Only after everything has been submitted to the agency. Section 3.1.7.2**
10. Does the department anticipate an award date? If so, please provide the award date. **Within 10 working business days or less of the bid closure.**
11. Will the department provide ample time after the announcement of the award for a new contractor to properly on-board their personnel? (i.e. 30 days or so) **Yes, but due to time constraints contract will be in place and effective no later than 6/1/24.**
12. Can the department give the contractor a meeting to discuss under what are the reasons that the department have not awarded them the contract? **Yes**
13. Does the department anticipate usage of vehicles? If so, please provide the annual mileage for each vehicle? **No vehicle needed.**
14. Will the CBA document be provided at this stage? **CMA will be provided after award.**
15. What is the annual scope of hours? Or how many hours of work was performed annually by the incumbent?

**Guard II: 11,640 Hours Estimated      Guard III Supervisor: 2,496 Hours Estimated**

16. With reference to the section 3.1.1.1 Vendor qualifications/references: Bidder's additional submission on their business qualification is limited to 3 pages. Can the department please clarify are the 3 pages limited to all the information provided by the contractor? **As stated, the three pages are for additional information provided beyond what is requested.**
17. How many hours of 'special staffing' was performed by the incumbent?

## CRFQ:DOT2400000088-1

1. When is the projected start date? **06/01/2024**
  
2. What kind of incidents mentioned in 3.1.6 have been experienced at this site over the last 3 years?
  - a) **3.1.6.1.1 – None**
  - b) **3.1.6.1.2 – None**
  - c) **3.1.6.1.3 – One Incident**
  - d) **3.1.6.1.4 – One Incident**
  - e) **3.1.6.1.5 – Gate not being unlocked for employees. And lights not turned on in building before vendor left site. It's required to turn on lights and unlock main gates before they leave the site at 6:00 AM for the safety of the employees coming into the site at that time.**
  - f) **3.1.6.1.6 – None**
  - g) **3.1.6.1.7 – None**
  - h) **3.1.6.1.8 – One Incident**
  - i) **3.1.6.1.9 - None**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFO DOT240000088**

**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

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Company



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Authorized Signature

04/23/2024

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Date

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



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

State of West Virginia  
 Centralized Request for Quote  
 Public Safety

<b>Proc Folder:</b> 1403088		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Open-End contract for Security Guard Services for MCS&T		ADDENDUM NO_2 Vendor Questions and Responses	
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-15	2024-04-24 13:30	CRFQ 0803 DOT2400000088	3

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Servexo Protective Services

**Address :**

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

**City :** Gardena

**State :** CA **Country :** USA **Zip :** 90248

**Principal Contact :** John Palmer

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

**FOR INFORMATION CONTACT THE BUYER**  
 John W Estep  
 304-558-2566  
 john.w.estep@wv.gov



**Vendor Signature X** **FEIN#** 47-1114839 **DATE** 04/23/2024

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**ADDITIONAL INFORMATION**

ADDENDUM NO\_2

Addendum No\_2 issued to publish and distribute the attached information to the Vendor Community.

**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids, on behalf of the West Virginia Division of Highways, Materials Control, Soil and Testing. To establish an open- end master agreement contract to obtain the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for the WVDOH Materials Control, Soil and Testing Division located at 190 Dry Branch Drive, Charleston, WV 25306. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

**INVOICE TO****SHIP TO**

DIVISION OF HIGHWAYS  
MATERIALS, CONTROL,  
SOILS, & TESTING  
190 DRY BRANCH DR  
CHARLESTON WV  
US

DIVISION OF HIGHWAYS  
MATERIALS, CONTROL,  
SOILS, & TESTING  
190 DRY BRANCH DR  
CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security Guard II	11640.00000	HOURL	\$25.78	\$3,00,079.20

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**

Security Guard Services for MCS&T  
7724014

**INVOICE TO****SHIP TO**

DIVISION OF HIGHWAYS  
MATERIALS, CONTROL,  
SOILS, & TESTING  
190 DRY BRANCH DR  
CHARLESTON WV  
US

DIVISION OF HIGHWAYS  
MATERIALS, CONTROL,  
SOILS, & TESTING  
190 DRY BRANCH DR  
CHARLESTON WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security Guard III / Shift Supervisor	2496.00000	HOURL	\$27.00	\$67,392.00

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**

Security Guard Services for MCS&T  
7724014

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-04-15

# SOLICITATION NUMBER: CRFQ DOT2400000088

## Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT2400000088 (“Solicitation”) to reflect the change(s) identified and described below.

### Applicable Addendum Category:

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

### Additional Documentation:

Bid Opening remains 04/24/2024 at 1:30pm

### Terms and Conditions:

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

Can you please confirm that, one of our question has not been answered in the addendum which is as follows:

1. How many hours of 'special staffing' was performed by the incumbent?

**The prior year had no special staffing occurrences.**

Additional questions:

1. Does the department allow or accept subcontracting after the award of the contract?

**Section: 3.1.1.9 of Bid Specifications lists requested information. The vendor is responsible for paying the sub-contractor and is responsible for the sub-contractor. All guards must meet the requirements in the specifications prior to being sent to the location. (Skill Level, Training, background checks etc.)**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ DOT240000088**

**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)

- |  |  |
|--|--|
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Servexo Protective Services

Company



Authorized Signature

04/23/2024

Date

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

Exhibit A - Pricing Page				
Open-End Contract for Security Guards at MCS&T				
Kanawha County : Materials Division : 190 Dry Branch Drive, Charleston, WV 25306				
Line Number	Guard Classification	Estimated Hours*	Hourly Rate	Total Amount
1	Security Guard II	11,640	\$25.78	\$ 300,079.20
2	Security Guard III/ Shift Supervisor	2496	\$27.00	\$ 67,392.00
<b>Grand Total</b>				\$ 367,471.20
*The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.				

Vendor Name:	<u>Servexo Protective Services</u>
Contact Name:	<u>John Palmer</u>
Phone:	<u>323.250.4964 ext. 122</u>
Fax # :	<u>323.521.5034</u>
Email :	<u><a href="mailto:procurement@servexousa.com">procurement@servexousa.com</a></u>
# Years Providing Security Guards:	<u>12 years</u>



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 Purchasing Division  
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State of West Virginia  
 Centralized Request for Quote  
 Public Safety

<b>Proc Folder:</b> 1403088			<b>Reason for Modification:</b>
<b>Doc Description:</b> Open-End contract for Security Guard Services for MCS&T			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-05	2024-04-24 13:30	CRFQ 0803 DOT2400000088	1

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Servexo Protective Services

**Address :**

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**State :** CA

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**Principal Contact :** John Palmer

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**FOR INFORMATION CONTACT THE BUYER**

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 john.w.estep@wv.gov

**Vendor  
 Signature X**

**FEIN#** 47-1114839

**DATE** 04/23/2024

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**ADDITIONAL INFORMATION****REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids, on behalf of the West Virginia Division of Highways, Materials Control, Soil and Testing. To establish an open- end master agreement contract to obtain the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for the WVDOH Materials Control, Soil and Testing Division located at 190 Dry Branch Drive, Charleston, WV 25306. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security Guard II	11640.00000	HOUR	\$25.78	\$3,00,079.20

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Security Guard Services for MCS&T  
7724014

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**Extended Description:**  
Security Guard Services for MCS&T  
7724014

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-04-15

	Document Phase	Document Description	Page
DOT240000088	Final	Open-End contract for Security Guard Services for MCS&T	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
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 2019 Washington Street East  
 Post Office Box 50130  
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2024-04-11	2024-04-24 13:30	CRFQ 0803 DOT2400000088	2

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

**Principal Contact :** John Palmer

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

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DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

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**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-04-15

	Document Phase	Document Description	Page
DOT240000088	Final	Open-End contract for Security Guard Services for MCS&T	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



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 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Public Safety

**Proc Folder:** 1403088

**Doc Description:** Open-End contract for Security Guard Services for MCS&T

**Reason for Modification:**

ADDENDUM NO\_2  
 Vendor Questions and Responses

**Proc Type:** Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-15	2024-04-24 13:30	CRFQ 0803 DOT2400000088	3

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Servexo Protective Services

**Address :**

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

**City :** Gardena

**State :** California

**Country :** USA

**Zip :** 90248

**Principal Contact :** John Palmer

**Vendor Contact Phone:** 323.250.4964

**Extension:** 122

**FOR INFORMATION CONTACT THE BUYER**

John W Estep  
 304-558-2566  
 john.w.estep@wv.gov

**Vendor  
 Signature X**

**FEIN#** 47-1114839

**DATE** 04/23/2024

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

**ADDITIONAL INFORMATION**

ADDENDUM NO\_2

Addendum No\_2 issued to publish and distribute the attached information to the Vendor Community.

**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids, on behalf of the West Virginia Division of Highways, Materials Control, Soil and Testing. To establish an open- end master agreement contract to obtain the services of an experienced and qualified security services contractor to recruit, train, and maintain a staff of security guards to provide security service of unarmed guards for the WVDOH Materials Control, Soil and Testing Division located at 190 Dry Branch Drive, Charleston, WV 25306. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Security Guard II	11640.00000	HOUR	\$25.78	\$3,00,079.20

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Security Guard Services for MCS&T  
7724014

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US		DIVISION OF HIGHWAYS MATERIALS, CONTROL, SOILS, & TESTING 190 DRY BRANCH DR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Security Guard III / Shift Supervisor	2496.00000	HOUR	\$27.00	\$67,392.00

Comm Code	Manufacturer	Specification	Model #
92121504			

**Extended Description:**  
Security Guard Services for MCS&T  
7724014

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-04-15

	Document Phase	Document Description	Page
DOT240000088	Final	Open-End contract for Security Guard Services for MCS&T	4

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

# REQUEST FOR QUOTE (RFQ) RESPONSE TO:

**Security Guard Services for MCS&T  
State of West Virginia - Department of Administration  
West Virginia Division of Highways (WVDOH)  
Solicitation No: CRFQ 0803 DOT2400000088  
April 24, 2024 at 13:30 PM**



## **SUBMITTED TO:**

John W Estep  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Phone: 304-558-2566  
Email: [john.w.estep@wv.gov](mailto:john.w.estep@wv.gov)

## **SUBMITTED BY:**

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

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

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## 1 Cover Letter

Dear John,

Servexo Protective Services appreciates the opportunity to present its response to your Request for Quote, Security Guard Services for MCS&T for West Virginia Division of Highways (WVDOH). We are an established corporation focused on client protection by high-quality security services. Servexo was founded in 2012 and incorporated in 2013 in the State of California. Servexo's local offices in Charleston, WV 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 State, Local, Federal and Government agencies, notably the State Housing Authority, State of Florida – DMS, State of New Mexico, State of Missouri, City of Downey, City of Anaheim, County of Kern, County of Sonoma, numerous Departments of Veterans Affairs facilities, City of Bakersfield, Bureau of Reclamation, NOAA, FEMA, and We are confident that our added value and security service qualifications will address WVDOH needs. Below are factors that enable us to perform for the WVDOH:

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

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

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

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

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

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

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

Thank you so much for this opportunity,

**Jenifer N M, Proposal Specialist**

Servexo Protective Services

422-428 Shrewsbury St,

Charleston, WV 25301

T. 323.250.4964 ext. 122 | F 323.521.5034

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



## 2 Vendor Qualification/References

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

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

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

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

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

Servexo has been regularly investing in the following strategic solutions:

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

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

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

### Relationship with the Government

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

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

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

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

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

<b>Project City/Agency/Other:</b>	State of Missouri, MO	
<b>Contract Number:</b>	CS240079007	
<b>Description of Project:</b>	Servexo is contracted to provide security guard services to various state agencies within Missouri, including divisions, bureaus, and offices of the state government, as well as entities like the University of Missouri and the Judicial and Legislative branches. The services encompass different categories such as unarmed, soft-armed, and armed security guards, uniformed police officers, and officers utilizing patrol vehicles. Servexo acts as the single point of contact for the state agencies and ensures timely response to their security needs, whether on a scheduled or emergency basis.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	\$1,564,193.80
	<b>Term of Contract:</b>	1 Year (10/15/2023 - 9/30/2024)

<b>Project City/Agency/Other:</b>	City of Anaheim, CA
-----------------------------------	---------------------

<b>Contract Number:</b>	MA 106-470689	
<b>Description of Project:</b>	Servexo provided all Unarmed security at city owned properties, baseball stadium, and parking lot security.	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	Annual \$7,656
	<b>Term of Contract:</b>	1 Year (05/2015 – 05/2016)

<b>Project City/Agency/Other:</b>	USDA, Miami - FL	
<b>Contract Number:</b>	12639523A0017	
<b>Description of Project:</b>	<p>Servexo offered bilingual (Spanish/English) security guard services at the AOFC through a licensed contractor, ensuring compliance with local, state, and federal regulations. Operating 24/7, 365 days a year, Servexo delivered unarmed guard services characterized by vigilance, professionalism, and uniformed presence. Their duties included stationed surveillance at West Gate (gates 7 &amp; 8), with periodic patrols, recording visitor and contractor IDs, managing access, and monitoring daily activities either physically or via CCTV cameras to uphold AAOFc regulations, including parking and property restrictions. In emergencies such as sickness, Servexo guaranteed replacement guards meeting contract criteria to commence duty within one hour of the regular tour. These services were rendered at the APHIS One Facility Complex guardhouse on 64th Avenue Westgate, also known as West Gate #7.</p>	
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b>	\$1,520,937.60
	<b>Term of Contract:</b>	5 years (04/01/2023 to 03/31/2028)

<b>Project City/Agency/Other:</b>	GET Bus Transit, Bakersfield, CA	
<b>Contract Number:</b>	G130	
<b>Description of Project:</b>	<p>Servexo offered Unarmed security guard services, roving patrols responding to incidents on GET public transportation across the city.</p>	

<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b> \$3,549,000
	<b>Term of Contract:</b> 5 years (1/2/2022 to 31/01/2027)

<b>Project City/Agency/Other:</b>	<b>National Football League Super Bowl - Inglewood California</b>
<b>Description of Project:</b>	Servexo provided Unarmed security guard services. (Special Events)
<b>Description of Contract</b> <i>(Please include contract value, award date, term of contract, and description of work):</i>	<b>Contract Value:</b> \$4,820.63
	<b>Term of Contract:</b> 12 days (9/2/2022 to 22/2/2022)

## 2.5 Letter of Recommendation

## 2.5.1 City of Bakersfield, CA

July 7, 2020

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

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

**RE: Letter of Recommendation**

To Whom It May Concern:

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

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

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

Thanks,

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

## 2.5.2 VA Columbia, SC



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

Date: July 1, 2020

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

To whom it may concern:

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

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

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

Sincerely,  
*Nochelle M. Wilson*

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

### 2.5.3 GET Bus Transit



February 23<sup>rd</sup> 2024

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

Dear Raksha Khandelwal,

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

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

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

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

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

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

Sincerely,

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

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

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

## 4 Servexo's Experience

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

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

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

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

## 5 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 WVDOH:

- ▶  **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:

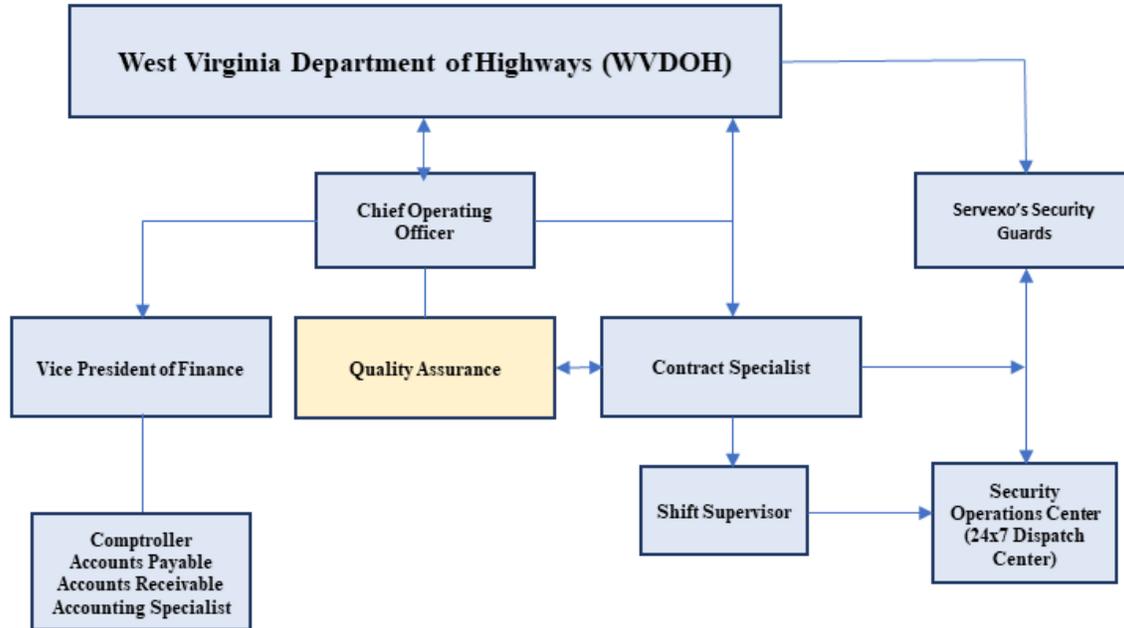
- i)  We have the qualifications to fulfill 100% the needs of the Agency.
- ii)  We deliver premium value of security and public safety services.
- iii)  We use new technology to raise expectations, and redefine how security functions, delivering a customer service-oriented approach to our clients.
- 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.

## 6 Organization Chart



## 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 WVDOH. 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 WVDOH 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. Our recruitment approach will enable us to identify and hire the most qualified individuals to fill the positions required for our projects.