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Header 1

List View

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

Procurement Folder: 2005552

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: TUCKER SECURITY LLC

Alias/DBA:

Total Bid: \$256,880.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0211

SO Doc ID: GSD2700000001

Published Date: 7/9/26

Close Date: 7/15/26

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 2005552
Solicitation Description: Security Guard Services - GSD Buildings
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-07-15 13:30	SR 0211 ESR07142600000000217	1

VENDOR
VC0000098845
TUCKER SECURITY LLC

Solicitation Number: CRFQ 0211 GSD2700000001
Total Bid: 256880
Response Date: 2026-07-14
Response Time: 09:43:32
Comments:

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

Vendor		
Signature X	FEIN#	DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Security guard services	2964.0000	HOUR	26.000000	77064.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

See Exhibit "A" to input pricing.
Building 34 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Security guard services	2223.0000	HOUR	26.000000	57798.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Building 53 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Security guard services	2223.0000	HOUR	26.000000	57798.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Building 54 - estimated annual hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Security guard services	2470.0000	HOUR	26.000000	64220.00

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Building 55 - estimated annual hours



Tucker Security, LLC dba Monticola Security

License # B 3200449

“When only the BEST will do!”

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TECHNICAL APPROACH

Staffing Plan:

Tucker Security dba Monticola Security's years of experience in staffing contracts enable us to identify the right personnel resources for a particular contract. Monticola Security employs proven methods and processes to correctly identify, screen, place, monitor, train, and retain personnel with minimal risk to contract performance. We have employed these processes and methods since our inception, which has led to an extremely low employee turnover rate. We understand that hiring and retaining the right personnel is vital to the successful performance of the contract.

Recruitment and Hiring:

Monticola Security's deep depth and breadth of connections in the private-sector industry allow us to quickly recruit top talent to fulfill the requirements necessary to meet/exceed contract deliverables. We understand the Property Management Security needs and have a robust recruiting system for obtaining exceptionally qualified candidates with Security experience and demonstrated professional judgment and discretion. Our recruiting resources include on-line recruiting sites, on-site and virtual job fairs, Linked-In and other social media, referrals from past and current employees, job board postings, and recruiting companies. As a Veteran owned small business, Monticola Security works closely with county veteran Representatives to place veterans in as many positions as possible. We skillfully develop a candidate profile based on the contract requirements and carefully screen each candidate to ensure they align with the requirements. Telephone and video screenings help us validate and expand a candidate's resume information. Once the screening is completed, we conduct in-person interviews and capabilities testing for all technical positions. Monticola Security's Operations Manager (OM) and project manager for the project is involved at the beginning of the recruitment to ensure the candidate is the right fit for the customer. Once all validations and screening are complete, Monticola Security checks at least two prior work references and one personal for each candidate. Monticola Security conducts internal orientations and kickoff meetings prior to each new assignment to discuss project logistics, expectations, reporting, and issue resolution. In the event a vacancy arises, or additional resources are needed, Monticola Security can quickly fill positions through its database of screened Security Guards or conduct expedited searches for new candidates.

Monticola Security will implement a tailored staffing and recruiting process for the contract. This ensures that top-quality staff can perform all tasks and assignments. Our senior management understands the importance of recruiting the very best resources to support this contract effort. Our three-step process is summarized in Figure 1.

Figure 1. Recruiting Program

Step 1: Candidate Identification	Step 2: Candidate screening and interviewing	Step 3: Immersion
Existing team members	Screening resumes for relevant experience.	Company orientation, including career program, benefits, time reporting, procedure integrity
Bank of Qualified candidates	Screening Interviews	Job orientation, including contract and task policies and procedures

Employee referrals	Multi-level interviewing by management	Performance objectives and goals setting
Internet recruiting	Reference checks	Contract performance tracking and reporting
Professional associations	Verification of education credentials and employment	Security policies
Recruiting Firms	Industry network checks	Mentor programs and supplemental training
Subcontractors	Background checks with government sources. Drug screens & E-Verify	On-the-job training After a 30 day probationary period a guard will be permanent

Employee Turnover:

In cases where we fill new positions or replace departing employees, Monticola Security employees undergo a screening process. Well before an employee is added or replaced, we meet with the CEO and management team to verify that the prospective employee possesses the required qualifications. The Monticola Security Management Team then interviews each prospective employee. Monticola Security also encourages the customer to review resumes to ensure the prospective employee's knowledge, skill, and abilities are commensurate with contract requirements. If desired, we allow the customer to meet the employee in a casual environment informally. Once the decision is made to offer, a position and background and drug screens are performed prior to finalizing the new hire.

Employee Placement and Monitoring:

The Operations manager and management team will constantly monitor the contract staffing process. The OPM will ensure the staffing remains at full capacity to meet all contract requirements and service levels. Vacancies will be filled through our corporate new hire requisition and competitive selection process. Our OPM is well-versed in ensuring that fluctuating staffing needs are met in a timely manner. This includes staffing vacancies and ensuring staffing needs are met should an employee be absent for extended periods.

The formal corporate process addresses candidate selection, applicant record keeping and analysis, affirmative action program monitoring and analysis, and posting requirements. Formal and informal self-assessments and quality control checks will be conducted to monitor and ensure good-faith compliance.

Mandatory Guard and Supervisor Training:

Monticola Security In order to maintain the maximum level of standards set forth in the industry, all security Guards and Supervisors are trained with a minimum of 40 hours of professional training by a security school or certified training facility licensed by the Florida Department of Agriculture and Consumer Services. Twenty-five different areas of training are conducted by Monticola management during the Orientation of basic security training. We cover areas starting with Patrol and observation techniques to report writing, fire safety and prevention, conflict resolution, customer service skills and emergency operations based on Customer specifics. All guards are trained in the use and implementation of the digital platforms used by Monticola for DARs, report writing, and incident reports.

Employee Development and Training:

All employees are provided with access to courses that directly contribute to increasing their knowledge and skills in the professional support arena. We have established and maintained a working environment fostering staff growth and career enhancement. Our recruitment and retention policies and practices are designed to attract and retain high-caliber staff, and our training resources are geared toward providing opportunities for all levels of staff to enhance existing skills and develop new ones.

As an employee's career progresses, the company proactively assists and supports career progression, providing internal training in core skill areas and advanced skills training as the employee moves into supervision and management positions. Our ongoing and evolving employee training process ensures that our clients' needs are incorporated into our employees' training plans. Our training plan applies a structured process and uses internal resources to achieve a comprehensive solution to each client's needs.

Monticola Security recognizes the critical need to hire experienced and trained personnel to meet the needs of the State contracts. Our management team will deliver ongoing training to new and existing staff to ensure that our people have the right skills and updated expertise to support the contract requirements.

Employee Retention:

Monticola Security employs several incentives to retain and motivate employees. Historically, Monticola Security has experienced an extremely low percentage of employees leaving per year. All personnel that departed were replaced in a timely manner.

We provide a quality workplace environment with experienced team members and use industry-standard work-life balance and compensation. Monticola Security provides ongoing opportunities for our guards to enhance their knowledge and stay updated with their necessary training with the latest industry trends. We will use our established human resources policies to ensure that both the work environment and the technical environment greatly enhance employee retention.

Competitive Salaries:

Our company ensures competitive salaries through our compensation philosophy which makes sure that our total compensation is competitive with comparable markets. We apply industry-standard compensation practices among managers and teams. Each employee will be assessed annually and receive an appropriate increase in keeping with that assessment.

Employee Performance:

Monticola management regularly conducts unannounced inspections to ensure that Security Guards are compliant with established terms and conditions determined by the customer's SLA.

Monticola Security will provide the Customer with the Contact information of the Site Supervisor (if applicable), the District Operations Manager, and the Regional Manager. Monticola Security maintains a 24-hour day, 365 days per year toll-free call service. All failures, insufficiencies, or other concerns should be reported through this call service. Monticola will respond within one hour to the customer's report and resolve all concerns, issues, or complaints to the satisfaction of the customer. If, for any reason, Monticola cannot meet the level of service required, the Department contract manager will be notified immediately.

Scope of Work: Monticola Security is skilled at providing **Gate Security** by verifying visitors and keeping guest logs of incoming and outgoing individuals. The scope of work includes check-in visitors, Escort visitors to proper locations, greeting guests, and ensuring that unauthorized people are kept off the property.

At Patrol Post such as Ed Coal, Monticola Security provides highly visible vehicles equipped with the necessary equipment (Site specific) to ensure that hundreds of miles of property can be patrolled and monitored. All trucks are equipped with GPS tracking Systems and electronic reporting to ensure the Guards and Property are secure and always monitored.

Security at Equipment: Monticola Security uses a Digital check-in system that allows the Guard to patrol random routes, checking in at designated locations on an hourly basis. This also allows management to monitor movements of the grounds within the moment alert systems. Monticola Security has been charged with securing Millions of dollars in Equipment and property without incident. With the safety and security measures Monticola has put in place and continues to expand on, we can report incidents in real-time, enabling Monticola Security Guards to connect with responders quickly when needed.

Operational Hours: Monticola Security Corporate office is in Saint Augustine, Florida. We maintain offices in West Virginia, Kentucky, and Ohio. All Offices are managed from 8:00 am to 5:00 pm, Monday through Friday. All offices closed on major Holidays observed by the state in which they are based.

Tasks/Deliverables:

1. Monticola is confident that we can furnish trained and qualified armed and unarmed Security Guards, providing services as requested by the customers.
2. Monticola has a corporate Operations manager as well as Area Managers and Site supervisors where necessary. We provide quality supervision for all guards.
3. It is standard practice that the Client' SLA is made available and reviewed by all guards performing duties for that contract.
4. The single point of contact for all contracts is the Corporate Operations Manager.
5. Monticola Security works with all clients to develop site-specific instructions and Post Orders within 30 days from SLA execution. All site orders and site-specific instructions will be approved by the customers prior to finalizing and distributing them to the guards.
6. Standard Operational Procedures (SOP) will be provided to the Contract manager upon request.
7. Duty Rosters for all Security Guards and Management employees will be provided on a monthly basis. Any changes needing to be made to this roster will be reported immediately.
8. All security Guards are provided with a Picture ID to be visibly worn at all times while on Duty.
9. Monticola ensures that all security Guards providing services to the customer have a solid understanding of the duties to be performed in accordance with the customers' needs.

Service Level Agreement:

As the Contractor, Monticola Security will provide supervision of Security Guards. Ensure that all security guard licenses, driver's licenses, or state-issued identification cards are current and kept on the security guard while on duty. Monticola also ensures that all Security Guards perform all services in accordance with written instructions provided by the customer's SLA.

Each SLA will include the following:

- Terms of Services
- Contact information – Contract Manager – Primary and secondary emergency call procedures.
- Additions to Contract SOW
- Deliverables
- Performance Measures and
- Customer-specific terms and conditions

Reporting and Documentation Procedures:

Monticola Customers are given access to reports that pertain to the site and locations they manage. Access to DARs, Site Tour Reports, and incident reports, including Vandalism and trespassing. Log reports such as Pass down Logs, tour checkpoint logs, visitor Logs and Guard Idle logs, as well as Geo-Fencing reports, can all be provided to the Customer. This system also maintains a License report of all Monticola Guards.