



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

Header 4

List View

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

Procurement Folder: 1921135
 Procurement Type: Central Master Agreement
 Vendor ID: VS0000046576
 Legal Name: Belief In Justice Allies LLC
 Alias/DBA: Signal of West Virginia
 Total Bid: \$0.00
 Response Date: 04/16/2026
 Response Time: 13:21
 Responded By User ID: gpencosky
 First Name: Gregory
 Last Name: Pencosky
 Email: gpencosky@teamsignal.cor
 Phone: 724-747-8601

SO Doc Code: CRFQ
 SO Dept: 0803
 SO Doc ID: DOT2600000085
 Published Date: 4/2/26
 Close Date: 4/16/26
 Close Time: 13:30
 Status: Closed
 Solicitation Description: Courtesy Patrol Program
 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: 1921135
Solicitation Description: Courtesy Patrol Program
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-04-16 13:30	SR 0803 ESR04162600000007242	1

VENDOR
 VS0000046576
 Belief In Justice Allies LLC

Solicitation Number: CRFQ 0803 DOT2600000085
Total Bid: 0
Response Date: 2026-04-16
Response Time: 13:21:44
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	STATEWIDE COURTESY PATROL - Monthly Cost	0.00000	MO	638385.000000	0.00

Comm Code	Manufacturer	Specification	Model #
90121800			

Commodity Line Comments: Hourly Rate: \$39.75
Monthly Cost (based on 33 vehicles): \$638,385
Annual Cost: \$7,660,620
See Attached Pricing Page For All Costs

Extended Description:
SEE ATTACHEC PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	STATEWIDE COURTESY PATROL - Fuel	0.00000	GL	4.000000	0.00

Comm Code	Manufacturer	Specification	Model #
15101506			

Commodity Line Comments: See Attached Pricing Page For All Costs

Extended Description:
SEE ATTACHED PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	STATEWIDE COURTESY PATROL - Hourly Rate	0.00000	HOUR	39.750000	0.00

Comm Code	Manufacturer	Specification	Model #
90121800			

Commodity Line Comments: Hourly Rate: \$39.75
Monthly Cost (based on 33 vehicles): \$638,385
Annual Cost: \$7,660,620
See Attached Pricing Page For All Costs

Extended Description:
SEE ATTACHED PRICING PAGE ATTACHMENT A, FOR ACTUAL COST

Attachment A

Pricing Page

Monthly Cost	Number of Months	Extended Annual Cost
\$638,385	12	\$7,660,620

Vendor's monthly cost shall be multiplied by 12 to arrive at the Extended Annual Cost

EIA Fuel Price	Fuel Price (As Supplied by Vendor)	Criteria for Adjustment
\$390,000	\$4.00 per gallon	+/- 20%

Vendor shall supply the fuel price that was used to determine the monthly cost at the time of bid submission. EIA price will be established at award. Fuel consumed will be clearly noted on monthly invoice and listed as a separate charge from other operating expenses as only this expense will be adjusted annually.

Extended Annual Cost	Number of Hours	Number of Vehicles	Hourly Rate
\$7,660,620	5840	33	\$39.75

Vendor's Extended Annual Cost shall be divided by 5840 hours to arrive at the Program Hourly Rate. The Program hourly rate shall be divided by the number of vehicles in operation to determine the hourly cost per vehicle.

Statewide Courtesy Patrol Contract

Attachment B

Project Manager's Program Experience

Vendor must employ a Project Manager with a minimum of five years managing at least one similar statewide or federal program. Please reference Section 3.3.1 of the contract specifications. Vendor must provide a copy of the awarded Contracts for verification.

Vendor shall provide the following:

Business Name:	Signal of Canton - Youngstown
Program Name:	Norfolk Southern Corporation Train Derailment Security Services - Youngstown Metropolitan Housing Authority Security Services
Project Manager Name:	Paul Alekna
Phone Number:	330-284-9166
Email Address:	palekna@teamsignal.com
Dates:	January 2021 - Present
Dollar Value:	Estimated Annual Value: \$4,500,000 - \$7,000.000



West Virginia Courtesy Patrol Program Proposal

WV Division of Highways
CRFQ-0803-DOT2600000085-2

PREPARED BY
Greg Pencosky, Owner
Signal of West Virginia

P: (724) 747-8601
E: gpencosky@teamsignal.com

Date: April 16, 2026

teamsignal.com

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Introduction

4/16/2026

Mr. John W. Estep
Subcontracts Manager
West Virginia Purchasing Division
2019 Washington Street East
Charleston, WV 25305



Dear Mr. Estep and Evaluation Committee,

Signal of West Virginia appreciates the opportunity to respond to the State of West Virginia's Centralized Request for Quotation for the Statewide Courtesy Patrol Services Program.

Signal of West Virginia is a locally owned and operated safety and security services provider, proudly serving communities throughout the state. We bring a strong commitment to public safety, operational excellence, and accountability in every service we deliver. This proposal has been developed to align directly with the State's objectives of improving roadway safety, enhancing incident response, and supporting efficient traffic flow across West Virginia's transportation network.

Our team understands the critical role that Courtesy Patrol services play in reducing congestion, assisting motorists, and supporting first responders. We approach this program with a focus on rapid response, high-visibility presence, and coordinated communication with WVDOH, law enforcement, and emergency services.

As a West Virginia-based operation, we offer a level of responsiveness and accountability that is rooted in local leadership and daily operational involvement. Our structure allows us to make real-time decisions, adapt quickly to changing roadway conditions, and maintain consistent service delivery across all assigned regions.

Signal is committed to providing a reliable, transparent, and performance-driven Courtesy Patrol Program that supports the State's mission while delivering measurable value to both WVDOH and the motoring public.


We appreciate your consideration and look forward to the opportunity to serve the State of West Virginia.

Barb Alekna

President/Co-Owner, SIGNAL OF WEST VIRGINIA
Mobile: 330-310-1659
Email: balekna@teamsignal.com
www.TeamSignal.com

Greg Pencosky

Co-Owner, SIGNAL OF WEST VIRGINIA
Mobile: 724-747-8601
Email: gpencosky@teamsignal.com
www.TeamSignal.com

	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 Highways
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Proc Folder: 1921135		Reason for Modification:	
Doc Description: Courtesy Patrol Program			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-04-01	2026-04-28 13:30	CRFQ 0803 DOT2600000085	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000046576
 Vendor Name : Belief In Justice Allies, LLC DBA Signal of West Virginia
 Address : 1337 Koons Rd, North Canton, OH 44720
 Street : Koons Rd
 City : North Canton
 State : Ohio Country : United States Zip : 44720
 Principal Contact : Gregory M. Pencosky, Owner
 Vendor Contact Phone: 724-747-8601 Extension:

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

Vendor Signature X *Greg Pencosky* FEIN# 99-3259781 DATE April 16, 2026

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



ADDITIONAL INFORMATION

REQUES FOR QUOTATION:
 The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Highways for the operation of a Statewide Courtesy Patrol Program. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	STATEWIDE COURTESY PATROL - Monthly Cost	0.00000	MO		

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
 SEE ATTACHEC PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

INVOICE TO		SHIP TO	
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	STATEWIDE COURTESY PATROL - Fuel	0.00000	GL		

Comm Code	Manufacturer	Specification	Model #
15101506			

Extended Description:
 SEE ATTACHED PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

INVOICE TO			SHIP TO		
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER			VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		
No City US	WV		No City US	WV	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	STATEWIDE COURTESY PATROL - Hourly Rate	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
SEE ATTACHED PRICING PAGE ATTACHMENT A, FOR ACTUAL COST

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2026-04-09



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
 Highways**

Proc Folder: 1921135		Reason for Modification:	
Doc Description: Courtesy Patrol Program		ADDENDUM NO_1 BID OPENING MOVES TO 04/16/2026	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-04-02	2026-04-16 13:30	CRFQ 0803 DOT2600000085	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000046576
 Vendor Name : Belief In Justice Allies, LLC DBA Signal of West Virginia
 Address : 1337 Koons Rd, North Canton, OH 44720
 Street : Koons Rd
 City : North Canton
 State : Ohio Country : United States Zip : 44720
 Principal Contact : Gregory M. Pencosky, Owner
 Vendor Contact Phone: 724-747-8601 Extension:

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

Vendor Signature X *Greg Pencosky* FEIN# 99-3259781 DATE April 16, 2026

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

ADDITIONAL INFORMATION
ADDENDUM NO_1
Addendum No_1 issued to publish and distribute the attached information to the Vendor Community.
REQUES FOR QUOTATION:
The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Highways for the operation of a Statewide Courtesy Patrol Program. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO	SHIP TO
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER
No City WV US	No City WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	STATEWIDE COURTESY PATROL - Monthly Cost	0.00000	MO		

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
SEE ATTACHEC PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

INVOICE TO	SHIP TO
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER
No City WV US	No City WV US

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INVOICE TO		SHIP TO	
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
SEE ATTACHED PRICING PAGE ATTACHMENT A, FOR ACTUAL COST

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2026-04-09

I. About Us

Signal of West Virginia believes roadway safety is a fundamental public responsibility and a critical component of a functioning transportation system. Since 2003, Signal has been guided by the principle that communities, businesses, and motorists should be able to travel safely and confidently. Our mission within the Statewide Courtesy Patrol Program is to support the West Virginia Department of Transportation by enhancing roadway safety, reducing incident-related congestion, and providing timely assistance to motorists. We are committed to protecting lives, improving traffic flow, and contributing to the overall safety and efficiency of West Virginia's highway system.

The Promise of Signal

Signal's culture is grounded in service, professionalism, and respect for the communities we operate in. We understand that many motorist interactions occur during stressful or uncertain situations, and our operators are trained to respond with calm, professionalism, and urgency. Our company is committed to delivering reliable, transparent, and accountable Courtesy Patrol services that align with the State's operational goals and performance expectations.

We address the dynamic challenges of roadway incidents through:

- Rapid response and proactive mobile patrol presence
- Clear communication and coordination with WVDOH and emergency responders
- Measurable performance and real-time reporting
- Consistent, professional service delivery

Our brand philosophy, "We're Here," reflects both our visible presence on the roadway and our accountability to the State and the public. It signifies that our operators are attentive, approachable, and prepared to act, while our leadership remains directly engaged in daily operations. Our success is measured by the confidence we provide to motorists and the reliability we deliver to WVDOH.

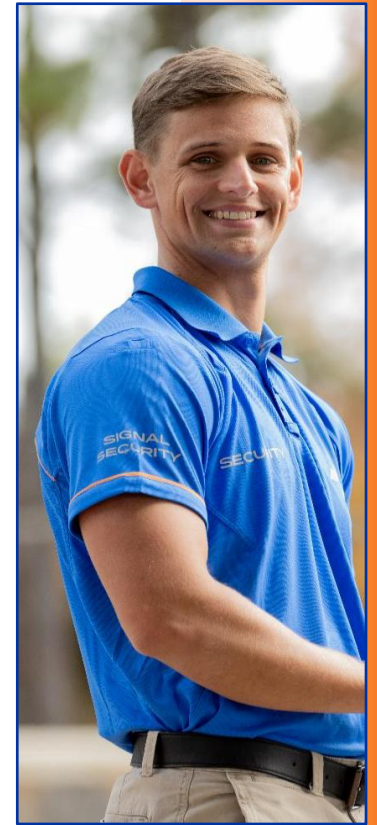
Local Ownership – Global Presence

Signal of West Virginia is locally owned and operated, allowing us to respond quickly, adapt to roadway-specific needs, and maintain direct accountability. At the same time, we are backed by a national brand with established standards, operational resources, and proven systems that support consistent service delivery at scale.

This structure enables us to combine local responsiveness with national-level discipline, ensuring reliable, high-quality performance across all areas of operation. Our team remains flexible and engaged at the local level while leveraging the strength and infrastructure of a larger organization. By partnering with Signal of West Virginia, the State will work with a team of vested, professional operators and leadership who are directly invested in the success of the program, committed to building strong working relationships with WVDOH, first responders, and the communities we serve.

Corporate Responsibility:

Signal operates under a unique business model that combines local ownership with global brand service standards. Many Signal owners and leaders come from military, law enforcement, or emergency services backgrounds, bringing mission-focused leadership and operational discipline to every contract. Our responsibility extends beyond clients and partners. Signal is committed to supporting communities through philanthropic initiatives and service-oriented partnerships. Signal supports national charities like Healing4Heroes and Kids Against Hunger, and local franchises participate in community charity work.



Home Office Support:

Signal's global Home Office provides a comprehensive global support infrastructure that enhances operational reliability, ensures compliance, and allows local leadership to remain fully focused on day-to-day service delivery across the Courtesy Patrol Program.

This centralized support structure includes:

- Operational oversight and compliance support
- Accounting, payroll, and financial backing management services
- Billing and collections administration
- Program support and communications resources

**Global Brand Standards**

Signal personnel are selected, trained, and deployed to meet the highest standards of professionalism and operational readiness.

All Courtesy Patrol Operators assigned to this program will be:

- Clearly identifiable through Signal's branded uniform, featuring high-visibility reflective markings
- Professionally equipped with duty-appropriate attire designed for safety, mobility, and visibility
- Trained to operate safely within active roadway environments, including high-traffic and emergency response situations
- Prepared to interact with motorists in a professional, calm, and service-oriented manner
- Aligned with WVDOH operational protocols, safety requirements, and incident response expectations.

**Commitment to the State of West Virginia**

Signal of West Virginia is a locally owned and operated provider with a growing presence across the state, delivering mobile patrol and on-site security services for residential communities, commercial properties, construction projects, and public-facing environments. Our operations are supported by a national platform, allowing us to combine local accountability with proven systems, training, and operational resources.

We have successfully supported a wide range of clients throughout West Virginia, including multi-family housing communities, retail centers, event venues, and industrial sites; each requiring consistent service delivery, strong communication, and a high level of professionalism. These environments demand the same core competencies required for the Courtesy Patrol Program: rapid response, visibility, reliability, and clear coordination with stakeholders. As a West Virginia-based team, we understand the importance of serving both urban corridors and rural communities, where roadway safety and response times are critical. Our personnel are familiar with the region, traffic patterns, and the expectations of residents and agencies, allowing us to deliver a more responsive and effective service.

Signal has built its reputation on accountability, consistency, and measurable performance. Through structured supervision, real-time reporting, and technology-enabled oversight, we ensure that all services are delivered in alignment with program requirements. Our experience supporting diverse client environments has prepared us to meet the unique demands of a statewide Courtesy Patrol Program, where public safety, operational efficiency, and customer service must work together seamlessly. Signal of West Virginia is fully committed to supporting the State's mission by providing a reliable, high-visibility, and performance-driven Courtesy Patrol Program that enhances safety and confidence for the traveling public.



II. Key Personnel

Signal of West Virginia will deploy professional, highly vetted, and well-trained Courtesy Patrol Operators who are prepared to support the State's roadway safety, incident response, and motorist assistance objectives.

Our personnel are selected not only for their technical capability, but for their professionalism, communication skills, and ability to operate effectively in dynamic, high-visibility roadside environments. Each operator represents Signal's commitment to safety, accountability, and service to the public, executing their duties with discipline, awareness, and precision.

Signal of West Virginia Key Personnel

Barbara Alekna:

- Co-Owner/President, Signal of West Virginia and Executive Director, Signal of Canton-Youngstown
- Mobile: (330) 310-1659 | Email: balekna@teamsignal.com
- Barbara Alekna serves as the Co-Owner/President of Signal of West Virginia and the Executive Director of Signal of Canton-Youngstown.
- Barbara has worked in the Signal network for five years and currently oversees approximately 100 team members between multiple Signal Security locations. Professionally, Barbara's career spans over 20 years, with 15 of those years dedicated to working as a Paralegal, primarily in the field of Elder Law. Prior to her work in the legal field, Barbara held management roles in the service industry, showcasing her exceptional customer service skills and leadership capabilities. Through Barbara's attention to detail, excellence in customer service, and ability to build strong employee rapport are key attributes that set Signal apart from its competitors. Her dedication to the security industry and outstanding execution of responsibilities have been instrumental in the success of Signal of Canton-Youngstown and Signal of West Virginia.

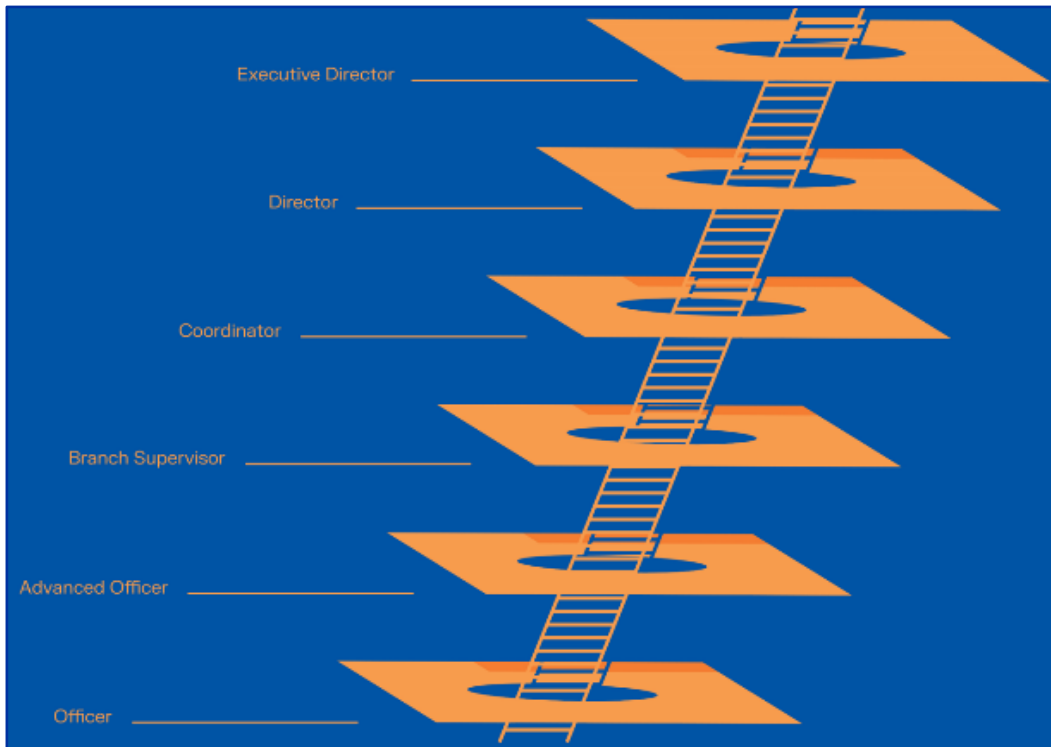
Greg Pencosky:

- Co-owner, Signal of West Virginia
- Mobile: (724) 747-8601 | Email: gpencosky@teamsignal.com
- As Co-Owner of Signal of West Virginia, Greg Pencosky works alongside Barbara Alekna to lead the organization's growth and success. In 2021, he launched a Signal Security location in Pittsburgh, Pennsylvania, achieving 100% year-over-year growth. By July 2024, Greg shifted his focus entirely to the growth and development of Signal of West Virginia. Greg's professional career highlights an impressive journey through the security, intelligence, and emergency management sectors. Between 2018 and 2023, Greg served as an Intelligence Analyst supporting a counterterrorism team and Federal law enforcement program combating pharmaceutical fraud. His emergency management backgrounds include positions with the Executive Office of the President of the United States, District of Columbia, and currently in his local community. Academically, Greg holds undergraduate degrees in Criminal Justice and Emergency Management, as well as a graduate degree in Intelligence Studies. He is currently near successful completion of a Doctorate in Strategic Security. Greg's leadership is rooted in his passion for advancing the security industry.

Paul Alekna:

- Executive Director, Signal of West Virginia and Owner/President, Signal of Canton-Youngstown
- Mobile: (330) 284-9166 | Email: palekna@teamsignal.com
- Paul Alekna serves as the Owner/President of Signal of Canton-Youngstown, a position he has held since the organization's inception into the Signal network in 2020. Additionally, he is the Executive Director for Signal of West Virginia. Paul's career began in law enforcement, where he dedicated nearly a decade to serving his community as a Police Officer. During this time, he held roles as a Field Training Officer, Patrol Officer, and a member of a specialized Street Narcotics unit. Transitioning into the private security sector, Paul accumulated nearly 20 years of experience with several of the world's largest security providers, ultimately becoming a Regional Security Manager responsible for four hospitals in the Ohio Valley. Throughout his career, Paul has attained certifications as a Training Instructor for multiple behavioral health de-escalation programs, leveraging his

expertise to enhance safety and operational efficiency. His extensive background in law enforcement and security operations has positioned him as a dynamic leader within the Signal organization.



Uniform Standards & PPE

Signal provides standardized uniform configurations specifically designed for roadway safety and high-visibility operations. Supervisors conduct routine inspections to ensure full compliance with uniform and safety requirements, maintaining a consistent and professional presence across all patrol units.

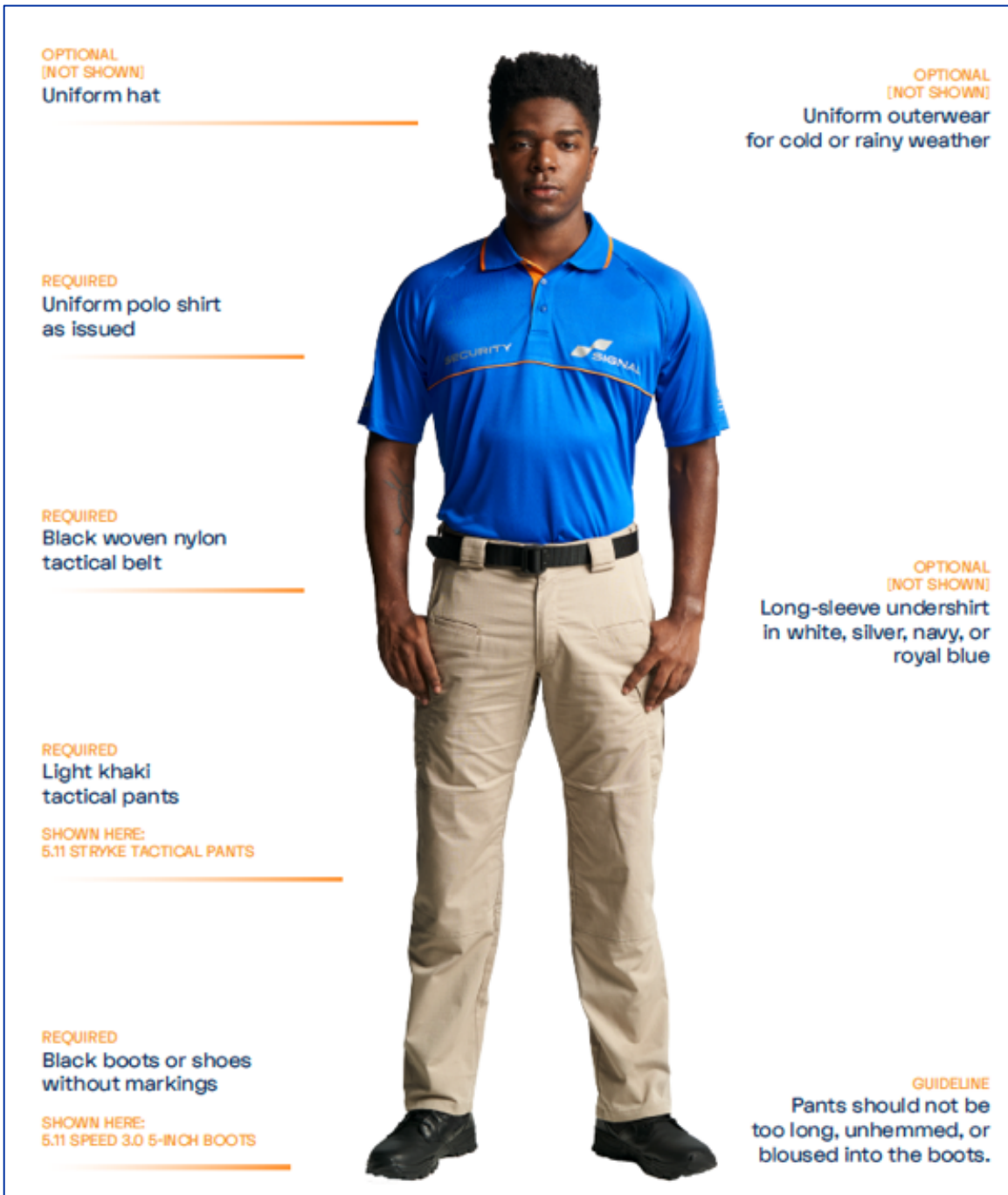
Signal of West Virginia will provide standardized uniforms that present a professional, highly visible, and consistent image for the Courtesy Patrol Program. All patroller uniforms will be designed to clearly identify the individual as part of the West Virginia Courtesy Patrol Program, the operating vendor, and the services being performed on behalf of WVDOH. In accordance with the RFQ, uniforms will follow standardized colors and styles, include shoulder-mounted program logos, and be submitted to WVDOH for final approval prior to implementation. ANSI Class 3 uniforms are recommended under the specification, and each patroller will be equipped with a reflective ANSI Class 3 vest as required.

Signal's uniform package will be structured to support both professional public presentation and roadside operational safety. Each patroller will be issued duty uniforms appropriate for the program, including high-visibility shirts or outerwear, durable duty trousers, weather-appropriate layers, and required reflective safety garments. Uniforms will be maintained in clean, serviceable condition at all times so that patrollers consistently present the courteous and positive image expected by the State of West Virginia.

In addition to the standard uniform, patrollers will wear the PPE and visibility gear necessary for safe roadway operations, particularly during low-light, nighttime, or



incident-response conditions. Signal will ensure all personnel report to duty in full uniform and that supervisors routinely inspect uniform compliance, visibility requirements, and overall appearance. This approach supports public confidence, operator safety, and full alignment with the Courtesy Patrol Program’s service expectations.



Personnel Identification & QR-Enabled Accountability

To promote transparency, accountability, and public confidence, Signal of West Virginia implements a standardized operator identification system supported by QR-enabled technology.

Each Courtesy Patrol Operator is issued a professionally branded identification badge that clearly identifies the individual as part of the State's Courtesy Patrol Program. These badges are designed to provide motorists and partner agencies with immediate visual confirmation of the operator's role and affiliation.

In addition to visual identification, Signal incorporates a unique QR-enabled credentialing system linked to each operator's profile within our EDGE operations platform. This system serves multiple operational purposes:

- Verifies operator identity and assignment in real time
- Confirms route deployment and shift activity
- Supports accurate login and tracking within the EDGE system
- Enhances accountability for patrol coverage and response activity

QR-enabled credentials are integrated into Signal's broader technology ecosystem, allowing supervisors and dispatch personnel to monitor operator status, verify route compliance, and ensure timely deployment across all coverage areas. This approach provides the State with an added layer of operational control, verification, and transparency, while also reinforcing public trust through clear and professional operator identification.

Accountability

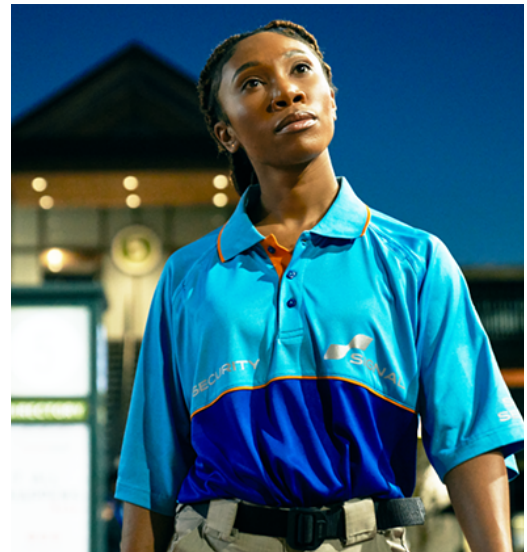
Signal implements structured performance controls and technology-enabled verification to ensure reliability, transparency, and consistent service delivery across the Courtesy Patrol Program.

Supervision:

Signal maintains an active and structured supervisory model to ensure all Courtesy Patrol operations meet the State's standards for safety, professionalism, responsiveness, and compliance. Our supervisory approach is designed to provide continuous oversight, real-time support, and immediate accountability across all patrol shifts and coverage areas.

Each Courtesy Patrol Operator is supported by a dedicated leadership structure that includes:

- **Branch Leadership Oversight:** Local leadership remains directly engaged in daily operations, monitoring performance, staffing, and overall program execution.
- **Field Supervision & Spot Checks:** Supervisors conduct regular and unannounced field visits to verify patrol activity, ensure compliance with program requirements, and maintain a consistent, high-visibility presence.
- **Ongoing Communication with WVDOH:** Signal maintains frequent and direct communication with designated WVDOH representatives to review operations, address concerns, and ensure alignment with program expectations.
- **Real-Time Performance Monitoring:** Supervisors utilize GPS tracking and reporting data to monitor patrol coverage, response activity, and operator performance in real time.
- **Immediate Intervention & Corrective Action:** Any performance, safety, or conduct issues are addressed promptly through direct supervisor involvement, ensuring minimal disruption to operations and maintaining service quality.



This supervisory structure ensures that all Courtesy Patrol services are consistently delivered, closely monitored, and continuously aligned with the State's operational and safety objectives.

Structured Scheduling & Coverage Assurance:

Signal maintains disciplined scheduling practices to ensure continuous roadway coverage and operational readiness:

- All patrol shifts are pre-scheduled and communicated in advance



- Redundant staffing plans are in place to prevent coverage gaps
- Backup and relief personnel are available to support call-offs or surge needs
- Leadership actively monitors staffing levels, route coverage, and field activity in real time
- Supervisory personnel are trained and prepared to support operations directly when needed to maintain full program compliance.

Activity Tracking & Documentation:

All Courtesy Patrol activity is documented through EDGE, Signal's real-time reporting platform, ensuring complete visibility into field operations:

- Patrol routes and activity logs
- Motorist assists and service interactions
- Roadway hazards and safety concerns
- Disabled vehicles and incident response details
- Debris removal and maintenance-related observations
- Any irregularities or directed tasks

All reports are time-stamped, GPS-verified, searchable, and securely archived, providing WVDOH with full transparency and immediate access to operational data.

Leadership Oversight & Performance Management:

Signal maintains active leadership involvement to ensure accountability and continuous program improvement:

- Routine performance reviews with WVDOH to evaluate service delivery, response times, and operational trends
- Ongoing analysis of reporting data to identify opportunities for improved coverage and efficiency
- Supervisory field inspections conducted regularly across all assigned patrol areas
- Immediate escalation and resolution of operational issues as they arise

III. Training & Compliance

Signal of West Virginia implements a comprehensive, compliance-driven training and certification program designed specifically for the operational, safety, and service requirements of the Statewide Courtesy Patrol Program. All training, certifications, onboarding, and recurring development are provided at no extra cost to the State, and are fully administered, tracked, and documented by Signal of West Virginia.

All Courtesy Patrol Operators undergo a structured, multi-phase training program consisting of:

- Pre-Deployment Certification & Classroom Training
- Field-Based Practical Training & Ride-Alongs
- Ongoing Refresher Training & Performance Reinforcement

Signal Performance Institute (SPI)

All training is delivered and managed through the Signal Performance Institute (SPI), Signal's proprietary Learning Management System (LMS), which provides a standardized, auditable, and performance-driven training framework. SPI ensures that every Courtesy Patrol Operator is trained, evaluated, and certified in alignment with contract requirements.

SPI Capabilities Include:

- Role-based learning paths (Operator, Supervisor, Coordinator, Director)
- WVDOH-specific curriculum customization
- Integration of third-party certifications (FEMA, AHA, ACS, etc.)
- Mobile-accessible, on-demand training modules
- Digital certification tracking and audit readiness
- Integration with Signal's EDGE platform for performance oversight

Structured Training Program

Each Courtesy Patrol Operator must successfully complete and maintain certification in a variety of safety oriented areas. The structured training program exceeds baseline requirements by combining structured certification, hands-on field training, and continuous development.

Classroom & Virtual Instruction:

This phase of training includes completion of all required online certifications, along with instruction on traffic incident response procedures, WVDOH operational protocols, and reporting standards and compliance requirements. Personnel are trained on the use of the EDGE reporting system, including GPS-enabled documentation and real-time reporting expectations. The curriculum also incorporates hands-on and instructional training related to equipment usage, including arrow boards, push bumpers, debris removal tools, traffic cones and proper scene setup, as well as radio communication protocols and dispatch coordination. Performance validation is conducted through written knowledge assessments to ensure comprehension and readiness prior to field deployment.

Hands-On & Field Training:

This phase includes supervised ride-alongs with experienced operators and real-world, scenario-based training covering situations such as disabled vehicles, debris removal, and lane protection. Personnel are evaluated through practical field assessments to ensure they can safely and effectively perform required duties. Final approval is granted through supervisor sign-off prior to independent deployment, and no operator is placed into service until all training requirements have been fully completed and validated.

Basic Signal Employee Training:



The basic 8-hour Basic Signal Employee Training introduces officers to the fundamentals of professional security work, including patrol procedures, report writing, and emergency response awareness. The course also covers access control protocols, communication standards, de-escalation basics, and expectations for conduct on client sites. Officers' complete scenario-based exercises to reinforce observation skills and proper documentation techniques.

Life Safety & Medical Training:

All Courtesy Patrol Operators will maintain certifications through the American Red Cross or American Heart Association in CPR (Cardiopulmonary Resuscitation) and First Aid. In addition, personnel will be trained in ACS Stop the Bleed, Naloxone (Narcan) administration, and public safety and alert systems. Operators will also complete Amber Alert and Silver Alert Program training, along with Homeland Security Blue Campaign training focused on human trafficking awareness, ensuring a well-rounded preparedness to respond to a wide range of emergency and public safety situations.

Emergency Management & Incident Response Training:

The following Homeland Security Incident Command System (ICS) training courses must be completed prior to deployment: ICS-100: Introduction to Incident Command, ICS-200: Basic Incident Command, IS-700: National Incident Management System (NIMS), and IIS-800: National Response Framework

Freeway Incident Management / Traffic Incident Management (TIM) Training (SHRP2 / Driver & Vehicle Operations):

This training includes Defensive Driving instruction focused on vehicle positioning, scene safety, and traffic control fundamentals, as well as the safe operation of patrol vehicles in active roadway environments. The program also incorporates WVDOH-specific training, including WVDOH policies and procedures, minor policies and procedures, and identification and reporting requirements, including proper handling and documentation of chemical spills and roadway hazards.

Customer Service & Public Interaction:

This training includes hospitality and customer service instruction, with a strong emphasis on professional communication and conflict de-escalation techniques. Personnel are trained to effectively assist motorists with diverse needs, including individuals experiencing high-stress or emergency situations, ensuring all interactions are handled with professionalism, empathy, and composure.

Training Records & Compliance

Signal of West Virginia maintains complete, accurate, and auditable training records in full compliance with RFP requirements. Records include employee identification, course titles and certification types, training providers (e.g., AHA, FEMA, ACS), instructor information, training dates and locations, and certification status with expiration tracking. All records are digitally maintained within the Signal Performance Institute (SPI), are readily available for WVDOH review upon request, and are continuously monitored to ensure ongoing compliance with no lapse in required certifications.

IV. Operational Platform & Capabilities

Signal of West Virginia will support the West Virginia Courtesy Patrol Program through an integrated operational model that combines trained personnel, purpose-built fleet assets, centralized dispatch coordination, GPS-based visibility, digital reporting, and auditable records management. This approach is designed to align with the RFQ's requirements for 16-hour daily statewide coverage, sub-one-hour motorist response, full-route patrol accountability, Communication Center oversight, QR-based public feedback, and monthly statistical reporting.

Our technology and operating structure are intended to provide WVDOH with a clear, real-time picture of field operations, while also giving patrollers the tools they need to perform roadside assistance safely, consistently, and professionally across West Virginia's interstate and Appalachian Corridor routes.

Signal EDGE – Operations Platform

Signal's EDGE platform is the central field operations system that will be used to capture, validate, and monitor Courtesy Patrol performance in real time. Accessible by smartphone or tablet, EDGE functions as a unified platform for patrol documentation, route verification, incident reporting, GPS visibility, supervisory review, and communication support.

EDGE gives Signal leadership and authorized stakeholders a live operational picture of patrol activity, allowing the program to be managed with the level of transparency and accountability expected in a statewide public-facing roadway safety contract.

Core EDGE Capabilities:

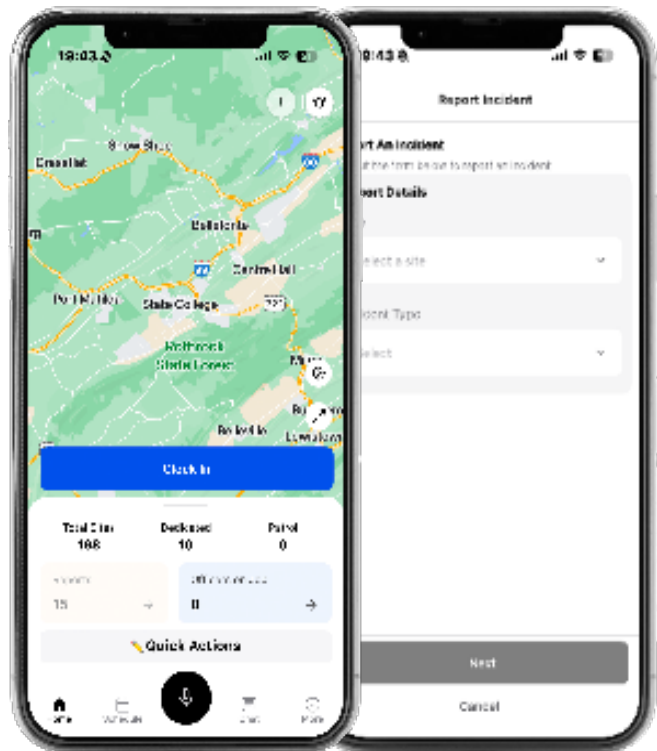
- Real-time documentation of motorist assists, incidents, and roadway conditions
- GPS-based route verification and patrol tracking
- Time-stamped and geotagged reports for accountability and audit support
- Photo, note, and signature capture where operationally appropriate
- Automated activity notifications for hazards, incidents, and service events
- Leadership and supervisory visibility into active patrol status and field activity
- Searchable and archived digital records supporting monthly, quarterly, and annual reporting

EDGE is structured to support the same type of real-time operational awareness evaluators expect from a modern Courtesy Patrol program, but within Signal's own operating ecosystem and supervisory model.

Real-Time GPS Tracking & Accountability:

Signal will use GPS and telematics to confirm patrol deployment, validate route completion, and improve supervisory oversight. Live tracking will allow supervisors and dispatch staff to see the status and location of active patrol units statewide. Historical playback can be used to validate route coverage, review service timelines, support complaint resolution, and verify compliance with patrol obligations.

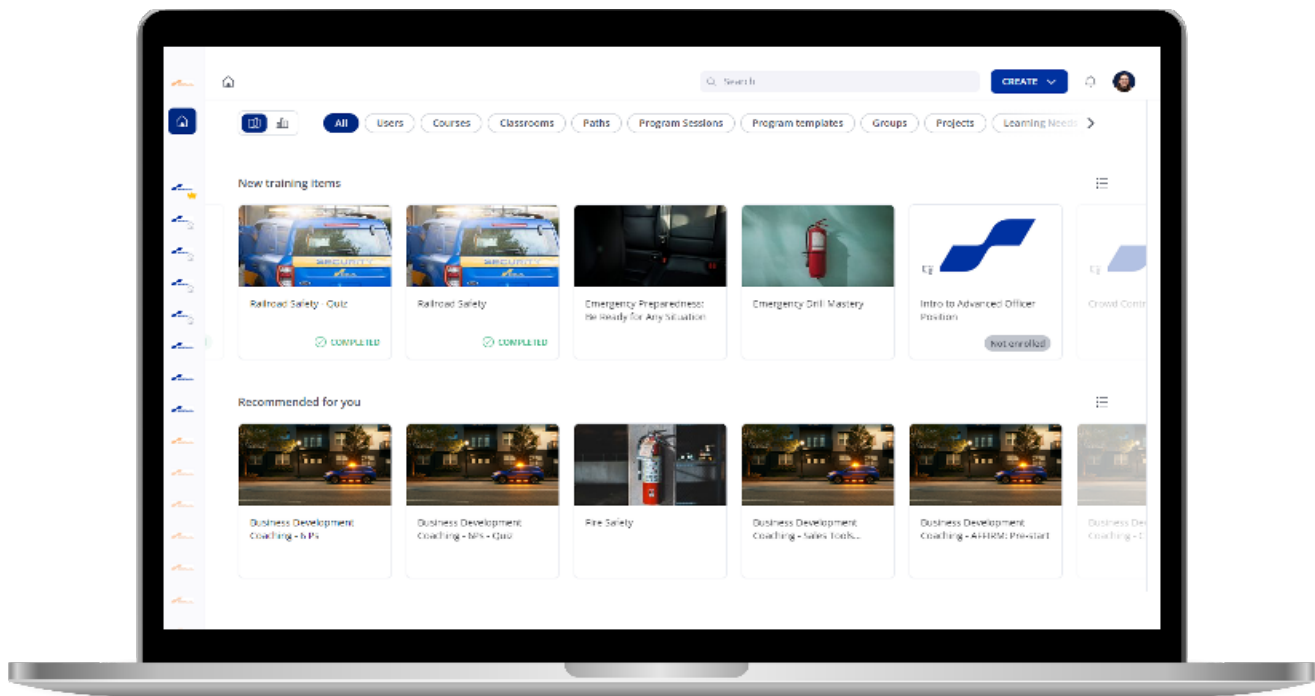
This level of GPS visibility supports the RFQ's requirements for Communication Center monitoring, timely dispatch, and defensible reporting.



Reporting & Records Management:

EDGE will support the collection and organization of the operational data required to maintain an extensive program database. Signal will use structured reporting categories to track:

- Motorist assists and service outcomes
- Disabled vehicle types and causes
- Towing referrals
- Lane closures and roadway impacts
- Debris and animal removal activity
- Suspicious activity and emergency notifications
- Patrol route completion and time-on-route
- Monthly statistics required by WVDOH



All data will be retained in an organized, retrievable format to support WVDOH requests for audits, reviews, statistical reporting, and record inspection.

Courtesy Patrol Fleet & Vehicle Technology

Signal of West Virginia will procure, equip, maintain, and operate a dedicated Courtesy Patrol fleet in full compliance with all requirements outlined in the Statewide Courtesy Patrol Program RFQ. Vehicles will be configured to support safe roadside operations, high visibility, rapid response, and continuous statewide coverage.

In accordance with program specifications, Signal will deploy a fleet consisting of 33 new model-year, full-size half-ton pickup trucks, with a minimum of four (4) units equipped with four-wheel drive. Of these, 29 vehicles will be actively assigned to patrol routes, with four (4) maintained as reserve units to ensure operational continuity.

All vehicles will be either white and compliant with WVDOH identification and marking requirements or utilize a Signal Patrol Vehicle (upon approval from the WVDOT). Where appropriate and approved, Signal may incorporate elements of its high-visibility patrol vehicle standards to enhance presence, safety, and public recognition, while remaining fully aligned with WVDOH specifications.

Signal vehicles are central to our operations. As transportation assets, they must be durable, reliable, and properly maintained. As public-facing program assets, they must be highly visible and easily identifiable, serving as a reassuring presence for motorists and a clear representation of roadway assistance and safety.

Fleet Configuration:

Signal’s fleet structure is designed to meet both RFQ requirements and real-world operational demands:

- 33 total patrol vehicles (29 active, 4 reserve)
- Full statewide deployment across all designated routes
- Vehicles dedicated exclusively to Courtesy Patrol operations
- No use for commuting or non-program activities
- Deployment model aligned to ensure sub-one-hour motorist response times



This structure ensures full route coverage, redundancy, and uninterrupted service delivery across all operating periods.



Vehicle Equipment & Compliance:



All Courtesy Patrol vehicles will be equipped in accordance with RFQ requirements and maintained in a constant state of readiness. Each vehicle will include:

- Cab-mounted emergency light bar (minimum 36") with white, amber, and green lighting
- Vehicle-mounted arrow board (minimum 30") for traffic control
- Cellular telephone with hands-free capability
- GPS unit for tracking and dispatch coordination
- Mounted toolbox or locking tonneau cover
- Fire extinguishers (2 per vehicle)
- Reflective traffic cones and spike-less safety flares
- Standard and metric tool kits
- Portable air tank and tire pressure gauge
- Vehicle jack and lug wrench
- Jump-start cables
- Absorbent material for fluid spills
- Push broom and shovel for debris removal
- Flashlight
- First aid kits (2 per vehicle)
- Naloxone (Narcan)
- Blankets
- Water and emergency fuel container

All vehicles will also display:

- WVDOH Courtesy Patrol logos and markings
- Vendor identification
- Toll-free program telephone number
- Reflective striping and visibility enhancements per WVDOH standards

Additional Vehicle Technology

To enhance safety, accountability, and operational efficiency, Signal will integrate advanced technology into the fleet, including:

- Smartphone or tablet devices with Signal's EDGE platform for real-time reporting and communication
- GPS and telematics systems for route verification and deployment visibility
- Dual-facing camera systems (Raven Connected Car / Rosco) for driver safety and operational review
- Hands-free communication systems to support safe, compliant field operations

These technologies provide WVDOH with real-time visibility into patrol activity, improved accountability, and enhanced incident response coordination.

Maintenance, Readiness & Continuity:

Signal will maintain all fleet vehicles in safe and fully operational condition throughout the life of the contract. This includes:

- Preventative maintenance and scheduled servicing
- Immediate repair or replacement of out-of-service vehicles
- Continuous fuel management and operational readiness
- Compliance with all West Virginia motor vehicle laws and regulations
- Maintenance of detailed vehicle service records available upon request

Signal will maintain backup vehicles and trained personnel to ensure uninterrupted route coverage in the event of mechanical failure, accidents, or other disruptions.

24/7 Dispatch Operations Center / Communication Center

Signal's Dispatch Operations Center (DOC) will serve as the program's statewide Communication Center, supporting field operations through real-time monitoring, dispatch coordination, incident communication, and performance oversight. While the RFQ requires staffing of the Communication Center during the program's operational hours of 3:00 PM to 7:00 AM, Signal's broader dispatch infrastructure operates 24/7, providing added resiliency, escalation support, and leadership availability beyond minimum contract hours.

The DOC will function as the communication hub between patrollers, supervisory staff, the WVDOH Traffic Management Center, statewide law enforcement agencies, and 911 Emergency Centers, as contemplated by the RFQ.



Core Capabilities:

- Continuous dispatch and communication support during all required program hours
- Staffed by trained Signal personnel experienced in high-volume field operations
- Management of over 10,000 service interactions monthly across Signal operations
- Bilingual communication capability (English and Spanish)
- Centralized call handling, logging, and operational documentation
- Redundant communication channels including phone, mobile, and digital platforms

Operational Coordination:

The Communication Center will:

- Receive all notifications from patrollers
- Coordinate and monitor route coverage statewide
- Communicate directly with the TMC regarding incidents, hazards, lane closures, suspicious activity, chemical spills, and Amber/Silver Alert observations
- Support patrollers with towing referrals and service coordination
- Escalate incidents to law enforcement, fire, EMS, and 911 as required
- Maintain visibility into patrol unit location and availability

While the Communication Center provides centralized oversight, Signal patrollers will also proactively maintain direct field communication with local, county, and state law enforcement, fire departments, EMS agencies, and emergency responders when immediate action is required.

Accountability & Performance Monitoring:

The DOC will support:

- Call logging and quality assurance
- Route and response monitoring
- Dispatch event documentation
- Response time and performance review
- Supervisory escalation for missed coverage, mechanical issues, or staffing contingencies
- Integration of Communication Center activity with EDGE reporting and records retention

This structure supports both the operational and accountability requirements of the RFQ and gives WVDOH an auditable framework for statewide program management.

Operational Responsibilities & Field Execution

Signal Courtesy Patrol Operators will perform all duties in accordance with the State of West Virginia's RFQ, WVDOH procedures, and program expectations. Our responsibilities are centered on roadway safety, motorist assistance, incident coordination, and route accountability.

Motorist Assistance & Public Support:

Signal patrollers will provide timely roadside assistance to disabled or stranded motorists traveling assigned interstate and corridor routes. Services will include jump-starts, tire changes, minor roadside assistance where the problem is readily apparent, telephone assistance for motorists needing to make calls, and towing coordination through the Communication Center when the vehicle cannot be safely or easily returned to service. Patrollers will maintain a professional, courteous, and service-oriented presence at all times, consistent with the RFQ's expectation that they present a positive image for the State of West Virginia and do not accept cash or items of value from motorists.

Patrol Operations:

Signal will patrol all designated route segments during the required operating period of 3:00 PM to 7:00 AM, 16 hours per day, 365/366 days per year. Routes will be driven in their entirety a minimum of one time per shift unless a motorist assist or incident response requires an operational exception. Patrol schedules, route assignments, and deployment plans will be structured to support the RFQ requirement that motorists receive assistance in less than one hour.

Incident Response & Traffic Support:

Patrollers will respond promptly to roadway incidents, disabled vehicles, lane obstructions, and traffic disruptions. When requested, they will assist law enforcement, fire, EMS, and WVDOH personnel by helping secure the scene, positioning vehicles to create a safe work zone, and rendering CPR or first aid within the scope of their training. Patrollers will notify the TMC of lane closures, partial obstructions, suspicious activity, Amber/Silver Alert observations, and suspected chemical spills through the Communication Center in accordance with RFQ requirements.



Hazard Identification & Mitigation:

Signal patrollers will identify and address roadway hazards including animal carcasses, tires, debris, disabled vehicles, and other unsafe conditions. When safe and appropriate, minor debris will be removed from the travel lane to the roadway edge. Larger or more hazardous conditions will be immediately reported through the Communication Center to the TMC and, when applicable, to law enforcement or emergency agencies. This proactive hazard mitigation approach supports quick clearance and helps reduce the likelihood of secondary incidents.

Documentation & Reporting:

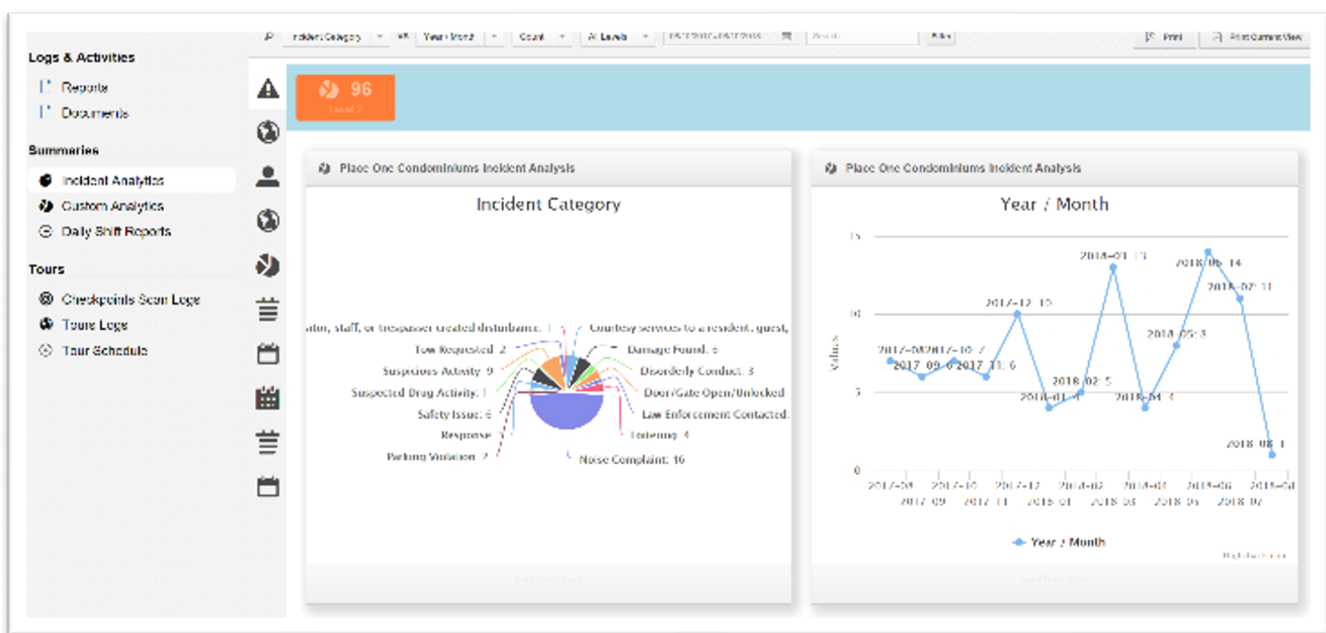
All Courtesy Patrol activity will be documented in real time using Signal's EDGE platform. Patrollers will record motorist assists, incident details, roadway conditions, lane impacts, safety concerns, and follow-up actions using structured report templates. Records will be searchable, time-stamped, and retained in a format that supports WVDOH review, monthly reporting, audits, and long-term program accountability. This aligns with the RFQ requirement to maintain a records retention system and detailed database capable of collecting and archiving program data and accomplishments.

Operational Value to WVDOH

By combining trained patrollers, purpose-built fleet assets, centralized dispatch oversight, GPS and telematics visibility, QR-based feedback, and real-time digital reporting, Signal of West Virginia will provide WVDOH with a Courtesy Patrol Program that is:

- **Responsive** to motorists and roadway incidents
- **Accountable** through verifiable route, dispatch, and reporting records
- **Compliant** with statewide staffing, fleet, training, and communication requirements
- **Transparent** through live operational visibility and archived reporting
- **Resilient** through backup fleet capacity, centralized support, and supervisory oversight

This technology-enabled operational model is designed to meet the State's expectations for safety, public service, route reliability, and measurable program performance across West Virginia's interstate and Appalachian Corridor network.



VI. Pricing Proposal

Signal of West Virginia respectfully submits the following pricing proposal in response to the State of West Virginia Courtesy Patrol Program RFQ. This pricing structure is designed to support 16-hour daily coverage, 365 days per year, across all required patrol routes, and includes all labor, supervision, vehicles, equipment, dispatch, fuel, maintenance, training, insurance, and administrative costs necessary to fully execute the program.

Program Pricing Structure

Proposed Hourly Bill Rate:

\$39.75 per hour

This is an all-inclusive rate with no additional fees, surcharges, or pass-through costs.

Program Costs

Monthly Cost	Number of Months	Extended Annual Cost
\$638,385	12	\$7,660,620

EIA Fuel Price	Fuel Price (As Supplied by Vendor)	Criteria for Adjustment
\$390,000	\$4.00 per gallon	+/- 20%

Extended Annual Cost	Number of Hours	Number of Vehicles	Hourly Rate
\$7,660,620	5840	33	\$39.75

Annual Contract Value:

\$7,660,620

Cost Benchmarks:

- Extended Annual Cost: **\$7,660,620**
- Monthly Average: **\$638,385**
- Daily Average: **\$17,172**

Scope & Cost Inclusions:

The proposed hourly rate includes all costs required to meet RFQ requirements, including:

- Courtesy Patrol Operators, supervision, and dispatch personnel
- Fully equipped patrol vehicles and reserve units
- Fuel, maintenance, and fleet management
- Communication systems and dispatch operations
- Required training, certifications, and compliance
- Insurance, taxes, uniforms, and administrative overhead
- Real-time reporting, GPS tracking, and documentation systems

All equipment, vehicles, and operational support are fully embedded within the hourly rate.

Dispatch & Communications:

Pricing includes a dedicated Communication Center operating in alignment with RFQ requirements to support:

- Real-time dispatch and coordination of patrol units
- Communication with WVDOH and emergency responders
- Incident tracking and reporting

Performance & Compliance:

Signal acknowledges and will comply with all RFQ requirements related to:

- Performance standards and service expectations
- Missed shift reimbursement adjustments
- Reporting, documentation, and audit requirements

All invoicing will be based on verified hours worked and documented service delivery.

Payment Terms:

- Monthly invoicing based on actual service hours
- Payment terms in accordance with State of West Virginia requirements
- No additional or hidden costs

Price Validity & Adjustments:

- Pricing is valid for ninety (90) days from the date of submission
- Signal may request an annual rate adjustment after the first contract year based on documented changes in labor, fuel, and operating costs.

Personnel Transition:

If applicable, Signal is prepared to evaluate and transition existing personnel to ensure continuity of operations, while maintaining full discretion to meet safety, training, and performance standards.

VII. Performance References

We are proud of the relationships that we build and the business we earn with our clients. Each of the below performance references initiated their relationships through security operations administered by a member of our Signal of West Virginia leadership team. Please feel free to reach out directly to any of the below performance references.

Case Farms:

- About: Case Farms operates fully integrated poultry processing and distribution facilities. Signal provides 24/7 security coverage at multiple large-scale operations. Security requirements revolve around support to USDA Food Safety Inspection Services and Food Defense Programs.
- Contact: Mr. Jeff Shanabarger
 - Title: Regional Safety Director
 - Phone: (330) 359-7082
 - Email: jshanabarger@casefarms.com



Norfolk Southern Corporation:

- About: Norfolk Southern Corporation is a leading Class I freight railroad company. Following the East Palestine train hazardous materials derailment in February 2023, Signal has provided approximately 1000 hours of dedicated security coverage per week.
- Contact: Mr. Christopher M. Hunsicker
 - Title: Northern Regional Manager, Environmental Operations
 - Phone: (412) 445-4456



Gordon Terminal Service:

- About: Gordon Terminal Service provides terminalling, blending, packaging, and shipping services for oil and chemical producers. Signal provides access control, alarm panel monitoring/response, and visitor management security services.
- Contact: Mr. Mario Simeoni
 - Title: Maintenance Foreman
 - Phone: (412) 516-9719
 - Email: msimeoni@gtsofpa.com



Americold Logistics:

- About: Americold operates distribution facilities with a wide range of temperature-controlled supply chain activities.
- Contact: Mr. Robert Mason, General Manager
 - Phone: (610) 366-2256
 - Email: robert.mason@americold.com



Peace of Mind Partnerships

Outside of our strategic partnerships, we have and had the pleasure of servicing security services to many clients across different industries. Of the over 8,700 active Signal clients, these are just additional examples:

5/3rd Bank	Bascianai Foods	Nascar
Aramark	KLOVE Educational Media Foundation	Schuylkill County Municipal Authority
Auto Nation	Magnolia Hotel	United Regional Health Care System
Avon Grove School District	Marriot	Woodmont Country Club
Bama Cold Storage	Milwaukee Tools	World Equestrian Center Ocala

This information is for internal and prospective client use only and may not be misused or duplicated.

Strategic Partnerships

Signal provides peace of mind so clients can pursue passion in life, and we've been doing that alongside some of our strategic partnerships. We partner with many clients in a variety of industries, but these partner brands see Signal as their preferred vendor when it comes to security services:



IX. Execution & Implementation Plan

Signal of West Virginia has developed a structured, phased implementation plan to ensure a fully compliant, on-time, and disruption-free launch of the Statewide Courtesy Patrol Program. This plan is specifically designed to meet all requirements outlined in the RFQ, including statewide operational readiness, staffing, fleet deployment, training compliance, and Communication Center activation within the required implementation timeline. Our approach ensures a seamless transition with no lapse in coverage, full operational visibility, and immediate alignment with WVDOH expectations.

Phase 1: Contract Award & Program Initiation (Days 1–7)

Immediately upon award, Signal will initiate program mobilization and administrative setup.

Key Actions:

- Execute contract and confirm final scope requirements
- Submit all required insurance certificates and documentation
- Assign dedicated Program Manager and leadership team
- Establish communication protocols with WVDOH and Traffic Management Center (TMC)
- Finalize implementation schedule aligned with State timeline requirements

Phase 2: Program Design & Coordination (Days 7–14)

Signal will conduct detailed operational planning to ensure full alignment with statewide program requirements.

Key Actions:

- Coordination meetings with WVDOH and TMC
- Review of all designated patrol routes and coverage zones
- Development of patrol schedules to meet 16-hour daily coverage requirements
- Establish dispatch protocols and escalation procedures
- Finalize reporting requirements and communication workflows

Phase 3: Recruitment, Vetting & Training (Days 10–30)

Signal will recruit, screen, and prepare personnel to meet all program requirements.

Key Actions:

- Recruit and onboard Courtesy Patrol Operators and supervisory staff
- Complete:
 - Background investigations
 - Drug screening (pre-employment and ongoing compliance)
 - Motor Vehicle Record (MVR) verification
- Deliver required training, including:
 - CPR / First Aid certification
 - Traffic Incident Management (TIM) training
 - Defensive driving and roadway safety
 - Incident response and communication procedures
 - Homeland Security / Amber Alert / Blue Campaign awareness (as required)
- Document and maintain all training records in compliance with RFQ requirements

Phase 4: Fleet Procurement & Equipment Deployment (Days 15–40)

Signal will procure, upfit, and deploy all required fleet and equipment.

Key Actions:

- Acquire and prepare 33 patrol vehicles (27 active, 6 reserve)
- Install required equipment, including:
 - Emergency lighting and arrow boards
 - GPS tracking systems
 - Communication equipment
 - Required onboard tools and safety supplies
- Apply WVDOH-approved markings and identification
- Conduct inspections to ensure full compliance with program specifications
- Stage vehicles strategically across the State for deployment

Phase 5: Communication Center Activation (Days 20–40)

Signal will establish and operationalize a dedicated Communication Center in accordance with RFQ requirements.

Key Actions:

- Staff and train dispatch personnel
- Implement communication systems and dispatch software
- Establish direct communication with:
 - WVDOH Traffic Management Center (TMC)
 - Statewide law enforcement and emergency services
- Test dispatch workflows, incident routing, and escalation protocols
- Ensure full operational capability for 16-hour daily coordination

Phase 6: System Integration & Operational Testing (Days 30–45)

Signal will conduct full system testing to validate readiness prior to launch.

Key Actions:

- Perform live simulation exercises for:
 - Incident response
 - Dispatch coordination
 - Route coverage validation
- Test EDGE platform for:
 - GPS tracking
 - Reporting accuracy
 - Communication workflows
- Conduct supervisory ride-alongs and route verification
- Validate staffing coverage and contingency plans

Phase 7: Full Operational Deployment (By Day 45)

Signal will achieve full operational status within the required implementation timeline.

Initial Launch Activities:

- Deploy all patrol units across assigned routes
- Activate full Communication Center operations
- Begin real-time reporting and documentation
- Provide immediate support to motorists and incident response

Signal leadership will maintain an elevated operational presence during initial deployment to ensure rapid issue resolution and full compliance with WVDOH expectations.



Phase 8: Stabilization & Performance Optimization (First 60–90 Days)

Following deployment, Signal will focus on performance validation and operational refinement.

Key Actions:

- Monitor response times and patrol coverage
- Review reporting data and performance metrics
- Conduct regular coordination meetings with WVDOH
- Adjust routes, staffing, and deployment strategies as needed
- Reinforce training and operational consistency

Ongoing Operations & Continuous Improvement

Throughout the life of the contract, Signal will maintain a proactive and adaptive operational approach.

Program Support Includes:

- Continuous supervision and field oversight
- Ongoing training and certification updates
- Real-time performance monitoring through EDGE
- Regular reporting and performance reviews with WVDOH
- Rapid scalability to address changes in traffic patterns or program needs

X. Additional Items

Certificate of Insurances (Example COI)

- Upon signing the contract, an official Certificate of Insurance will be promptly provided to ensure transparency and compliance.

		CERTIFICATE OF LIABILITY INSURANCE				DATE (MM/DD/YYYY) 3/1/2026 12/29/2025	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER Lockton Companies, LLC DBA Lockton Insurance Brokers, LLC in CA CA license #0F15767 444 W. 47th St., Ste. 900 Kansas City MO 64112-1906 (816) 960-9000 kcasu@lockton.com				CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:			
INSURED 1561693 BELIEF IN JUSTICE ALLIES, LLC DBA SIGNAL OF WEST VIRGINIA FRANCHISE #455 2600 MIDDLETOWN COMMONS, 1ST FLOOR WHITE HALL WV 26554				INSURER(S) AFFORDING COVERAGE		NAIC #	
				INSURER A : Champlain Specialty Insurance Company		16834	
				INSURER B : Starr Indemnity & Liability Company		38318	
				INSURER C : Gotham Insurance Company		25569	
				INSURER D : Commercial Alliance Insurance Company		10906	
				INSURER E : --- SEE ATTACHMENT ---			
				INSURER F :			
COVERAGES		CERTIFICATE NUMBER: 22847579			REVISION NUMBER: XXXXXXXX		
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"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> SIR APPLIES GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PJECT <input type="checkbox"/> LOC OTHER:	Y	Y	CSSECGL000409501	3/1/2025	3/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	1000692497251	3/1/2025	3/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$
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E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NJ) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	--- SEE ATTACHMENT ---			<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) RE: ***SEE ATTACHED***							
CERTIFICATE HOLDER				CANCELLATION See Attachments			
22847579 RADIANT PROPERTY MANAGEMENT LLC. 517 ROUTE US-1 SOUTH, SUITE 2210, ISELIN NJ 08830				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: 			
© 1988-2015 ACORD CORPORATION. All rights reserved.							
ACORD 25 (2016/03)		The ACORD name and logo are registered marks of ACORD					

West Virginia Department of State Security Guard Firm License



CERTIFICATE OF SECURITY GUARD FIRM

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

Barbara J. Alekna

of

Belief in Justice Allies LLC dba
Signal of West Virginia
1337 Koons Rd.
North Canton OH 44720

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 08/08/2024 to 08/08/2026 unless suspended or revoked thereto, in accordance with the provisions of the West Virginia Code.

This license cannot be transferred



Given under my hand and the Great Seal of the State of West Virginia on Thursday, August 8, 2024

Mac Warner

Mac Warner
West Virginia Secretary Of State

F240808025154

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

F240808025154

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

West Virginia Department of State Certificate of Existence



State of West Virginia

Certificate

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

BELIEF IN JUSTICE ALLIES, LLC

made application to the West Virginia Secretary of State’s Office to be a registered limited liability company in the State of West Virginia on June 04, 2024. The application was received and found to conform to law.

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

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

Accordingly, I hereby issue this Certificate of Existence

CERTIFICATE OF EXISTENCE

Validation ID:7WV02_5DK7C



Given under my hand and the Great Seal of the State of West Virginia on this day of

January 11, 2025

Mac Warner

Secretary of State

Notice: A certificate issued electronically from the West Virginia Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Certificate Validation Page of the Secretary of State's Web site, <https://apps.wv.gov/sos/businessentitysearch/validate.aspx> entering the validation ID displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate.

Signal Security-Services Agreement – Terms and Conditions

1. **Services to Be Performed.** Contractor shall furnish the following Services, if such be indicated on the first page of this Agreement, subject to the terms and conditions herein.
 - A. **Community-Based Roving Patrol Tours.** If so indicated on the first page of this Agreement, Contractor shall perform Community-Based Roving Patrol Tours, which shall consist of roving vehicle patrols of Customer's Location(s), manned by unarmed uniformed security officers, performed in accordance with the times, Location(s), and frequencies specified on the first page of this Agreement. Officers performing such tours shall (i) evaluate the Location(s) for criminal activity, vandalism, disorderly conduct, loitering or other nuisance behavior, lighting conditions and sprinkler operations; (ii) enforce parking and other of Customer's regulations for use of the Location(s); and (iii) conduct random foot patrols to check gates, doors, windows, or lights at Customer's Location(s).
 - B. **Community-Based Dedicated Roving Patrol Tours.** If so indicated on the first page of this Agreement, Contractor shall provide Community-Based Dedicated Roving Patrol Tours, which shall consist of Community-Based Roving Patrol Tours described above, dedicated exclusively to the Location(s) specified on the first page of this Agreement.
 - C. **Armed Dedicated Roving Patrol Tours.** If so indicated on the first page of this Agreement, Contractor shall provide Armed Dedicated Roving Patrol Tours, which shall consist of the services described as Community-Based Dedicated Roving Patrol Tours above, but shall be performed by armed law enforcement personnel or licensed and trained armed civilian security officers.
 - D. **Dedicated Community-Based Security Services.** If so indicated on the first page of this Agreement, Contractor shall provide Dedicated Community-Based Security Services, which shall consist of having unarmed uniformed officers manning security desks designated by Customer and conducting camera patrols via closed circuit television, if applicable, and/or foot patrols, in order to monitor the perimeter of the Location(s). The officers shall also provide escorts for employees, tenants, and customers as requested; conduct interior and exterior lighting and sprinkler assessments; respond to alarms; enforce parking and other of Customer's regulations for use of the Location(s); and use reasonable efforts to ban and bar individuals from the premises as directed by Customer.
 - E. **Dedicated Armed Security Services.** If so indicated on the first page of this Agreement, Contractor shall provide Dedicated Armed Security Services, which shall consist of the Dedicated Community-Based Security Services described above, but shall be performed by armed law enforcement personnel or licensed and trained civilian security officers.
 - F. For all Services indicated on the first page of this Agreement, Contractor shall (i) regularly post activity reports, noting the name of the security guard posting the report, the time of the report, the Location(s) patrolled, and any unusual incidents or hazardous conditions observed; (ii) provide Customer with secure access to such reports; and (iii) cooperate with investigations concerning incidents of criminal activity, provided that Customer shall compensate Contractor for time spent by Contractor with respect to such investigations, at the rates on the first page of this Agreement. All posted activity reports will be kept on file with Contractor for at least five years, but may thereafter be destroyed. Customer may request copies of such reports at any time before the expiration of such period and may arrange the delivery of such reports, at Customer's sole cost and expense.
 - G. If an incident occurs requiring the Customer's immediate attention, Contractor shall notify Customer as soon as practicable after learning of the incident by calling the Emergency Contact listed on the first page of this Agreement or such other persons as Customer may from time to time designate in writing to Contractor.
2. **Delegation of Services.** Contractor may perform the Services itself or may delegate the performance of some or all of the Services to one or more of its franchisees, including without limitation the Service Provider(s) listed on the first page of this Agreement, or to subcontractors. Contractor's franchisees may likewise delegate the performance of Services to their subcontractors. In the event that the Services contemplated in the Agreement are delegated to a Service Provider, such Service Provider is not executing the Agreement on behalf of the Contractor and the Service Provider's signature is confirmation that such Services to be provided under the Agreement have been delegated to the Service Provider pursuant to Section 2.
3. **Security Standards.** Contractor agrees that the Services covered by this Agreement shall be performed in accordance with generally accepted security practices and standards in the industry.
4. **Duties of Customer.** In support of the Services to be provided under this Agreement, Customer shall, at its expense, make adequate provision for the following: (i) advising Contractor of any and all hazards at the Location(s) and dangerous activities being conducted at the Location(s); (ii) maintaining the Location(s) free from unreasonable hazards and unreasonably dangerous activities; and (iii) providing training to all of Customer's employees and contractors as to the nature of Contractor's operations at the Location(s) and as to such other matters as may be reasonably requested by Contractor and/or necessary in order to allow Contractor to perform the Services.
5. **Payment.** For the Services Contractor provides hereunder, Customer agrees to pay Contractor according to the rates set forth on the first page of this Agreement. Contractor shall submit an invoice to Customer according to the schedule selected on the first page of this Agreement, but no less often than monthly. Customer shall remit payment in full for each invoice within fifteen (15) days after the date of such invoice. In the event that Customer should fail to make payment in full of any invoice when due, the amount due under such invoice shall bear interest at the rate of one and one-half percent (1 1/2 %) per month, or the highest rate allowed by law, whichever is less. Customer shall be liable to Contractor for all costs of enforcing the terms of this Agreement, including but not limited to attorney's fees.
6. **Price Changes and Fuel Surcharges.** Contractor may increase prices for Services or impose a fuel surcharge from time to time by giving notice to the Customer either in writing or by notation on a statement of account. If it objects to the changed price or fuel surcharge, Customer shall notify the Contractor in writing within thirty (30) days after the date of first notification of the change or surcharge. In the absence of such objection, the price change shall be deemed accepted by the Customer and shall be considered by the parties as a binding modification to this Agreement, and this Agreement, as so modified, shall remain in full force and effect. If the Customer timely objects, then the Contractor reserves the right to continue this Agreement in full force and effect without any price changes or fuel surcharge.

7. **Term.** The term of this Agreement shall commence on the Start Date and shall continue for a period of one (1) year from the Start Date, unless sooner terminated pursuant to Section 8 of this Agreement. Upon expiration of the initial one-year term, this Agreement shall automatically renew for successive one-year terms, unless either party provides written notice of its intent not to renew at least 60 days prior to the end of the then-current term.
8. **Termination, Remedies.**
 - A. This Agreement may be terminated by either party at any time in the event of a breach or a failure to comply with any covenant, term, or condition of this Agreement, but only after the non-breaching party has provided written notice of such breach or failure to comply and the same remains uncured for (i) fifteen (15) days after the non-breaching party gives such notice in the event of nonpayment of amounts due hereunder, or (ii) thirty (30) days after non-breaching party gives such notice in the event of any other breach hereunder.
 - B. Either party may terminate this Agreement only in the event of a material breach as set forth in Section 8(a). There will be no right to terminate this Agreement for convenience before the expiration of the one (1) year term.
 - C. In the event that Customer (i) should breach Section 4 of this Agreement; (ii) should breach any other covenant or obligation hereunder (other than failure to pay amounts due hereunder) and should fail to cure any such breach within fifteen (15) days after the non-breaching party gives notice of said breach; or (iii) should fail to pay any amounts it owes Contractor within thirty (30) days after the applicable invoice date, then Contractor may, in addition to any other remedy it may have by contract, at law or in equity, immediately cease performing Services hereunder.
9. **Insurance.**
 - A. Contractor shall maintain at all times during the term of this Agreement general liability insurance in occurrence from covering its activities hereunder with an insurance company or companies qualified to write such insurance in the state of Service Provider, with limits of not less than One Million Dollars (\$1,000,000.00) per occurrence and Three Million Dollars (\$3,000,000.00) in the aggregate. Customer shall be named as an additional insured under each such policy. Copies of all such policies of insurance (or Certificates therefore) maintained by Contractor shall be delivered to Customer upon Customer's request.
 - B. Customer shall maintain at all times during the term hereof general liability insurance in occurrence form with an insurance company or companies qualified to write such insurance in the state(s) where the Location or Locations, as the case may be, are located, with limits not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) in the aggregate. Contractor shall be named as an additional insured under each such policy. Copies of all such policies of insurance (or Certificates therefore) maintained by Customer hereunder shall be delivered to Contractor immediately upon issuance by the insurer.
 - C. All policies of insurance required to be maintained by a party hereunder shall be renewed (and policies or certificates, together with evidence of payment of premiums, delivered to the other party immediately upon issuance by the insurer) at least thirty (30) days prior to the respective expiration dates of such policies.
 - D. All of a party's policies of insurance described in Section 9 of this Agreement shall contain an endorsement requiring the insurer to give notice to the other party at least thirty (30) days prior to any cancellation, termination or amendment of the insurance policy.
10. **Cooperation in the Event of a Claim.** In the event that either party becomes aware of any alleged claim of injury or damage arising out of the performance of the Services, such party shall give the other party written notice within two (2) business days thereafter, stating the details of the incident sufficient to identify, if possible, the persons involved, the location and circumstances of the incident, and the names, addresses, and telephone numbers of available witnesses. Failure to provide such notice in a timely manner shall not result in liability to the party obligated to provide notice, except to the extent that such failure results in damage to the party entitled to receive such notice. The parties shall cooperate with one another in good faith in the handling of such claims, including any lawsuits or other proceedings, and in enforcing any right of contribution or indemnity.
11. **Limitation of Liability.** In no event shall either party be liable for any special, consequential, incidental, punitive, or exemplary damages or losses of any kind whatsoever arising out of this Agreement or the performance of the services, regardless of the theory of recovery, even if such party has been advised of the possibility of such loss or damage or if such loss could have been reasonably foreseen.
12. **Non-Solicitation.** During the term of this Agreement and for a period of one year thereafter, Customer shall not directly or indirectly entice, encourage or make any offer to employ, to hire, or to contract with: (i) any current employee, agent, franchisee, or employee or agent of any franchisee of Contractor; or (ii) any person who acted as an employee, agent, franchisee, or employee or agent of any franchisee of Contractor within the prior year.
13. **Confidentiality.** The parties acknowledge and agree that they may receive certain confidential information from the other party, including without limitation, the programs, protocols, business or strategic plans of the other party, and will also possess information relating to this Agreement, including but not limited to the compensation paid to Contractor hereunder (collectively, "Confidential Information"). The receiving party shall not at any time disclose the Confidential Information to any person, firm, partnership, corporation or other entity (other than employees, lenders, professional advisors, franchisees and subcontractors of the receiving party having a need to access the Confidential Information) for any reason whatsoever. Each party shall take actions necessary to ensure that its employees, lenders, professional advisors, franchisees and subcontractors having access to the Confidential Information do not disclose the Confidential Information. Confidential Information shall not include information which (i) was in the receiving party's possession prior to disclosure, (ii) is hereafter independently developed by the receiving party, (iii) lawfully comes into the possession of the receiving party, or (iv) is now or subsequently becomes, through no act or failure to act by the receiving party, part of the public domain. This Section 13 shall survive for a period of five (5) years from the expiration or termination of this Agreement.
14. **Representations and Warranties.** Each party covenants and warrants to the other that: (i) it is an entity duly formed, validly existing and in good standing under the laws of its jurisdiction of formation, (ii) it has the power and capacity to enter into, execute and perform its



obligations under this Agreement in accordance with the terms and provisions hereof, and (iii) the execution and delivery of this Agreement have been duly authorized by all proper corporate action.

15. **Entire Agreement.** This Agreement shall constitute the entire agreement between the parties dealing with the subject matter hereof, and any prior understanding or representation of any kind preceding the date of this Agreement and dealing with the same subject matter shall not be binding upon either party, except to the extent incorporated in this Agreement.
16. **Service Rescheduling Due to Incidents.** In the event that Services are missed or delayed due to incidents, including but not limited to, acts of nature, equipment failure, employee illness, or any other circumstances ("Incident"), we reserve the right to reschedule and provide the missed services within thirty (30) days from the date of the Incident. The completion of the missed services within this 30-day period shall constitute full and timely performance under the terms of this Agreement, and no penalties or deductions shall apply unless otherwise agreed upon in writing.
17. **Modification of Agreement.** Except as provided in Section 6 herein, any modification of this Agreement or additional obligation assumed by either party in connection with this Agreement shall be binding only if placed in writing and signed by each party or an authorized representative of each party.
18. **No Waiver.** Waiver of any provision of this Agreement or the performance or enforcement thereof shall not constitute a continuing waiver of such provision or a waiver of any other provision of this Agreement. Any such waiver must be in writing duly signed by the waiving party to be effective.
19. **Independent Contractors.** The parties acknowledge that Contractor, its employees and subcontractors, and its franchisees and their employees and subcontractors are independent contractors providing Services to Customer, and nothing herein shall be deemed to constitute or be construed as making Contractor, its employees, or its franchisees or their employees to be agents or employees of the Customer.
20. **Binding Effect.** This Agreement shall bind and inure to the benefit of the respective heirs, personal representatives, successors, and assigns of the parties.
21. **Governing Law.** This Agreement shall be governed by, construed, and enforced in accordance with the laws of Nebraska, without regard to its conflict of laws rules. Contractor and Customer agree that any cause of action or litigation arising out of this Agreement shall be filed exclusively in federal or state court in Douglas County, Nebraska, and Contractor and Customer irrevocably consent to the jurisdiction of such courts. If a Service Provider initiates an action against Client and Contractor is not a party to such action, Service Provider may bring the action or litigation arising out of the Agreement in the federal or state court that is located closest to Service Provider's current office address.
22. **Severability.** The invalidity of any portion of this Agreement will not and shall not be deemed to affect the validity of any other provision. If any provision of this Agreement is held to be invalid, the parties agree that the remaining provisions shall be deemed to be in full force and effect as if they had been executed by both parties subsequent to the expungement of the invalid provision.
23. **Notices.** Any and all notices provided for herein shall be sufficient if given in writing and hand-delivered or sent by facsimile (with electronic confirmation), registered mail or certified mail to the address set forth for the applicable party on the first page of this Agreement, or such other address as a party may deliver to the other party in writing. Notice given by hand delivery shall be deemed given when delivered. Notice given by facsimile shall be deemed given on the next business day after such notice is sent. Notice given by registered or certified mail shall be deemed given on the third (3rd) day after such notice is sent.
24. **Counterparts.** This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original, however all of which together shall constitute but one and the same instrument.
25. **Survival.** Sections 5, 11, 12, 13, 14, 18, 19, 20, 21, 22, 23, and 25 shall survive the expiration or termination of this Agreement.
26. **Force Majeure.** . No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, acts of war or terrorism, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.
27. **Assignment.** Except as otherwise provided herein, the rights of each party under this Agreement are personal to that party and may not be assigned or transferred to any other person, firm, corporation, or other entity without the prior, express, and written consent of the other party, which consent will not be unreasonably withheld.
28. **Headings.** The titles to the Sections of this Agreement are solely for the convenience of the parties and shall not be used to explain, modify, simplify, or aid in the interpretation of the provisions of this Agreement.

Summary

Signal of West Virginia understands the mission, operational expectations, and evolving demands of the West Virginia Courtesy Patrol Program. This initiative requires a reliable partner capable of delivering consistent, high-visibility roadside assistance while remaining adaptable to changing traffic conditions, emergency response needs, and statewide priorities.

Our approach is designed to provide flexible, responsive support backed by proven management processes, structured supervision, and strategic staffing aligned with the State's required coverage and performance standards. Through the integration of real-time reporting technology, GPS tracking, and centralized dispatch coordination, Signal ensures accountability, operational transparency, and efficient service delivery across all designated patrol routes.

The State will benefit from a program built on strong leadership, disciplined execution, and a technology-driven platform designed to enhance motorist safety, reduce incident duration, and support overall traffic flow and roadway safety. While there are many qualified vendors, Signal of West Virginia offers a locally operated, highly accountable team supported by national resources, with the experience, infrastructure, and commitment necessary to successfully execute this program at scale.

Signal looks forward to the opportunity to partner with the State of West Virginia and serve as a trusted extension of your transportation and public safety operations.

Thank you.

Barb Alekna

Owner, SIGNAL OF WEST VIRGINIA

Mobile: 330-310-1659

Email: balekna@teamsignal.com

www.TeamSignal.com





Ready to secure peace of mind? Let's Start.



Signal of West Virginia

**2600 Middletown Rd Suite 130,
White Hall, WV 26554**



Office: 304-703-2228 | WestVirginia@TeamSignal.com



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
 Highways

Proc Folder: 1921135			Reason for Modification: ADDENDUM NO_1 BID OPENING MOVES TO 04/16/2026
Doc Description: Courtesy Patrol Program			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-04-02	2026-04-16 13:30	CRFQ 0803 DOT2600000085	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000046576
 Vendor Name : Belief In Justice Allies, LLC DBA Signal of West Virginia
 Address : 1337 Koons Rd, North Canton, OH 44720
 Street : Koons Rd
 City : North Canton
 State : Ohio Country : United States Zip : 44720
 Principal Contact : Gregory M. Pencosky, Owner
 Vendor Contact Phone: 724-747-8601 Extension:

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

Vendor Signature X *Greg Pencosky* FEIN# 99-3259781 DATE April 16, 2026

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

ADDITIONAL INFORMATION

ADDENDUM NO_1

Addendum No_1 issued to publish and distribute the attached information to the Vendor Community.

REQUES FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Highways for the operation of a *Statewide Courtesy Patrol Program*. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	STATEWIDE COURTESY PATROL - Monthly Cost	0.00000	MO		

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
SEE ATTACHEC PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

INVOICE TO		SHIP TO	
VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER		VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	STATEWIDE COURTESY PATROL - Fuel	0.00000	GL		

Comm Code	Manufacturer	Specification	Model #
15101506			

Extended Description:
SEE ATTACHED PRICING PAGE - ATTACHMENT A, FOR ACTUAL COST

INVOICE TO	SHIP TO
-------------------	----------------

VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER	VARIOUS AGENCY LOCATIONS AS INDICATED BY ORDER
No City WV US	No City WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	STATEWIDE COURTESY PATROL - Hourly Rate	0.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121800			

Extended Description:
SEE ATTACHED PRICING PAGE ATTACHMENT A, FOR ACTUAL COST

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2026-04-09

SOLICITATION NUMBER: CRFQ DOT2600000085

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT2600000085 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 Move to April 16, 2026, at 1:30 pm – Correction of Error

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.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2600000085

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 the 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 the 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.

Company

Authorized Signature

Date

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