



April 9, 2007

Mr. John Abbott
State of WV – Purchasing Division
2019 Washington Street East
Building 15
Charleston, WV 25305-0130

RECEIVED

2007 APR 10 A 10:49

PURCHASING DIVISION
STATE OF WV

Dear Mr. Abbott:

Thank you for allowing Securitas the opportunity to continually earn your business and to represent our qualifications to serve WV Veterans Home. We are in a unique position to provide you professional, value driven security solutions. Our local office located in Barboursville WV is dedicated to providing security services to the Barboursville, metropolitan area, so we can be closer to our most important assets – our clients and officers. We have the capabilities and expertise to service small, medium and large accounts with the focus they deserve.

Our Barboursville office focuses on private sector client and officer needs and is the provider of choice to the most prestigious clients in the area. Our unmatched references include:

AT&T, Sunoco Inc, Kellogg's, Cingular Wireless, Toyota,
Marshall University.

During our meeting(s) and conversations I believe we have captured the concerns you are currently having with your security program. Below is a summary of those concerns with an overview of our solutions:

<i>WV Veterans Home - Concerns</i>	<i>Securitas Solutions</i>
Quality of officers	-Dedicated recruiter in local office -Extensive screening process to include the Stanton Survey, multiple interviews and criminal records check to name a few -Multiple recruiting sources to include colleges, universities and military bases in the local area
Management support	-Dedicated Branch Managers responsible for smaller books of business -A team of local field supervisors to make unannounced random checks of security officers -Twenty four hour National communications center
Officer training	-Pre assignment orientation program -(16) hours of on-site training designed around the specific needs of your facility -Continuous training program focused on the needs and environment of your facility

The philosophy of the Securitas USA office is to provide a wage and benefits structure that will attract quality security officers and supervisors, implement our unmatched programs and proactively communicate with our clients. This formula equals long-term success. We look forward to beginning our security partnership with WV Veterans Home, and providing unmatched value for your security dollar for many years to come.

We again thank you for the opportunity to earn your business and I will follow up with you on Tuesday to answer any questions you may have.

Sincerely,

A handwritten signature in cursive script that reads "John J. Scanlon Jr.".

John J. Scanlon
Business Development Manager
Securitas Security Services USA, Inc.



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

Request for Quotation

RFQ NUMBER
BVH298

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
JOHN ABBOTT 304-558-2544

VENDOR

*825135832 01 304-733-5837
 SECURITAS SECURITY SERVICES US
 6354 ROUTE 60 EAST #4
 BARBOURSVILLE WV 25504

SHIP TO

WEST VIRGINIA VETERANS HOME
 512 WATER STREET
 BARBOURSVILLE, WV
 25504 736-1027

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/18/2007				

BID OPENING DATE: 04/11/2007 BID OPENING TIME: 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		990-46		
<p style="text-align: center;">REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS FOR THE WEST VIRGINIA VETERANS HOME TO PROVIDE SECURITY GUARD SERVICES.</p> <p>MANDATORY ON-SITE PRE-BID: 3/28/2007, 1:30 PM WV VETERANS HOME 512 WATER STREET BARBOURSVILLE, WV 25504 (304) 736-1027</p> <p>ATTACHMENTS: 1. SPECIFICATIONS 2. AFFIDAVIT</p> <p>SECURITY GUARD SERVICES</p> <p>EXHIBIT 1</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

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



State of West Virginia
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 Purchasing Division
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 BARBOURSVILLE WV 25504

SHIP TO

WEST VIRGINIA VETERANS HOME
 512 WATER STREET
 BARBOURSVILLE, WV
 25504 736-1027

DATE PRINTED 03/18/2007	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
BID OPENING DATE 04/11/2007	BID OPENING TIME 01:30PM			

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS, AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) SUCCESSIVE ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK).</p> <p>INSURANCE: SUCCESSFUL VENDOR SHALL FURNISH PROOF OF COVERAGE OF COMMERCIAL GENERAL LIABILITY INSURANCE PRIOR TO ISSUANCE OF THE CONTRACT. UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS, THE MINIMUM AMOUNT OF INSURANCE COVERAGE REQUIRED IS \$250,000.</p> <p>WORKER'S COMPENSATION: VENDOR IS REQUIRED TO PROVIDE A CERTIFICATE FROM WORKER'S COMPENSATION IF SUCCESSFUL.</p>						

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RFQ

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03/18/2007				

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<p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>REV. 9/98</p> <p style="text-align: center;">VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>(X) BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH</p>						

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04/11/2007		01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION. B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED: () BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID; OR (X) BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID. BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE						

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 BARBOURSVILLE WV 25504

BUYER

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 512 WATER STREET
 BARBOURSVILLE, WV
 25504 736-1027

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BID OPENING DATE: **04/11/2007** BID OPENING TIME: **01:30PM**

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<p>CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASIN DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: <i>Securitas Security Services USA Inc.</i></p> <p>DATE: <i>April 9, 2007</i></p> <p>SIGNED: <i>John J. Seant, Jr.</i></p> <p>TITLE: <i>Business Development Mgr.</i></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B".</p>						

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"Our bid is subject to our enclosed Exceptions." JJS.

EXCEPTIONS

We appreciate the generally fair and common sense approach in the Request for Quotation, but we do have a few concerns. Accordingly, we would like to clarify the following items in connection with our bid. These items must be incorporated into any contract (the "Agreement") between State of West Virginia Department of Administration ("Client") and Securitas Security Services USA, Inc. ("Company") and they must be controlling.

Thank you. We look forward to working with you.

1. Company will defend (and control any such defense) and indemnify Client, and any person or entity required to be defended or indemnified under the Agreement (collectively "Client Parties"), against any claim, loss, damage or expense (including reasonable attorneys' fees and costs of suit) in connection with the Agreement, but only to the extent the claim, loss, damage or expense is caused by the negligence or misconduct of Company, its employees or agents while acting within the scope of their duties and authority. However, in no event will the liability of Company (and its insurers) to the Client Parties exceed \$1 million. Further, in no event will Company (or its insurers) be liable to the Client Parties for any (a) environmental damages, (b) special, indirect, punitive, exemplary, liquidated or consequential damages (including, but not limited to, loss of profits or business), or (c) damages arising from an act of war, a violent or armed action, or a hi-jacking.
2. If Company provides any insurance coverage (additional insured or otherwise) for Client or any others, such insurance coverage will not cover results of Client's or the others' acts or omissions.
3. Notwithstanding anything to the contrary, each party waives any and all claims against the other party for damages arising from or related to an act of terrorism. The parties intend for this waiver to "flow down" to their respective contractors and subcontractors.



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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
	(REV. 12/00)					
	NOTICE					
	A SIGNED BID MUST BE SUBMITTED TO:					
	DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130					
	THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:					
	SEALED BID					
	BUYER:	JOHN ABBOTT-----				
	RFQ. NO.:	BVH298-----				
	BID OPENING DATE:	4/11/2007-----				
	BID OPENING TIME:	1:30 PM-----				
	PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:					
	----- 304-733-2363 -----					
	CONTACT PERSON (PLEASE PRINT CLEARLY):					

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ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT 304-558-2544

POSTERS

*825135832 01 304-733-5837
 SECURITAS SECURITY SERVICES US
 6354 ROUTE 60 EAST #4
 BARBOURSVILLE WV 25504

SHIP TO

WEST VIRGINIA VETERANS HOME
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***** THIS IS THE END OF RFQ BVH298 ***** TOTAL: <u>\$99,178.00</u>						

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SECURITY GUARD SERVICES

SCOPE

The vendor shall furnish labor, uniforms, materials, and equipment for services to:

1. uphold all state, county, municipal, and federal laws;
2. assist law enforcement agencies in and during the execution of their duties;
3. uphold and enforce the rules governing the access, egress and use of state facilities.

Services performed under this contract will be under the general classification of pedestrian control, vehicular control, area security, building security, and visitor/employee protection.

COMPENSATION

The Spending Unit shall pay for security guard services in accordance with the hourly rates quoted. The Vendor shall be responsible for paying any and all insurances, taxes and other unnamed costs which may arise concerning the guards.

STANDARD WORK WEEK

The standard work week shall consist of seven consecutive days, beginning at 12:01 a.m. Saturday and ending at midnight Friday. Services may be required anytime, including nights and weekends. Unless specifically requested by the spending unit, guards shall work no more than forty hours during the week.

OVERTIME/HOLIDAY PAY

Spending Units shall be permitted to utilize guards for more than the established forty hour week and shall pay one-and-a-half times the hourly rate for such extra service. Furthermore, services will be required on all state recognized holidays and federal holidays. Such services will also be paid at one-and-a-half time the applicable hourly rate. The Spending Unit will not be responsible for overtime hours when such overtime is the result of insufficient number of guards.

TRAVEL

The Vendor and/or guards will be responsible for their own transportation and parking. The Spending Unit will not pay for travel expenses incurred by the Vendor or the Vendor's employees when reporting to and from assignments.

FEE ADJUSTMENT

The WV Veterans Home will consider an increase in the hourly rates if the federal minimum wage rate increases during the life of the contract. The adjustment will be based on the actual dollar amount of the increase, not a percentage. Any request for increase must be submitted to the WV Veterans Home thirty days prior to the effective date of the increase. The Spending Unit may either accept the increase and amend the contract accordingly, or cancel the contract.

TIME CARDS/WEEKLY TIME REPORT

The Vendor shall supply all guards with time cards. Hours worked will be signed on a daily or weekly basis by the Spending Unit's security coordinator or designee.

CONDUCT AND MANAGEMENT

Without limiting the responsibility of the Vendor, guards will be guided by rules agreed upon between the parties and such other special written instructions, applicable to the service, as may be issued from time to time by the Spending Unit.

While on assignment with a Spending Unit, all guards will remain employees of the Vendor. The Vendor shall make this condition clearly known to the guards and shall be responsible for their conduct and management. The WV Veterans Home and State of West Virginia shall in no way be considered a co-employer.

Spending Units shall not reward, reassign, grant leave to, discipline, or discharge the Vendor's employees. If a security guard displays improper work conduct, unsatisfactory performance, or is deemed to be unqualified to perform a particular assignment, the Spending Unit may request a replacement guard from the Vendor.

If a replacement is requested within the first two hours of a guard's initial work day, there will be no charge to the Spending Unit for the services provided by the guard being replaced.

FIELD SUPERVISION

Again, without limiting the responsibility of the Vendor for the proper management and supervision of the guards, Spending Unit requires the Vendor to furnish on-site inspections by supervisory personnel during various hours each week. Inspections will be noted and signed on guards report forms. Monthly contact with the Vendor's representative will be in person, at the WV Veterans Home to review operations in general and discuss problems, potential problems, and resolutions. The hourly rate of supervisor inspections/contacts will not be billed separately. This will be included in the overall bid price.

MEAL/BREAKS

When possible, Spending Unit shall draw up assignments to include the following non-billable breaks away from the post: fifteen minutes each at the conclusion of the first and third quarter of the shift and a thirty minute meal break midway during the shift. However, if in the opinion of the Spending Unit it is impractical for the guards to be relieved from their posts during the shift, meals and necessary breaks shall be taken while on duty and while maintaining reasonable and diligent observance of the post. In such cases, meals and breaks shall be treated as billable time.

Prior to the commencement of an assignment, it is the responsibility of the Vendor to discuss meals and breaks with the Spending Unit, and to determine if and when they may be taken.

GUARDS

The Vendor shall provide guards who are neat in appearance, conscientious of personal hygiene, mannerly, and who are able to relate to and successfully interact with the general public.

UNIFORMS

Uniforms shall include badges and patches, overcoats, raincoats, hats, flashlights, and any other equipment necessary to properly execute security guard service.

DRUG FREE WORKPLACE

The Vendor must advise the guards that they will be working in a drug free work place.

TRAINEE GUARDS

Trainee guards may be used, but must be accompanied by a fully trained and qualified guard who is familiar with the post. On-the-job training for a new security guard must consist of no less than twenty-four hours. There will be no charge to the Spending Unit for services provided by trainee guards.

LAW ENFORCEMENT

The Vendor shall pursue and maintain a close liaison with city, county, state, and federal law enforcement officials at all times, in conformity with good public policy.

INDEMNIFICATION

The State of West Virginia and the WV Veterans Home shall not be responsible for any claim for injuries, including death, to the Vendor, the Vendor's agents,

employees, guards, or third person, occurring on state property and the Vendor agrees to indemnify and save the State of West Virginia and its officials harmless from any and all such claims arising from the use of state property and operations of the Vendor thereof pursuant to the contract.

SPECIAL EVENTS

Additional security guards will be made available at the request of the Spending Unit for emergencies or special events. The hourly rate for additional guards will be identical to that of regular guards.

ETHICS IN PUBLIC CONTRACTING

The Vendor certifies that the contract is made without collusion or fraud and that the Vendor has not offered or received any kickbacks or inducements from any other Vendor or subcontractor in connection with the contract, and that the Vendor has not conferred with any public employee having official responsibility for this procurement.

OTHER REQUIREMENTS

The Spending Unit requires a minimum of one hundred eighty-four (184) hours per work week with a minimum of five (5) security guards.

COST

The Vendor shall show amount for regular hours as well as amount for any overtime/holidays.

LIFE OF CONTRACT

This contract shall be valid for a period of one (1) year with two (2) possible renewals, if agreed to in writing by both parties. This contract may be cancelled at any time during the life of the contract with a thirty (30) day written notice by either party.

RFQ No. BVH 298 P12

AFFIDAVIT

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: SECURITAS SECURITY SERVICES USA, IncAuthorized Signature: John J. Scanlon Jr Date: APRIL 9, 2007



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

**Request for
 Quotation**

RFQ NUMBER
BVH298

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT 304-558-2544

VENDOR

*825135832 01 304-733-5837
 SECURITAS SECURITY SERVICES US
 6354 ROUTE 60 EAST #4
 BARBOURSVILLE WV 25504

SHIP TO

WEST VIRGINIA VETERANS HOME
 512 WATER STREET
 BARBOURSVILLE, WV
 25504 736-1027

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
04/02/2007				

BID OPENING DATE: **04/11/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM #01		
				THIS ADDENDUM IS ISSUED TO CLARIFY, MODIFY, ADD TO AND/OR DELETE THE REQUIRMENTS OF THE ORIGINAL REQUEST FOR QUOTATION.		
				ATTACHMENTS:		
				1. CLARIFICATIONS		
				2. QUESTIONS AND ANSWERS		
				3. POLICIES AND PROCEDURES FOR SECURITY GUARDS		
				4. ADDENDUM ACKNOWLEDGEMENT		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**BVH298 - SECURITY GUARD SERVICES
ADDENDUM #01**

CLARIFICATIONS

Reason for bid – new security plans including policy changes, cameras (which the guards may have a monitor), and possible key stations. Once cameras and key stations are in place new policies will be written.

Minimum 184 hours/week unless a holiday week.

Three shifts per night (4 pm – 12 am, 6 pm – 2 am, and 12 am – 8 am) and fourth on the weekend and holidays (8 am – 4 pm)

During the 6 pm – 2 am time frame there should be a guard on rounds at all times patrolling the grounds & building.

The shift ending at 2 am is because the buildings are locked at 1 am.

Supervisor will report to Administrator or designee at the Home once a month to review any problems, new policies and/or recommendations. This will be included in the overall bid.

A supervisor shall make an on-site visit once a week with the guards on duty to insure policies, etc. are being followed. The supervisor will sign the guards report for verification purposes.

A weekly schedule will be given to the Administrator or designee in advance.

Vacancies and call-offs will be covered in a timely manner. No call-offs are to be made to the Veterans Home.

All guard reports are to include any incidents noticed (whether it is a damaged vending machine, drinking party on one of the floors, an employee reporting off/late for work, etc.)

During administration off hours the guards and nursing are the main point of contact. They are to answer phones, take messages, receive visitors, etc.

Guards are to keep in close contact/watch with nursing due to prescription drugs and during the night there are only females in that area. No loitering only observation.

Escort nurses if they need to go to a resident's room for any reason.

Copies of time sheets should be submitted with invoices. This is needed for auditing purposes.

QUESTIONS & ANSWERS

Question: How often are guards requested for special events?

Answer: If possibly the governor or other dignitaries were to be here for a visit, guards may be requested. This is not likely to happen but there is a possibility.

Question: Are the guards to physically restrain someone?

Answer: Only in the event of a physical attack.

Question: If a person is causing a disturbance and the police need to be called are the guards to restrain that person or follow them?

Answer: They should only follow that person until the police arrive unless there is a physical attack as previously asked. They have walkie-talkies and can be in constant communication with our nursing department who in turn can be in contact with the police department.

Question: How many guards per shift?

Answer: One per shift.

POLICIES & PROCEDURES FOR SECURITY GUARDS**TABLE OF CONTENTS****SUBSECTION I: PROTECTION OF PROPERTY, RESIDENTS AND STAFF ARTICLES****ARTICLES:**

- I: PROTECTION FROM DAMAGE, INJURY AND ABUSE**
- II: INTRUDERS, VIOLATORS, UNAUTHORIZED PERSONS, ETC.**
- III: OBSERVATION**
- IV: TRAFFIC CONTROL**
- V: BUILDING INSPECTION**
- VI: ILLEGAL ITEMS**
- VII: EMERGENCY PROCEDURES**
- VIII: OFF DUTY EMPLOYEES**
- IX: RESIDENTS ARRIVING AFTER CURFEW**

SUBSECTION II: INSPECTION OF BUILDINGS AND GROUNDS**ARTICLES:**

- I: ROUNDS**
- II: COMMUNICATIONS**

SUBSECTION III: SAFETY**ARTICLES:**

- I: SAFETY CHECK LIST**

SUBSECTION IV: RESPONSIBILITIES OF SECURITY GUARDS**ARTICLES:**

- I: TOUR OF DUTY**
- II: WEEKENDS AND HOLIDAYS**
- III: SOLICITATION**
- IV: EQUIPMENT FAILURE**
- V: PERSONNEL REGULATIONS**
- VI: GROOMING**
- VII: WORK SCHEDULES**
- VIII: RESIDENT DEATH**
- IX: CONFIDENTIALITY**

SECTION VI SECURITY

SUBSECTION I: PROTECTION OF PROPERTY, RESIDENTS AND STAFF

POLICY:

It is the policy of the West Virginia Veterans Home to maintain a safe and secure facility for all residents and staff. Security personnel are charged with protecting all state property by deterring fire, theft, vandalism and unauthorized entry and loitering. Security is the practice of prevention of loss to either person or property through observation and intervention.

ARTICLE I: PROTECTION FROM DAMAGE, INJURY AND ABUSE

The purpose of this article is to establish policy concerning the role of the Security Section.

PROCEDURE:

The Security section is responsible to oversee that state property, employees, visitors and residents are protected from damage, injury and abuse.

ARTICLE II: INTRUDERS, VIOLATORS, UNAUTHORIZED PERSONS, ETC.

The purpose of this article is to establish policy for dealing with intruders, violators, unauthorized persons and others who are creating a threat.

PROCEDURE:

When necessary, the Security Guard will subdue and restrain intruders, violators, unauthorized persons, residents or others who are creating a threat to property, persons or the safety and well-being of staff or residents.

Under no circumstances are unauthorized persons to be permitted on the premises. When in doubt the Guard should request identification. Personal acquaintances should not visit the Guards on duty.

The Security Guard will make contact with city, county and/or state law enforcement authorities to remove any person, resident, visitors or intruder creating a disturbance, a nuisance, or making threats against others, from the grounds. Security Guards are the peace-keepers of the West Virginia Veterans Home.

The Guard should maintain a close liaison with local law enforcement officers, fire departments, emergency services, etc., to insure a quick response to the Home if these services are needed.

A Guard becoming involved in a dispute will use only such force as necessary in self-defense and will immediately contact the police authorities for necessary arrest and detainment. The Guard will also notify the supervisor.

ARTICLE III: OBSERVATION

The purpose of this article is to establish policy concerning the observation of persons leaving or arriving at the Home.

PROCEDURE:

The Security Guard is to monitor and observe persons leaving and arriving at the Home.

ARTICLE IV: TRAFFIC CONTROL

The purpose of this article is to establish policy regarding traffic control.

PROCEDURE:

The Security Guard will control traffic on the Home grounds.

A plastic chain and sign may be positioned in front of Building J to control vehicular traffic. This chain is to be in place corresponding with current curfew hours of 1:00 a.m. until 5:00 a.m.

ARTICLE V: BUILDING INSPECTION

The purpose of this article is to establish policy concerning inspection of the buildings by Security Guards.

PROCEDURE:

It is the responsibility of the Security Guards to inspect buildings, entrances, residents' living areas, fire exits, etc., on a regular basis to insure that fire and safety rules are followed and that all rules of the Home are complied with by all personnel and residents. A minimum of five rounds per guard, per shift, will be made. This will be noted and signed on form WVH-S-7.

ARTICLE VI: ILLEGAL ITEMS

The purpose of this article is to establish policy concerning illegal items found on the Home grounds.

PROCEDURE:

It is the responsibility of the Security Guard to confiscate and take possession of any items of illegal nature in the possession of residents or others which have been brought onto the Home grounds or found on the grounds, i.e, drugs, alcohol, weapons, etc.

Security Guards are authorized to ask residents and staff to disclose contents of suspicious packages entering or leaving the premises.



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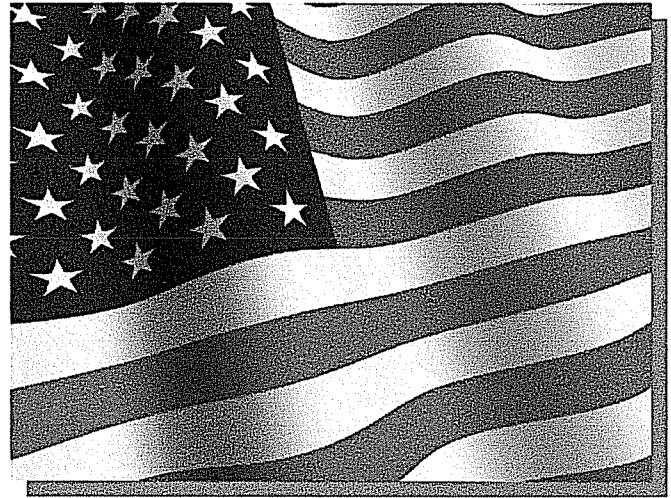
This entire proposal is considered confidential information by Securitas Security Services USA, Inc. and may not be distributed, in whole or in part, to any person, firm or corporation outside of State of West Virginia - Veterans Home. In addition, this proposal may be distributed only to those employees or affiliates within State of West Virginia - Veterans Home who have direct responsibility for the proposal/decision-making process.



DEPARTMENT OF HOMELAND SECURITY CERTIFICATION AND DESIGNATION

SUPPORT ANTI-TERRORISM BY FOSTERING EFFECTIVE TECHNOLOGIES (SAFETY) ACT

After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Security Services USA, the DHS has awarded Securitas USA, certain of its affiliates, its customers and subcontractors, the highest level of liability protection afforded by the SAFETY Act*. Securitas USA received both Designation and the higher level of protection, Certification, from the DHS on December 8, 2005.



Congress passed the SAFETY Act as part of the Homeland Security Act of 2002 to encourage the developments of anti-terrorism products and services by limiting liability from claims brought as a result of a DHS-designated terrorist attack where approved anti-terror technology or services are deployed.

Briefly, here is what this protection means to you:

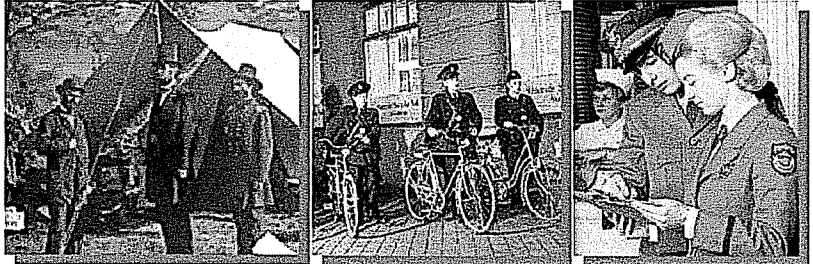
- The DHS certification of Securitas USA's security services under the SAFETY Act entitles Securitas USA to the Government Contractor Defense, which can eliminate liability for claims arising from designated acts of terrorism.
- The SAFETY Act extends the protection of the Government Contractor Defense when available to all parties in the supply chain, including all of Securitas USA's government and private sector customers and its subcontractors.
- DHS approved Securitas USA's SAFETY Act application by determining that the security services described in our application perform as intended, are safe for use and are an effective anti-terror technology.

*For more information about the Department of Homeland Security and the SAFETY Act, visit www.safetyact.gov.



COMPANY HISTORY

Securitas Security Services USA, Inc. (Securitas USA) is the largest provider of security officer services in the United States. Securitas USA has more than 450 branch managers throughout the U.S. Securitas employs approximately 103,000 security officers in North America. Securitas USA's U.S. revenues in 2006 were over \$2.7 billion.



The parent company of Securitas USA is Securitas AB, the world's largest provider of security services. Securitas AB is a publicly owned company that is headquartered in Stockholm, Sweden. Securitas AB has approximately 200,000 employees worldwide, with established operations in 23 countries and the ability to provide services in approximately 90 countries worldwide. Securitas AB's 2006 revenues were over \$8 billion.



Allan Pinkerton
Founder
Pinkerton's National
Detective Agency

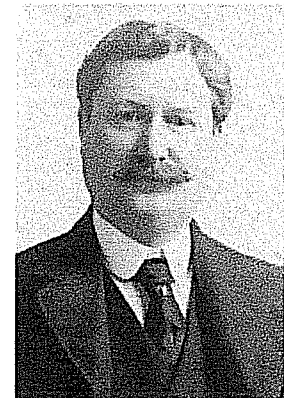
In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton, the company became the largest security firm in the world. At the time, Securitas AB was already the leading protective services company in Europe, but few here in America were aware of the firm's stature in the industry or the respect associated with its name.

In 2000, Securitas AB acquired another legendary, American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago

That same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas

AB as the market leader in the United States.

In July 2003, all of the U.S. guarding operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.



William J. Burns
Founder
William J. Burns
Detective Agency



RECRUITING

At Securitas USA, our business is based on people. Therefore, Securitas USA has developed and produced an extensive manual to support our field personnel in recruiting, hiring and leading employees. The recruiting guidelines, SERVICE HEROES, include recruiting strategies, programs and processes to effectively attract the right people to our company. Recruiting functions are handled by the human resources manager of each local office servicing State of West Virginia - Veterans Home.

Recruiting sources include:

- our web page (www.Securitasinc.com)
- local newspapers
- college campus placement centers
- state employment commissions/development departments
- veterans' groups
- senior organizations
- city and county social service agencies
- private industry councils
- JTPA programs
- vocational centers
- military organizations
- civil police offices
- job fairs
- specifically targeted groups
- employee referrals (referral bonuses)
- numerous other qualified employment sources listed in our SERVICE HEROES best practices



In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete the picture of attracting a talented workforce, Securitas USA has developed the position of recruiter/retention specialist that is utilized at selected branch offices. Once we have hired the best, we must retain them. To insure that competitive wages are paid, Securitas USA uses wage survey data from the Economic Research Institute to validate the officer's wages vs. those paid in each U.S. Metropolitan Area.

In cases where we assume responsibilities from incumbent providers, our goal is to recruit and retain as many qualified incumbent personnel who are found suitable for employment with Securitas USA.



SELECTION AND HIRING OF SECURITY OFFICERS

The following is a brief overview of Securitas USA's pre-employment selection process to be used in support of State of West Virginia - Veterans Home. Our step-by-step process not only screens out unqualified candidates, but also goes well beyond the industry norm to focus on selecting world-class employees. In addition, our process identifies candidates who possess important traits we believe are critical to both of our organizations, such as honesty, integrity and a strong customer service orientation suited to the culture and operating environment of State of West Virginia - Veterans Home.

- Job Application
- Initial Interview
- Stanton Survey
- Drug Screening
- Background Verification
 - military service - (DD 214) - nature of separation
 - criminal records check of both misdemeanors and felonies for a seven year residence history (or as required by state statutes)
 - credit check (when required for legitimate business reasons by our clients)
 - Social Security number trace
 - Department of Motor Vehicles driver's license search for all driving positions
 - former employment verification-past 7 years
 - reference checks
- Assignment/Scheduling Meeting
- Site Interview
- Security Officer Introduction/Questionnaire
 - Basic Security Officer Responsibilities
 - Public Relations
 - Communication and Reporting
 - Safety Techniques of Patrol
 - Emergency and Fire Prevention
 - Basic First Aid, Safe Driving
 - Client Relations
 - Hazardous Material Communications



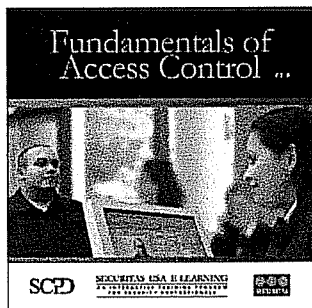
SECURITY OFFICER TRAINING

E-LEARNING AND THE SECURITAS USA ONLINE ACADEMY

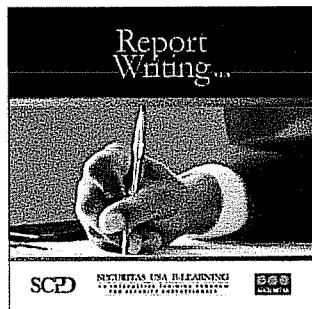


The Securitas USA Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System to create the finest e-learning program in the security industry.

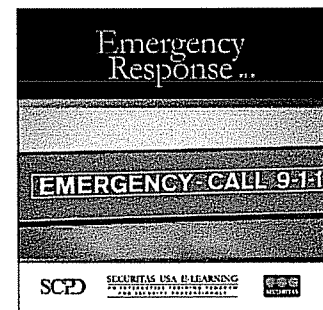
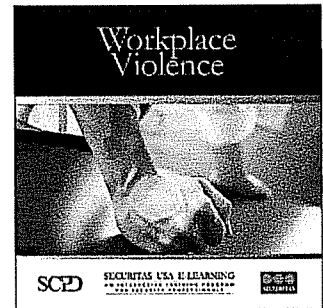
Courses offer over 25 e-learning security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback and coaching and real-time performance assessment.



Our Learning Management System allows course assignments, tracking and monitoring learner progress, standard and custom training reports, testing and scoring and career development, as well as course feedback that allow SCPD to continually improve course material to make it even more effective.



Securitas USA's e-learning program delivers training when and where it's needed, with 24/7 learning access, both custom and off-the-shelf courseware, and standardized training across the organization.



ADVANCED CERTIFICATION TRAINING (ACT)

Securitas USA has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), designed to provide advanced training for each security officer. We make this course available to all security officers at State of West Virginia - Veterans Home. We specifically encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement both at State of West Virginia - Veterans Home and within Securitas USA.



Our ACT Program includes the following materials:

ACT Program		
ACT 1	ACT 2	ACT 3
The professional security officer	Post orders	Workplace violence
About Securitas USA	Crowd control	Lock and key control
Professional image	Fire prevention and equipment	Traffic/parking lot control
Public relations	Technology	Bomb threats
Security awareness	Information security	Substance abuse
Legal aspects	Laws of evidence	Harassment and discrimination
Physical security	Crime scene procedures	Safety awareness
Communications	Testimony	Emergency response
Patrol techniques		
Theft prevention		
Effective report writing		

ADDITIONAL VALUE-ADDED TRAINING SOLUTIONS

In addition to our ACT and e-learning programs, Securitas USA has a wealth of training resources from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas USA and America's front-line agencies, including guidelines and courses from ASIS, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and video courses from PSTN and LETN. Our national agreements with the Professional Security Television Network (PSTN), Law Enforcement Television Network (LETN), the Fire & Emergency Television Network (FETN) and the Industrial Safety Group (ISG) provide “training-on-demand” for hundreds of security, emergency and safety subjects.

SUPERVISOR TRAINING

Level 1 - Entry

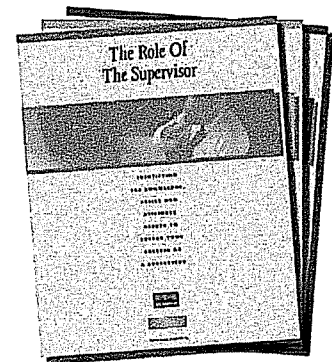
1. Role of the Supervisor
2. Service Excellence
3. Counseling and Coaching
4. Managing Performance
5. HR Training

Level 2 - Intermediate

- | | |
|-------------------------|---------------|
| 1. Customer Service | 3. Operations |
| 2. Employee Development | Assertiveness |

Level 3 - Advanced

- | | |
|-------------------------|----------------------------|
| 1. Employee Development | 3. Operations |
| 2. Client Relations | 4. PSP Certification: ASIS |

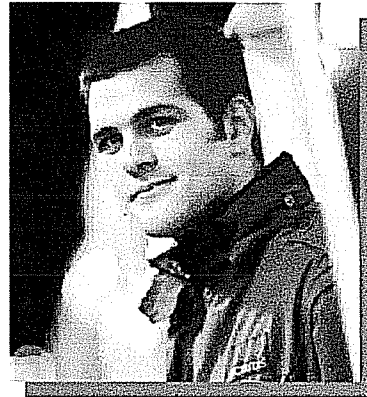




BENEFITS AND INCENTIVE PROGRAMS

Securitas USA offers its security officers benefits/incentive programs that are unmatched in the security services industry. The benefits/incentives offered by Securitas USA to all eligible employees include the following:

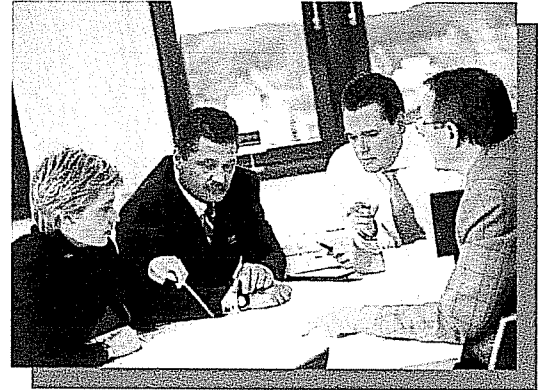
- Medical Plans
- Health Information and Assistance
- Dental Plans
- Vision Care
- Benefits Access Discount Card
- 401(k) Savings Plan
- Life and Accident Insurance
- Voluntary Supplemental Life Insurance
- Employee Assistance Program
- Holiday Pay
- Paid Vacations
- Uniforms
- Direct Deposit
- Sons and Daughters Scholarship Program
- Awards of Merit
- Corporate Recognition
- Service Awards
- Toll-free Service Heroes Line
- AlertLineSM
- Employee Survey
- Company Publications





TRANSITION PLAN

Securitas USA is well aware of the negative impact a poorly designed and implemented transition can have on the continuity of operations of any client. Our team and our proven processes will provide you with a seamless transition at each facility. Our goal is to achieve complete transition and start-up with minimal disruption to ongoing operations within State of West Virginia - Veterans Home.



Our transition objectives are to:

- Enter into contract negotiations with State of West Virginia - Veterans Home in good faith to efficiently and quickly establish an executed contract.
- Establish contact with corporate and local State of West Virginia - Veterans Home security representatives to receive early guidance during transition and contract operation.
- Refine our transition plan and develop milestones for the transfer of activities and responsibilities at State of West Virginia - Veterans Home.
- Implement a process of frequent communication with our new team members.
- Accurately assess the quality and effectiveness in all areas of security force operations if requested.
- Conduct an operational needs assessment to determine the adequacy of security operations at each site and post identified under our contract if requested.
- Implement our recruitment, screening and selection programs.
- Conduct an assessment of job tasks, training needs and requirements and finalize our training program for State of West Virginia - Veterans Home review/approval.
- Establish property control records and effect an orderly transfer of any client-furnished equipment and material.
- Establish administrative, logistic and financial controls.
- Revise/finalize our management and staffing plan with State of West Virginia - Veterans Home management input.
- Analyze and revise general and post orders and other directives as needed.
- Develop and/or revise detailed job descriptions.
- Recruit, test, hire and train retained incumbent and/or new employees.



Transition Plan

Facility: _____

Service Start Date: _____

Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
Meet with the client to present the Securitas USA Service Initiation Kit.	1			
Conduct Risk Management Safety Inspection.	1-5			
Establish and assign transition team.	1			
Complete Post Order Requirements Survey.	1			
Work with client to prepare Post Orders.	2-20			
Prepare Hiring Profile.	2			
Order supplies and equipment.	2			
Order uniforms.	2			
Review and prepare wage and benefit package.	2			
Prepare site specific training materials.	2-14			
Prepare master schedule.	2			
Select site supervisor.	3-14			
Recruit and select security officers based on client requirements. Contact recruiting sources; advertise internally/externally.	6-22			
Meet with client to review Post Orders.	7-10			
Issue and fit uniforms.	15-22			
Meet with client to confirm Post Orders, brief on Transition Plan progress and discuss invoice procedures.	21			



Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
Conduct Security Officer Introduction Program to all new and incumbent security officers.	22-28			
Confirm all personnel files for full pre-screening documentation.	22			
Conduct on-site specific training of security officers.	22-28			
Establish specific service start procedures:	22-28			
- Arrival of supervision				
- Arrival of security officers				
- Placement of equipment and supplies				
- Actual take-over of facility responsibilities.				
- Working schedule that matches master schedule.				



Implementation Plan

(Service Start Date + 60 Days)

Facility: _____

Service Start Date: _____

Task Assigned	Day Number	Person Responsible	Due Date	Date Completed
A branch team member must be present for the start of each new shift (remember weekends).	1-7			
Visit the account daily so that all service is properly initiated.	1-7			
Schedule to be on-site the first time the client is back on-site after start-up. (If the service starts during the weekend, the branch manager should be on-site Monday morning when the client arrives.)	1-3			
Review site specific training that has been performed.	1-5			
Review personnel assigned to site so they meet all standards.	1-60			
Confirm that all contract requirements are being met.	continuous			
Weekly meetings with the client during the implementation period.	7, 14, 21, 28, 35, 42, 49, 56			
Area vice president contacts the client (phone or face-to-face).	5-9			
Review first invoice with client (face-to-face).	10-14			
Cross-train personnel and "back-up" personnel.	7-60			
Introduce the Excellence in Service and other Securitas programs.	15-25			



ACCOUNT MANAGEMENT

SITE SUPERVISION

SITE MANAGER

The site manager is responsible for the management and supervision of the contract security at the site, interfaces with the State of West Virginia - Veterans Home security manager on contract security services delivery, and is responsible for all contract security personnel and services at State of West Virginia - Veterans Home and for the supervision of the site supervisors. The site manager is capable of building teamwork, cooperation and consistency between shifts, and is fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout.



SHIFT SUPERVISORS

Shift supervisors are responsible for the supervision of site on their respective shifts. They must be capable of building teamwork, cooperation and consistency between shifts, and must be fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. They work under the direct supervision of a site manager, while working closely with State of West Virginia - Veterans Home security management personnel.

FIELD SUPERVISORS

Spearheading field supervision and training for each branch office are the field supervisors. They participate as your non-resident supervisors. It is the responsibility of the field supervisors to administer the continuing training of the officers assigned to each facility. Since this group is a most vital extension of the management team, proper selection and training are important. We have developed formal programs to prepare these individuals that include seminars, classroom training, video instruction, and manuals designed specifically for field supervisors. Some of the responsibilities of our field supervisors are:

1. Field Supervisor Visits: A Securitas USA supervisor will schedule visits with each post, and assures the quality of the security officers' performance and appearance.
2. Field Supervisor On-Site Training: Field supervisors are available to conduct on-site training and follow-up training in all basic security subjects.
3. Field Supervisor/Contact: Securitas USA field supervisors meet frequently with a client representative to assist in carrying out our regular and special post orders.
4. Field Conformance Reports: Field supervisors, when requested, inspect and leave on-site reports for the client's designated representative.
5. Incident Reports: Field supervisors must respond to security officer requests for assistance, and review each Incident Report. An "Action Taken Report" on the incident is left on-site for review by your management representative.



LOCAL SUPERVISION

AREA VICE PRESIDENT (AVP)

The AVP ensures the delivery of high quality client service through regular contact with clients, evaluates service quality, ensures that area and branch offices maintain a consistent focus on high quality client service, and provides guidance and support in the retention of profitable business. The AVP also assists in the orientation of area and branch managers, ensures that area offices and branches have well qualified individuals who are properly trained to carry out the organization's mission, coaches area and branch managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

BRANCH MANAGER

The branch manager provides active oversight of all accounts in his/her area. The branch manager facilitates decisions to meet the needs of State of West Virginia - Veterans Home, and meets regularly with the security manager at State of West Virginia - Veterans Home to evaluate service levels.

HUMAN RESOURCES MANAGER

The human resources manager leads the hiring and selection process for all employees, personally interviews each candidate for selection to serve the State of West Virginia - Veterans Home account, and manages benefits, employee relations and recruiting.

RECRUITER

The recruiter actively promotes the employment opportunities at Securitas USA through all sources and works with state and local placement agencies to offer employment opportunities to qualified individuals. These sources include college and university groups and placement and government agencies.

TRAINING MANAGER

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; personally reviews all operations at State of West Virginia - Veterans Home to determine the best method of delivering the training; locates the proper training materials; schedules and conducts the training; and is responsible for the supervisory training program and refresher training.

SCHEDULING MANAGER

The scheduling manager ensures that all hours paid to the officers balance with the invoice amount billed to the client, tracks the hours billed to the client specifications and maintains the client and employee data to ensure proper payroll and billing.

FLEX FORCE

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day and guaranteed 40 hours per week of above average pay to be ready to respond to any such vacancy occurring at your facility. Should the need occur for a large number of additional officers at an individual location, Securitas USA offices assist each other with a reserve force.



TECHNOLOGY

SECURITAS USA POST ORDERS TEMPLATE SYSTEM (SPOTS)

As a result of the information captured by our Service Initiation Workbook, job descriptions, specific shift functions and an in depth review of your facility, post orders for your facility are developed by our management staff. Once State of West Virginia - Veterans Home approves the content of this information, your branch manager will prepare the final document utilizing our Securitas USA Post Orders Template System (SPOTS). SPOTS is a proprietary software program that ensures that all of the client's expectations are being met in the post orders. This template ensures consistency and provides our officers with the detailed information needed to perform their jobs to your expectations. The template is stored electronically so maintenance and updates can be performed easily and communicated to the security staff efficiently.

Minimally, Securitas USA will maintain and update post orders with the client having final approval on an annual basis to ensure compliance. Additionally, on-site officers will be retrained on any procedural changes in the post orders as they occur.

SECURITY OFFICER TOUR CONFIRMATION SYSTEM (ToCo™)



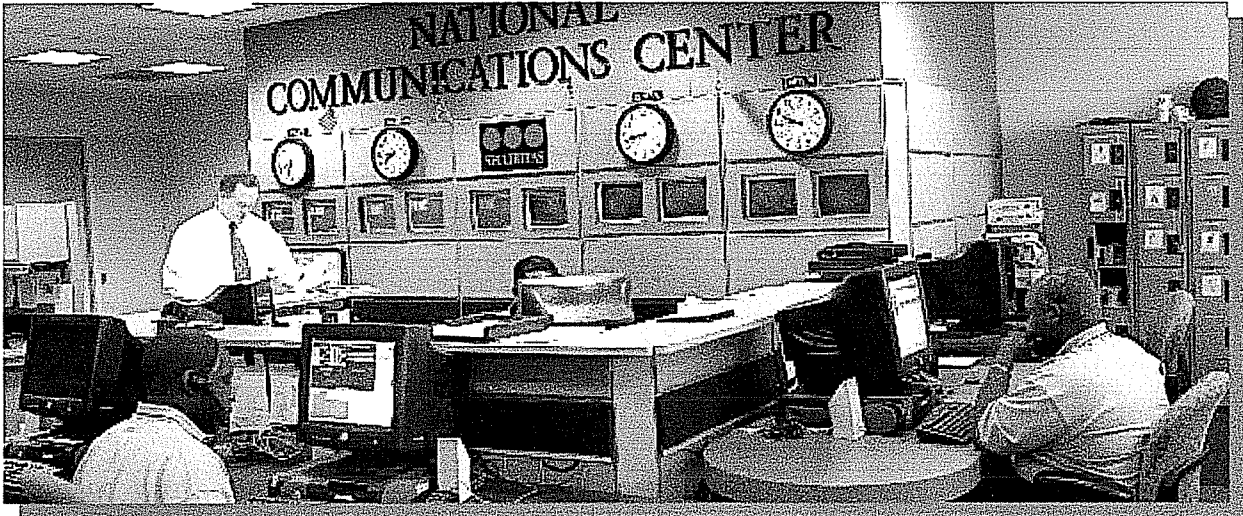
Securitas USA can verify security officer inspection performance through our Tour Confirmation (ToCo™) System. Our system utilizes inexpensive steel-encased computer chips to record tours and incidents. These chips are installed on particular pieces of equipment or at locations that require checks by security personnel. Chips are non-reproducible and virtually indestructible, affording the best assurance that the assigned officer is conducting tours. Data collection probes are issued to security officers making tours and inspections. The probes are immune to weather and electrical interference. Our software package allows for system enhancements and is easily adaptable to perform facility inspections and to track physical assets.

PROOF OF VISIT SYSTEM (POV®)

Another of our technology advances is our Proof of Visit (POV) system. Our supervisors document their inspections and provide simple, easy to read, detailed reports complete with date, time and activities. Using the same touch memory technology as our Touch-ToCo™ discussed above, supervisors first read their chip ID with the touch probe. Upon arrival at a site, they simply touch the probe to the chip that is permanently affixed at the post they are visiting and the record begins. When the probe is downloaded at the end of the day, a record of the building location, date and time of the visit and all incidents and occurrences are generated in report form.



NATIONAL COMMUNICATIONS CENTER (NCC)



Securitas USA has a 24-hour National Communications Center (NCC) in Parsippany, NJ. The NCC is staffed by security-trained operators who are employees of Securitas USA. The NCC is assured of continuous operation, providing its own uninterrupted power supply, back-up diesel electric generation, multiple telecommunication providers, and redundant database servers. Additionally, there is an available full-capability disaster recovery site and domiciling facilities for extended emergencies. The NCC is equipped with the latest telephone and computer technology; this helps to ensure that calls are placed into the proper priority queues and in accordance with operating procedures. All activities conform to published service levels and all calls are recorded and stored for one year. Recorded calls are available for individual call review and documentation and can be sent via e-mail as WAV files.

POST CONFIRMATION SYSTEM (PoCo[®])

A proprietary electronic system that we can implement at State of West Virginia - Veterans Home is our Post Confirmation (PoCo) system. Our National Communications Center oversees our Post Confirmation system that monitors officers without on-site supervision. PoCo is an automated check-in system that verifies posts are staffed by the scheduled officers. The National Communications Center receives alerts for any open posts from PoCo and reacts in an effective and timely manner by alerting the dispatcher that an officer has not reported for duty. The PoCo system can be set to receive PoCo check-in calls from security officers, to periodically place check-in calls to security officers, or to call a post randomly every hour to verify the ongoing presence of security officers.

SECURITAS USA AUTOMATED FIELD ENTERPRISE SYSTEM (SAFES)

Securitas USA's exclusive computerized management and scheduling tool SAFES, has taken security services and reporting to a higher level.



SAFES data from all branch locations uploads weekly, and generates all payroll, billing, accounts receivable, accounts payable and financial records.

THE BENEFITS TO OUR CLIENTS AND EMPLOYEES ARE:

1. Accurate employee paychecks
2. Correct, easy-to-read client invoices
3. Flexible billing options to meet client-specific requirements

VALUE-ADDED SERVICE FEATURES INCLUDE:

1. Client/contract billing and service information are stored and maintained. This includes the selection of invoice formats, billing cycles and billing methods such as consolidated and contract flat invoicing.
2. Scheduling, both Master and Working, is stored and maintained, including Post Names. In conjunction with employee and client information, the scheduling data automatically drives both payroll and billing transactions.
3. Supplemental Charges and Payments include automated recurring and one time supplemental charges (e.g., Auto Lease). This allows both reimbursement of employee incurred expenses such as mileage and, where applicable, billing of non-hourly charges to clients.
4. Corrections to Payroll and Billing for prior period activity are maintained.



SERVICE EXCELLENCE

Securitas USA employs one common set of service delivery tools as part of its *Service Excellence* program. This program is the primary quality assurance program for the company. It promotes world class service delivery by linking one standard service delivery method and tools to the service cycle for our clients, namely:

- Service Initiation (Transition Plan and Implementation Plan)
- Service Delivery (Client Service Plan)
- Client Relationships (Service Delivery History and Service Enhancement Plan)
- Client Development (Annual Service Review Meeting)

CLIENT SERVICE PLAN

In collaboration with State of West Virginia - Veterans Home local management representative, Securitas USA establishes a Client Service Plan outlining specific service goals and defining supporting Key Performance Indicators (KPI). This plan serves as a "roadmap" for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate. An example of the Client Service Plan is shown below.

		CLIENT SERVICE PLAN	
<i>Securitas Service Excellence is the standard service delivery method to attain unparalleled World Class Service Delivery</i>			
CONTACT NAME:	CLIENT:	BRANCH MANAGER:	
CONTACT NUMBER:	ADDRESS:	AREA #:	
EMERGENCY CONTACT NUMBER:	CITY, STATE, ZIP:	CONTRACT #:	
E-MAIL ADDRESS:			
Contract Renewal Date:		Hours per Week:	Plan Date:
Benefits:		Client's Fiscal Year:	
Contract Specific Officer Qualifications:		Supplemental Billing:	
Training Requirements:		Meeting Frequency (when/who):	
Special Requirements/Notes:			
<i>Where are we now?</i>	<i>Where do we want to be?</i>	<i>What do we need to do to get there?</i>	<i>How do we measure our success?</i>
Service Goal	Securitas Commitment		Key Performance Indicators




SERVICE ENHANCEMENT PLAN

To consistently implement and monitor improvement actions, Securitas USA uses Service Enhancement Plans that are mutually developed with the State of West Virginia - Veterans Home stakeholder management team.

Discussion in the regular service review meeting may sometimes reveal areas for attention and follow up. The local Securitas USA manager leads a discussion with the State of West Virginia - Veterans Home management representative to mutually develop the Service Enhancement Plan. Progress is then reviewed and discussed in subsequent meetings.

Continuous communication with the local client management representative to share progress against goals, to seek input or advice, and to review results is the primary service quality assurance monitoring activity. Service Enhancement Plans are tracked by local, area and region management teams.

An example of the Service Enhancement Plan is shown below:

		SERVICE ENHANCEMENT PLAN			
<i>Securitas Service Excellence is the standard service delivery method to attain unparalleled World Class Service Delivery</i>					
DATE:		BRANCH MANAGER:			
CLIENT:					
CONTACT NAME:					
30 DAY CLIENT ISSUES/EXPECTATIONS		30 DAY - SECURITAS DELIVERABLES			
ACTION PLAN					
	TASK DESCRIPTION	BY WHEN	BY WHEN	STATUS	DATE
1					
2					
3					
4					
5					
6					
7					
<i>Understanding Needs - Setting Goals - Taking Action - Measuring Success</i>					



REFERENCES

Company

Name: Dow Chemical

Contact

Name: Levi Criner

Address: 3200 Kanawha Turnpike, S. Charleston, WV 25303

Phone

Number: 304-747-2361

Company

Name: Cingular

Contact

Name: Diana Hubbard-Caskey

Address: 826 East Park Dr, Grayson KY 41143

Phone

Number: 606-925-6137

Company

Name: Alcon Manufacturing

Contact

Name: Andrew Wagner

Address: 6065 Kyle Lane, Huntington WV 25702

Phone

Number: 304-733-1875



COST PROPOSAL

Position	Bill Rate per hour	Overtime/Holiday Rate
Officer	\$10.21	\$15.32
Supervisor	\$10.92	\$16.38
Effective Totals (184 HPW)	\$10.37	\$15.55
Annual Cost	\$ 99,178.00	

Bill rates include the following items:

- Recruitment, background screening and hiring costs
- Employee wages, plus all payroll taxes and insurance
- Excellence in Service performance recognition program
- Branch award qualification for Officer of the Month, Officer of the Quarter and Officer of the Year
- Free life insurance and paid vacations: 1 week at one year; 2 weeks at five years; 3 weeks at ten years
- Complete uniforms for each season, including replacements as needed
- Introductory, pre-assignment and paid on-site training
- Advanced Certification Training I, II, III with e-learning technology
- Learning Management System to track completed courses and test scores
- Monthly service review and planning meetings with local branch manager
- Computer-based post orders, including client emergency response procedures
- Site-specific written test based on post orders and client policies
- Electronic Tour Confirmation System (ToCo)
- 24-hour National Communications Center
- \$1,000,000 general liability insurance
- Department of Homeland Security SAFETY Act liability protection

Overtime/holiday rate will apply for the following six holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day



The prices for security officer and related services as quoted above are valid for a period of [60] days from the date of this proposal.