



West Virginia Purchasing Division

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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 @ 1

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- General Information**
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- Clarification Request

Procurement Folder: 1366500
 Procurement Type: Central Master Agreement
 Vendor ID: VS0000045027
 Legal Name: Servexo
 Alias/DBA: Servexo Protective Services
 Total Bid: \$1,099,845.76
 Response Date: 02/20/2024
 Response Time: 10:46
 Responded By User ID: SERVEXO12
 First Name: John
 Last Name: Palmer
 Email: procurement@servexousa.cc
 Phone: 3233005023

SO Doc Code: CRFQ
 SO Dept: 0506
 SO Doc ID: HHR2400000002
 Published Date: 2/12/24
 Close Date: 2/21/24
 Close Time: 13:30
 Status: Closed
 Solicitation Description: SECURITY GUARD SERVICES
 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: 1366500
Solicitation Description: SECURITY GUARD SERVICES
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-02-21 13:30	SR 0506 ESR02202400000004172	1

VENDOR
 VS0000045027
 Servexo

Solicitation Number: CRFQ 0506 HHR2400000002
Total Bid: 1099845.760000000009313225746 **Response Date:** 2024-02-20 **Response Time:** 10:46:10
Comments:

FOR INFORMATION CONTACT THE BUYER

Crystal G Husted
 (304) 558-2402
 crystal.g.husted@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	Site Supervisor - Diamond Building	2080.0000	HOUR	16.220000	33737.60

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Site Supervisor - Diamond Building

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Shift Supervisor - Diamond Building	8736.0000	HOUR	16.220000	141697.92

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Shift Supervisor - Diamond Building

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Rover - Diamond Building	8736.0000	HOUR	16.220000	141697.92

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Diamond Building

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Front Desk (Rover) - Diamond Building	2340.0000	HOUR	16.220000	37954.80

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Front Desk (Rover) - Diamond Building

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Rover - Parking Garage	3380.0000	HOUR	16.220000	54823.60

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Parking Garage

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Front Desk (Rover) - One Davis Square	3120.0000	HOUR	16.220000	50606.40

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Front Desk (Rover) - One Davis Square

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Rover - Kanawha County DHS	8736.0000	HOUR	16.220000	141697.92

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Kanawha County DHS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Rover - Cabell County DHS	6136.0000	HOUR	16.220000	99525.92

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Cabell County DHS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Rover - OCME	8736.0000	HOUR	16.220000	141697.92

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - OCME

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Rover - OLS	4368.0000	HOUR	16.220000	70848.96

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - OLS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Rover - Mercer County DHS	2860.0000	HOUR	16.220000	46389.20

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Mercer County DHS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Rover - Raleigh County DHS	2860.0000	HOUR	16.220000	46389.20

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Raleigh County DHS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Rover - Berkeley County DHS	2860.0000	HOUR	16.220000	46389.20

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Berkeley County DHS

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Rover - Additional Locations Not Yet Defined	2860.0000	HOUR	16.220000	46389.20

Comm Code	Manufacturer	Specification	Model #
92121504			

Commodity Line Comments:

Extended Description:

Rover - Additional Locations Not Yet Defined

REQUEST FOR PROPOSAL (RFP) RESPONSE TO:

**Security Guard Services
State of West Virginia (WV)
West Virginia Purchasing Division
Solicitation No: CRFQ 0506 HHR240000002
February 21, 2024 at 10:30 AM PST**



SUBMITTED TO:

Crystal G Husted, Contracting Officer
State of West Virginia (WV)
West Virginia Purchasing Division
2019 Washington Street, East
Charleston, WV 25305
Phone: (304) 558-2402
Fax: (304) 558-3970
Email: crystal.g.husted@wv.gov

SUBMITTED BY:

Raksha Khandelwal, Proposal Specialist
Servexo Protective Services
WV Regional Technology Park
South Charleston, WV 25303
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Fax: 323.521.5034
Email: Procurement@servexousa.com

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

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1 Transmittal Letter

Dear Crystal,

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

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

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

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

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

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

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

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

Thank you so much for this opportunity,

Raksha Khandelwal

Proposal Specialist

WV Regional Technology Park

South Charleston, WV 25303

T. 323.250.4964 ext. 122 | F 323.521.5034

procurement@servexousa.com



2 Understanding of the Requirement

Servexo acknowledges and understands the responsibility it bears in providing experienced and qualified security guard services for various OSA, DoH, DHS, and DHF locations throughout the State of West Virginia. Servexo recognizes the importance of recruiting, training, and maintaining a staff of security guards who are proficient and well-prepared to handle security concerns in these diverse environments. Servexo commits to adhering to the highest standards of professionalism, integrity, and effectiveness in delivering unarmed security services, ensuring the safety and security of the designated premises and its occupants.

Servexo ensure to be able to provide security guard services at any new location not identified as an existing location within the RFQ within a seventy-two (72) hour time frame.

Facilities Access

- Servexo will identify principal service personnel who will be issued access cards and/or keys to perform services.
- Servexo will be responsible for controlling access cards and keys and will pay any replacement fees if the cards or keys become lost or stolen.
- Servexo shall notify the Agency immediately of any lost, stolen, or missing access card or key.
- Anyone performing under this Contract for Servexo will be subject to the Agency's security protocols and procedures.
- Servexo shall inform all staff members of the Agency's security protocols and procedures.

Mandatory Contract Services Requirements and Deliverables:

2.1 Site Supervisor Security Guard

- Servexo ensures that every post is covered at all locations where security guard services are provided.
- Servexo's site supervisors are well-versed with each post's requirements and ensure that all security guards meet the Agency's expectations.
- Servexo's site supervisors are ready to step in and provide coverage to a post whenever necessary, ensuring continuity of security services.
- Servexo's site supervisors possess a diverse skill set including communication, management, interviewing of witnesses/suspects, teamwork, computer proficiency, and leadership.
- Servexo's site supervisors are capable of fulfilling all duties specified within the site supervisor post orders provided by the Agency upon contract award.

2.2 Shift Supervisor Security Guard

- Servexo ensures that there is a designated shift supervisor assigned to each site where security guard services are provided.
- Servexo ensures that the shift supervisor is trained and capable of acting as the point of contact for the agency if the site supervisor is unavailable.
- Servexo verifies and ensures that every post is adequately covered by security guards, especially in the absence of the site supervisor, through the shift supervisor.
- The shift supervisor is required to be familiar with all posts and ensures that security guards are meeting the agency's expectations.

- Servexo ensures that the shift supervisor possesses essential skills including communication, supervision, interviewing, teamwork, and computer skills.
- Servexo mandates that the shift supervisor is capable of completing all duties outlined in the shift supervisor post orders provided by the agency upon contract award.

2.3 Rover Security Guard

- Servexo ensures that each rover is trained and familiarized with their assigned post, whether it's at the front desk, garage, foot patrol, or any other location specified by the contract.
- Servexo provides training and support to enhance the communication skills of rovers, enabling them to effectively interact with clients, colleagues, and the public.
- Servexo emphasizes the importance of time management skills for rovers, providing guidance and tools to help them prioritize tasks and fulfill their duties efficiently.
- Servexo offers training to develop the investigative abilities of rovers, equipping them with the necessary techniques to handle security-related incidents effectively.
- Servexo ensures that rovers receive training in essential computer skills relevant to their duties, such as operating security systems, report writing software, and other necessary applications.
- Servexo provides training in crowd control strategies and techniques to equip rovers with the skills needed to manage large gatherings or events safely and effectively.
- Servexo ensures that rovers are capable of fulfilling all duties outlined in their assigned post orders, as provided by the Agency upon contract award, thereby maintaining compliance with contractual obligations.

2.4 Security Guard Qualifications

Servexo ensures and understands to provide the following:

1. Completion of background checks for all guards including:
 - a. Confirmation of previous employment.
 - b. Verification of references.
 - c. State and Federal criminal record checks.
 - d. Fingerprint validation by the West Virginia State police.
2. Guards submitted for service must have no record of criminal convictions on State and Federal levels.
3. Presentation of criminal record check and fingerprint validation to the contract administrator before assigning any guard to perform services.
4. Conducting physical examinations and drug tests for all guards before assignment:
 - a. Physical examination by a licensed physician.
 - b. Ensuring guards are free from any impairments hindering duty performance.
 - c. Vendor responsible for all costs associated with the physical examination.
 - d. Guards must be free of illegal and performance impairing substances.
 - e. Option for random drug testing upon Agency request.
5. Passing a physical fitness test before assignment, including:
 - a. Meeting specified walking/running distance in three minutes.

- b. Ascending six floors of stairs in two minutes.
 - c. Demonstrating heavy lifting and carrying capabilities.
 - d. Ability to walk or stand continuously for a minimum of four hours.
 - e. Option for waiver consideration for guards assigned to front desk posts.
6. All guards subject to a 60-day probationary period, during which they can be removed by the Agency without cause.
 7. Provision of training to all guards prior to assignment on various topics including life safety responsibilities, policy enforcement, proper appearance, report writing, legal powers and limitations, use of force, emergency response procedures, and more.\

3 Qualifications

3.1 Company History

In 2012, Servexo was founded on serving and executing on the safety and wellbeing of the public and our clients. Servexo is well versed in providing screener, security, and emergency services. From security officer services to security technology, our company is constantly setting industry trends in security. When security threats evolve, we evolve as well. Being proactive separates us from our competitors, and our brand of excellence reflects our values in service to our community. With our team of military veterans, when you hire Servexo, you are hiring a hero.

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

Servexo has been regularly investing in the following strategic solutions:

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

Sampling of past performance – protective security services:

- ▶ **SLED:** State of Florida, State of Missouri, State of New Mexico, City of Anaheim, CA; City of Bakersfield, CA; Gardena, CA; Carson, CA, Los Angeles Metropolitan Transportation Authority (MTA) (Skanska/Traylor Construction), Los Angeles Police Department, Sherman Indian High School Riverside, California, Housing Authority of the County of Kern - Bakersfield, CA – Multiple sites.
- ▶ **Job Corps:** Kentucky, Virginia, Arkansas, Tennessee, Colorado, North Carolina, and Missouri.
- ▶ **U.S. Dept. of Interior / U.S. Bureau of Reclamation / U.S. Dept. of Education / US**

Department of Agriculture/ NOAA / U.S. Dept. of General Services / US Dept. of Health & Human Services,

- ▶ **Federal Emergency Management Agency (FEMA):** Florida, US; South Carolina, US.
- ▶ **U.S. Department of Veterans Affairs:** Texas: Austin, Ohio: Columbus; California: Riverside, Long Beach, San Diego; Washington: Spokane, Wenatchee, Coeur d ‘Alene (Idaho); Georgia: Brunswick, Perry, Milledgeville; Temple, Waco; Arizona: Yuma, Tucson; Oregon: Eugene; South Carolina: Columbia, Charleston, Orangeburg; Colorado: Denver; Phoenix, South Texas, Prescott, Asheville.

Relationship with the Government

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

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

3.2 Past Performance References

Project City/Agency/Other:	State of Florida - Dept. of Management Services - BPA
Contract Number:	92121500-20-1
Description of Project:	Providing armed and unarmed security at 5 separate facilities across the state of Florida. BPA allows services to be provided throughout all regions in Florida. Services are procured off hourly prices given to the State of Florida Department of Management Services through MyFloridaMarketPlace. Servexo was awarded a one-year Blanket Purchase Agreement (contract 70FBR423A00000004, solicitation 70FBR422R00000023) in September, 2022 to provide level II armed guard services for FEMA in the State of Florida. These services are provided dependent upon government requests. We provide armed security guard services to safeguard federal employees, visitors, and property at both temporary and fixed facilities during disaster and emergency declarations. This contract value is not to exceed \$9 million dollars throughout the duration of the agreement.

Description of Contract <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	Contract Value:	BPA
	Term of Contract:	5 Years

Project City/Agency/Other:	State of New Mexico - BPA	
Contract Number:	10-00000-20-00006	
Description of Project:	providing uniformed un-armed and uniformed armed Level 1, 2, and/or 3 security guard services	
Description of Contract <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	Contract Value:	BPA Ceiling level \$1.5 million
	Term of Contract:	15/8/2020 - 14/8/2024

Project City/Agency/Other:	FEMA - South Carolina - BPA	
Contract Number:	70FBR423A00000020	
Description of Project:	Servexo provided all labor, equipment, tools, transportation, materials and incidental items to provide Level II Armed Guard Security Service in various counties in the State of South Carolina.	
Description of Contract <i>(Please include contract value, award date, term of contract, and description of work):</i>		
	Contract Value:	BPA
	Term of Contract:	01/24/2023 - 01/23/2026

3.3 Letters of Recommendation

3.3.1 City of Bakersfield, CA

July 7, 2020

Sean B. Cacal, General Services Superintendent
City of Bakersfield
scacal@bakersfieldcity.us

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

RE: Letter of Recommendation

To Whom It May Concern:

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

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

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

Thanks,

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

3.3.2 VA Columbia, SC



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Columbia, SC 29209

Date: July 1, 2020

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

To whom it may concern:

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

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

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

Sincerely,
Nochelle M. Wilson

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

4 Servexo's Experience

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

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

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

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

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

5 Proposed Staffing

Servexo understands the comfort that comes from familiar working relationships, and therefore organizes for continuity. In candidate selection, considerable weight will be given to candidates recommended by WV. If the employees are hired, we will take full advantage of their expertise and will improve upon their skill sets with our solid processes and innovative resources. Our benefit and compensation programs are above industry standards, and we are confident in our

ability to hire and retain any the staff that meet the criteria established for the contract and who wish to remain with the contract, without being forced to take the pay cuts that are typically associated with similar contract transitions in this industry.

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

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

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

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

5.1 Recruitment Plan

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



Development of Position Description

HR uses several job posting tools and resources, including site-specific screening questions, and even security verification, to fulfill our client staffing needs. Through assigned recruiters, the Talent Acquisitions Department runs federal background checks from the past 10 years on all new hires, including the US Department of Health and Human Services' Five Panel Dot Screening. This can also cover security officer registration affirmation with a state or agency commission. As federal contractors, Servexo enforces a drug and tobacco-free work

environment. These checks and screenings ensure Servexo hires only the most qualified and trustworthy individuals to protect our clients. Upon completion of the hiring process, the Talent Department coordinates arrangements for the new hires' training prior to their first day on the job site.

Keys to successful staffing include Proposed Project Team

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

“Pipelining” Staffing Approach.

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

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

5.1.1 Recruitment Outreach

Online

With a job posting notice developed, we review qualifications from those who recently worked for us or our subcontractors. The recruiter then reviews resume on websites, such as:

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

Social Media

Since most candidates seeking employment are actively engaged on various social media outlets, Servexo maintains an active social media platform on Instagram, Facebook, Twitter, and LinkedIn (www.linkedin.com/company/servexo-protective-services). Using social media, we can engage with local and national security professional contacts regarding our available posts.

One concern from job seekers is they do not feel they are receiving timely enough feedback throughout the job search process. We notify

candidates of any updates at each step. Because taking too long to decide could lead to candidates accepting other jobs, we provide timely communication with qualified candidates to keep them engaged in the recruiting process.



Referrals from Existing Employees

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

Employee Referral Bonuses

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

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

1. The candidate for employment must list the Servexo eligible employee on his/her employment application as the referring source.
2. The eligible employee must have attained eligibility prior to the date the candidate for employment receives an offer letter from Servexo.
3. The eligible employee must not be a member of management and must not be assigned to the Talent Acquisition or Human Resources Departments. Independent contractors of Servexo are also not eligible.
4. The candidate for employment must be hired by Servexo, pass all required background tests, alcohol, and drug tests (if applicable), employment eligibility (I-9) verification, and meet all other conditions of employment.
5. The candidate for employment must remain employed by Servexo for at least ninety consecutive calendar days.
6. The candidate for employment must not be someone over whom the eligible employee has supervisory authority or who otherwise presents a conflict of interest.
7. The referral bonus will not be given to any otherwise eligible employee if doing so violates Servexo's Code of Conduct.
8. Eligible employees should expect to receive their referral bonus gift card in the mail within two weeks of the date the referral candidate reaches their ninetieth day of employment with Servexo. Servexo looks forward to receiving many quality referrals from our existing employees as we continue to grow our business. Questions regarding the referral bonus program should be directed to the Recruiting Manager.

Organizational Partnerships

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

5.1.2 Candidate Filtering

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

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

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

5.1.3 Existing Database of Candidates

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

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

5.1.4 Formal Interviews

Servexo utilizes the formal interview process to determine if a candidate is a good fit in terms of technical competence and culture. Our interviews comprise the following:

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

- ▶ Time for the interviewee to ask questions.
- ▶ Contact by phone informing Interviewee of the next step

5.1.5 Candidate Selection/Offer

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

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

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

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

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

5.1.6 Drug Free Work Policy

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

6 Background Check

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

The process starts with the collection of necessary documentation from the employees. This includes a completed background screening application form, which includes personal

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

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



Once the SAC and NACI processes are completed, Servexo's designated team reviews the results. They assess the findings in accordance with predetermined criteria and guidelines established by the WV or the contractual agreement. If the results are favorable and meet the required standards, the contractor employee is considered cleared for employment.

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

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

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

Additionally, Servexo's security guards are possessed valid Security Guard License from the

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

7 Staff Availability

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

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

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

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

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

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

operational nuances, which in turn informs our staffing strategies.

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

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

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

Recognizing the importance of contingency measures, Servexo will establish robust backup plans to address any gaps in security coverage due to unforeseen circumstances such as illness or emergencies. Our backup plans will involve maintaining a pool of trained and qualified security personnel who can be deployed at short notice to fill in for absent guards. This proactive approach will minimize disruptions to WV's security operations and provide reassurance that their premises remain protected at all times. Servexo is committed to delivering reliable and professional security services, and our overtime and backup plans reflect our dedication to ensuring the safety and security of WV's assets.
7. **Scheduling Software:** Many organizations use scheduling software to streamline the process. These tools can help automate shift assignments, track employee preferences, and ensure compliance with labor laws and regulations.
8. **Communication:** Establish clear communication channels for employees to request time off, swap shifts, or report scheduling conflicts. This helps maintain flexibility while ensuring

coverage.

9. **Monitoring and Adjustments:** Continuously monitor the schedule and make adjustments as needed. This could involve regular reviews to optimize staffing levels and address any issues that arise.
10. **Compliance:** Ensure that the scheduling plan complies with labor laws and regulations regarding rest periods, maximum working hours, and other relevant requirements.
11. **Feedback and Employee Input:** Encourage feedback from employees about the scheduling plan. This can help identify areas for improvement and enhance employee satisfaction.
12. **Contingency Plans:** Develop contingency plans for unexpected events, such as staff illnesses or emergencies, to ensure uninterrupted coverage.

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

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

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

8 Retention Strategy

8.1 Employee Retention

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

We are proud of the team’s efforts to



continually improve retention while adapting to changing contract requirements. Our retention efforts have steadily improved, and we have reduced annual turnover to 10% today.

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

9 Emergency Staffing

Servexo has experience providing staffing in emergency situations and is well equipped to do so for WV. As further outlined within this proposal, Servexo staffs both for continuity and in preparation for the event that security officers may need to be covered in the event of illness or a personal emergency. However, Servexo also has ramp-up processes in place for when clients may need additional security officer shifts in response to an emergency.

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

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

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

10 Employment Suitability and Qualifications

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

10.1 Suitability

1. Educational Development

- a. Possess a high school diploma, or equivalency.
- b. Must demonstrate ability to speak, read, and write in English. Must possess ability to write accurate reports. Additionally, must comprehend detailed orders, printed instructions, and training materials. Must be proficient with mathematics, English literacy, reasoning, ability, and knowledge skills required to perform security officer job duties.

2. Criminal History and Background

- a. Free of outstanding arrest warrants, pending felony or misdemeanor charges, no felony convictions, and no probation/jail time or deferred adjudication.
- b. Comprehensive Pre-Employment check will be conducted for every security officer candidate. Checks will be maintained by Servexo to determine suitability of employment. Checks will include a ten (10) year employment background, minimum three (3) personal references, criminal conviction records from the places the candidate have lived over the past 7 years, fingerprinting, and National Crime Information Center (NCIC) records check in accordance with the Department of Commerce security guidelines.

3. Legal Age

- a. Security officer candidates must be 21 years of age or older.

4. Work Authorization

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

5. License and Identification

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

6. Experience

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

10.2 Physical and Mental Qualifications

10.2.1 Physical Qualifications

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

1. Vision

- a. Security officers will have distant visual acuity in each eye will be correctable to 20/30

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

2. Hearing

- a. Security officers will have no hearing loss in the better ear greater than 30 decibels average at 500 Hz, 1,000 Hz, and 2,000 Hz with no level greater than 40 decibels at any one frequency (by ISO 389 “Standard Reference Zero for the Calibration of Pure tone Audiometer.” Must be capable of hearing a normal conversation 15 feet away.

3. Disease

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

4. Drug and Alcohol Use

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

5. Physical Ability

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

10.2.2 Mental Qualifications

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

11 Training Plans

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

- ▶ Effectively imparting **knowledge**
- ▶ Developing in-depth **skills**, directly translated to on-the-job performance.
- ▶ **Motivating** participants to achieve the required goals.
- ▶ Clearly conveying available **corporate resources** as well as where and how to employ them.



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

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

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

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

11.1 Surveillance Training

Security officers will be called upon to observe the physical environment for changes and suspicious behavior. This objective is typically achieved by conducting in-person or remote surveillance of the physical environment. Security officers are expected to notice and monitor minor changes to make sound decisions when devising a plan of action. The trainer focuses on:

- ▶ Decision-making
- ▶ Recognizing patterns (situational awareness)
- ▶ Observing minor, yet critical details
- ▶ Recognizing typicality and detecting anomalies

- ▶ Improvising responses
- ▶ Interpreting and adapting to events
- ▶ Prioritizing actions
- ▶ Observing and monitoring individuals, identifying, and responding to potential threats, different types of patrolling and loss prevention should be discussed.

11.2 Emergency Training

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

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

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

11.3 Training Curriculum

No matter how up to date our technology or how impeccable our operations, if our security officers are not doing their work, it becomes meaningless, so training the perfect security officers customized to your needs is the utmost important duty for us. We have carefully reviewed your Requirements and Qualifications of security officer Personnel in the WV Scope of Work and certify that all Servexo’s security officers will meet and exceed THE WV requirements with no exceptions. We will submit all the required documentation including physical and mental fitness, background check, and drug test.

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

BASIC TRAINING (48 Hours)		
Units and Subjects	Hours	Sessions
General Job- Related Training		
▶ Overview of the assigned facility	9	1
▶ Duties – conduct, appearance, use of equipment, first aid, and emergency responses		
▶ Overview of the Roles and Responsibilities		

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

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

Training II (22-27 Hours)			
Units and Subjects	Hours	Sessions	Classroom Ratio
Defensive Tactics and Handcuffing	5	1	25:1
Screening Training Examining of Identification and Credentials	4	1	8:2

<p>Emergency Response Training</p> <ul style="list-style-type: none"> ▶ General Response Procedures ▶ Safety and Fire Prevention ▶ Special Situations ▶ Code Alarm ▶ Terrorism, Anti-Terrorism and Weapons of Mass Destruction ▶ Bomb Threats and Incident ▶ Hostage Situations, Sabotage and Espionage ▶ Civil Disturbances ▶ Workplace Violence and Active Shooter ▶ CPR/ AED ▶ Emergency Communications 	8	1	25:1
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We also offer Webinars on our website to ensure our security officers are up to date with their education. Webinars are mobile-friendly, trackable in the Cloud, and fully engaging and interactive. Our online courses speed up the training process, especially for refresher courses. Below is a non-exhaustive list of the classes we offer online.

11.4 32 HR Basic Security Officer Training

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

11.5 Watch Guard Registration Course (8HR)

This course is the first step required to getting a guard card. It consists a minimum of 8 hours of pre-assignment training course. Security Guards are required to completed a minimum of 16 hours, maximum of 40 hours of on-the-job training within their first 90 working days.

11.6 Active Shooter: Preparedness and Response Training

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

12 Quality Control Plan

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

in support of the contract; which become the baseline for contract operations.

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

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

12.1 Purpose of the Quality Control Plan

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

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

12.2 Servexo's Quality Control Personnel

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

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

12.3 Personnel and Post Inspections

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

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



12.4 Monthly Procedural Reviews

Monthly Administrative Procedural Reviews

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

Monthly Operational Procedural Reviews

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

12.5 Inspection Schedule

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

Inspection Type	Frequency				
	Weekly	Monthly	Quarterly	Site Supervisor	Servexo Management
Weekly Uniform & Post Inspection	X			X	X
Equipment Inspection		X		X	X
Administrative Procedures Review		X		X	
Operational Procedures Review		X		X	
License & Certifications		X			X
Quality Control Interviews with CO/COR					X
Personnel and Post Inspection			X		X
QC Interview with CO/COR			X		X
Customer Satisfaction Survey			X		X

Performance & Deficiency Correction Procedures

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

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

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

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

However, it’s not enough to have quality control personnel overseeing the operations. It’s also necessary to perform quality control on the quality control team. We form a Quality Assurance team and evaluate process implementation using WV evaluation criteria. The Quality Assurance team audits for process compliance and quality of associated work products and report compliance to stakeholders. The report describes non-conformance root-cause analysis and recommended corrective action. We track non-conformances through closure and document

lessons learned for inclusion in process changes. We will update our quality control processes accordingly, to prevent reoccurrence. Audits of existing SOPs ensure compliance and understanding of all procedures. Audit results inform our continuous improvement program.



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

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

12.6 Resolving Complaints and Problems

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

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

12.7 Financial Quality Reviews

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

- ▶ Contract Line Numbers (CLIN) used during the month

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

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

12.8 Quarterly Contract Reviews

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

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

For all formal and informal reviews, Servexo will:

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

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

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

audits, and meetings.

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

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

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

The problem tracking system will:

- ▶ Provide the Servexo Management with daily reports on the status of problems and incidents
- ▶ Sort reports by incident, responsible party, or subject
- ▶ Produce summary reports, such as those detailing the kind, number, or frequency of problems and turnaround time
- ▶ Ensure the prompt identification, resolution, and tracking of problems.

13 Management and Operations Plan

13.1 Purpose and Scope

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



presents the management processes and procedures Servexo will use to direct and control all aspects of performance.

13.2 Overview

Servexo will serve WV using our policies and procedures where applicable, supplemented by Servexo's ISO-certified procedures.

MANAGEMENT HIGHLIGHT

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

Servexo is prepared to immediately provide highly qualified personnel who possess the specialized knowledge necessary to successfully meet your challenges. Servexo, as the prime contractor, will be singularly responsible for WV for all contractual performance. Servexo Management will

have the authority to respond immediately to the needs of WV, with direct support from the

Director of Operations.

13.3 Potential Problems

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

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

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

13.4 Risk Management

The Monthly Status Report (MSR) will be the primary document for reporting all technical, schedule, and cost aspects of the project unless otherwise specified or required under this agreement and will include a summary of the technical progress and status of all aspects of the project. The MSR will be delivered by 12:00 noon on the 5th day of each month as a bound report. The Servexo Regional Manager will brief highlights of the MSR at a time convenient to the WV. The MSR will contain:

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

Servexo ensures that to avoid strike, boycott, picketing, work stoppage, slowdown, or other labor activity directed against the Contractor.

13.5 Invoicing

Servexo is committed to ensuring transparent and efficient invoicing practices in line with the specified requirements. As such, we guarantee the provision of monthly invoices that are meticulously itemized and accompanied by comprehensive supporting documentation. This documentation includes employee and site timesheets for every security classification defined within the specifications outlined. Our invoicing process is designed to meticulously separate each classification by location and post, ensuring clarity and accuracy in financial transactions. By adhering strictly to these invoicing standards, Servexo aims to foster trust and accountability in our client relationships while maintaining the highest levels of professionalism and compliance with contractual obligations.

13.6 Monthly Reports

The Monthly Status Report (MSR) will be the primary document for reporting all technical,

schedule, and cost aspects of the project unless otherwise specified or required under this agreement and will include a summary of the technical progress and status of all aspects of the project. The Servexo Regional Manager will brief highlights of the MSR at a time convenient to the WV. The MSR will contain:

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

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

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

Project Status Summary

Budget		Schedule		Scope
Previous Project Phase ¹	Project Phase Recently Completed	Previous Project Phase ¹	Project Phase Recently Completed	To-Date
G	Y	Y	G	R
<i>Determined by calculating the % variation between the total forecasted costs for the project and the top end of the total cost estimate for the project (column #2 in the financial section)</i> G – < 10% Y-- 10% - 20% R – >20%		G – Minimal delay and delay has no significant impact Y – Moderate delay; however, delay has no significant impact R – Moderate delay and delay has a significant impact		G – No Change Request (CR) pending or approved Y – Small CR(s) pending or approved R – Large CR(s) pending or approved
• [Include bullets as high level explanation of status colour above.]		• [Include bullets as high level explanation of status colour above.]		• [Include bullets as high level explanation of status colour above.]

13.7 Communication Management Controls Software

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

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

Management Controls

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

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

13.7.1 Full Transparency Through In-depth Reporting

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

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

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

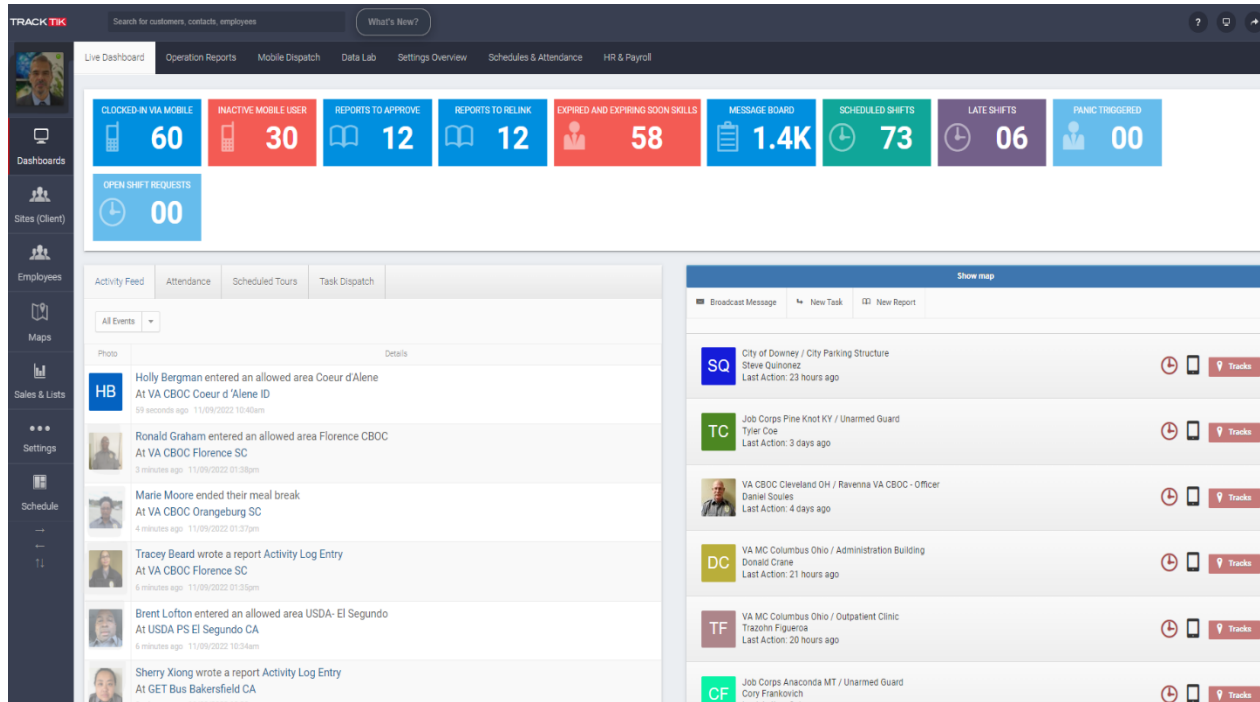
NFC (Near Field Communication) technology, which ensures security officers visit checkpoints using NFC chips at each facility checkpoint (to 100 points at no cost) and enables us to provide optimal security service while ensuring that each duty is fulfilled with accuracy. Specific instructions per site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

- ▶ Important reminders displayed upon scanning checkpoint
- ▶ Live GPS Feed
- ▶ Tour-status display, including duration, missed checkpoints, and collected reports
- ▶ Centralized management of single or multiple sites from a single dashboard

Servexo will institute an issue tracking system to provide a formal method of identifying and managing resolutions for issues, concerns, and specific questions. As items are added to this

database, our management will monitor it to ensure that all items addressed are resolved in a timely manner. Within seven (7) days after each issue resolution, Servexo will conduct an *after-action review* to ensure that the corrective action was effective and that the issue has been resolved.

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



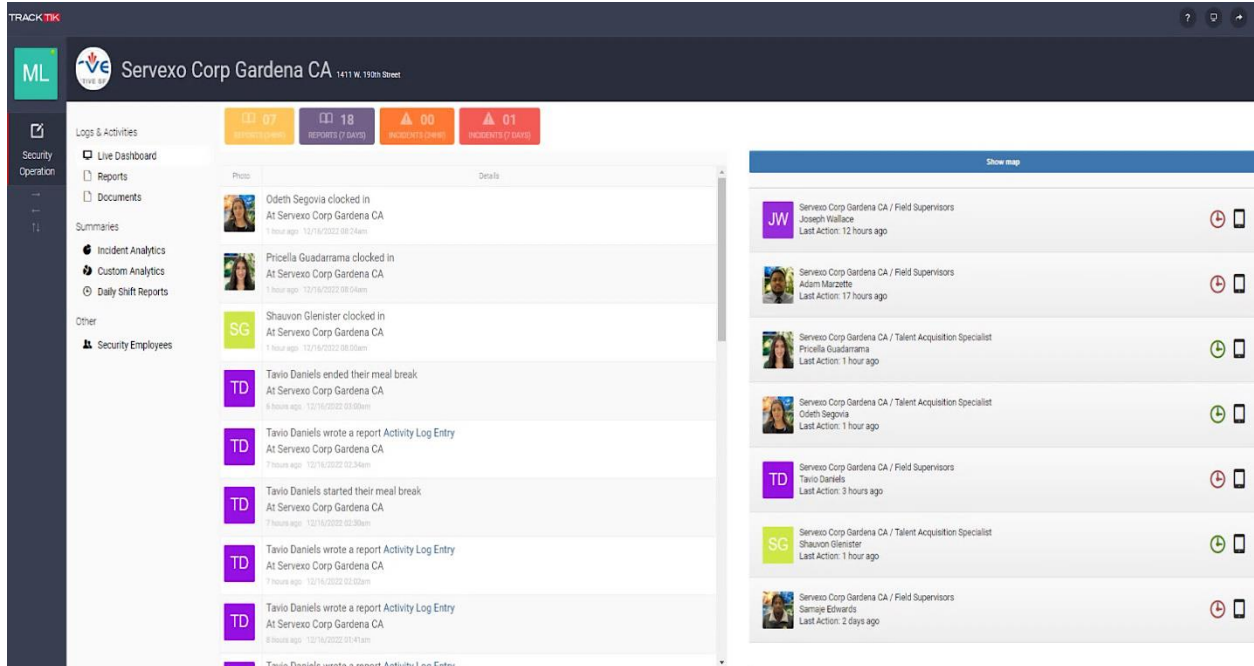
Servexo’s Guard Management Software for Reporting

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

13.8 Servexo Guard Management Software (GMS)

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

We manage our security officers through a cloud-based GMS through which our 24/7 Dispatch Center. Operation Specialists can communicate real time communication, post orders and appropriate actions in the event of an incident to our security officers. Security officers scan checkpoint tokens with their mobile device (using the GMS app) at different locations inside and outside facilities to show they completed daily patrols. Members of the Servexo’s Transition team may determine more checkpoints are needed around the perimeter to ensure site security.



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

Tracking and Management

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

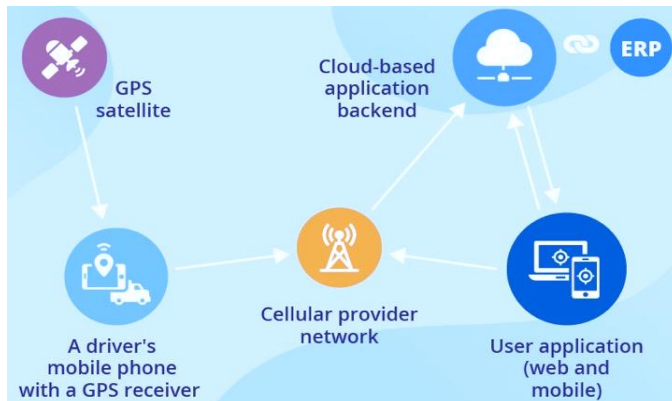
We have processes in place to generate daily activity reports maintain accurate, legible records for the COR. We enable WV to manage the electronic creation, organization, and analysis of data and report distribution. Incident analytics enable us to provide data-driven incident trend reports for our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



How It Works

After a security officer is hired with Servexo, they are assisted in downloading the GMS app. Officers are able to do the following through the app: clock-in and clock-out of work, write incident reports, submit photos of incidents, log activity details in the Activity Log, and prove they are where they claim to be by their phone’s GPS location. Officers are unable to clock-in for

work unless they are inside or near the client's site. This guarantees accurate recording of labor hours and ensures both Servexo and WV are on the same page for payments. Any discrepancies that arise, whether the app isn't working on an employee's phone or the employee needs a timeclock correction, can be handled by our operation specialists.



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

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

Reports and Records

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

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

13.9 Technical Control

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

Technology Connects Management in real- Time to the Frontline

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

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

Complete Oversight of Every Aspect of Guarding Services

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

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

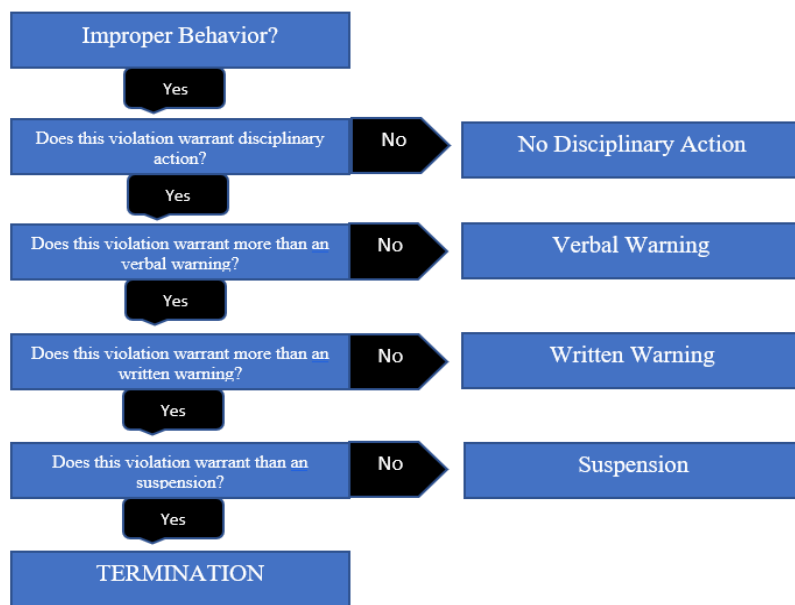
13.10 In Case of No Shows

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

In the event of a security officer not showing up, we will replace the security officer within 60

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

Pursuant to our customer service-oriented approach, our Dispatch Center staffed by our operation specialists will notify the on-site supervisor Contracting Officer Representative (COR) of the change. In one instance one of our security officers was hit by a car on way to their shift, missing their scheduled posting at the last minute. Dispatch sent the site supervisor as a replacement security officer within ten minutes, so no gap occurred. A representative was also



present with the injured officer. Our dispatch center arranged and reported to the client with revised personnel data in under thirty minutes.

13.10.1 No Show Disciplinary Action

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

13.11 Schedule Control

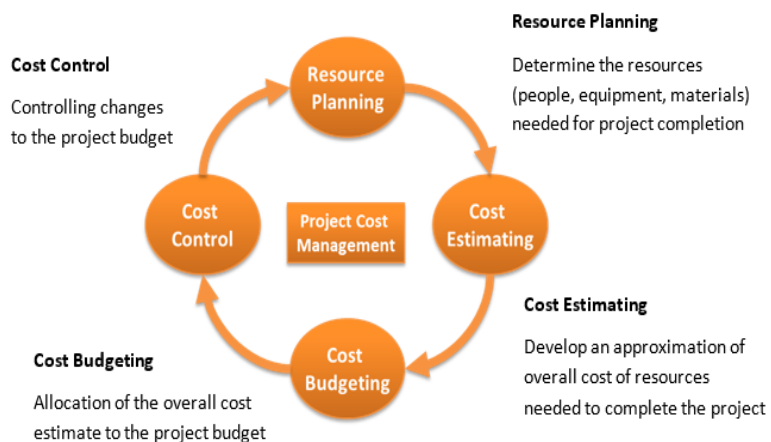
Security officer work schedules will be established in Servexo’s GMS. GMS shows officers their work schedule for the coming weeks. Additionally, this performance increasing software shows daily activities and tasks for each site. Schedule charts will also be updated to show actual shifts worked versus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

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

13.12 Cost Control

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

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



13.13 Deliverable Control

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

14 Contractor Furnished Property

14.1 Uniform & Equipment

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

Servexo ensures and fully understands the importance of maintaining a professional appearance and adhering to strict personal hygiene standards as outlined in the regulations. Our guards are meticulously trained to uphold these standards at all times while on duty. Body piercings, excluding earrings, are strictly prohibited from being visible while in uniform, and rings worn by our guards are carefully selected to ensure they do not pose any hazards. Hair is expected to be neatly kept and styled to not interfere with the appropriate wearing of headgear, while any facial hair is maintained in a tidy manner. Additionally, we ensure that hair color remains within natural tones and shades. Moreover, as part of our commitment to professionalism, Servexo provides and meticulously maintains all required uniforms necessary for the contract, ensuring they accurately represent the image of the Agency. We are also prepared to present detailed images of these uniforms, complete with all badges, upon request, including options for cold weather gear. Our uniforms are designed to facilitate easy identification by Agency employees, visitors, and clients, thereby enhancing overall security and promoting a sense of safety and confidence in our services.



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

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

15 Contract Transition

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

15.1 Transition Tasks and Their Management

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

Step	Task	Due Date
Step 1	Contract Award	Week 1
Step 2	Review Clients Procedures	Week 1
Step 3	On-Site (Service) Review	Week 1
Step 4	Meet with your Representative	Week 1
Step 5	Establish Lines of Communication	Week 1
Step 6	Recruit 120% of Security Staff	Week 1
Step 7	Pre-Employment Screening & Drug Test	Week 2
Step 8	Background Investigation & Interview	Week 2
Step 9	Evaluate Security Officers	Week 2
Step 10	Final Selection of Security Officers	Week 2
Step 11	Finalize Security Manual & Procedures	Week 3
Step 12	Finalize Training & QA Programs	Week 2
Step 13	Receive & Revise Post Orders	Week 2
Step 14	Order Uniforms & Equipment	Week 2
Step 15	Orientation and Training	Week 3
Step 16	Work Schedule Developed	Week 2
Step 17	Issue and /or Refit Uniforms	Week 2
Step 18	On-Site Training	Week 3
Step 19	Final Transition Plan Review	Week 3
Step 20	Start Service	April 23, 2024
Step 21	Over the phone follow-up	Week 3
Step 22	On-Site Evaluation by Management	Week 3
Step 23	Post-Orders/Security Manual Review	Week 4
Step 24	Master Schedule Revisions	Week 4
Step 25	Security Officers Reassessment	Week 4

Step 26	Quality Control Plan Submitted	Included
Step 27	Services Standards Evaluated	Week 4

15.2 Transition Risks and Impact

The chart below identifies potential risks and associated mitigation strategy.

Transition Risks.

Potential Risk	Risk Impact	Our Effective Mitigation Strategy	Resultant Risk Level
Staffing. Inability to hire incumbent staff with key knowledge and expertise delay’s ability to ramp-up quickly and assume full responsibility for the Security Guard Training applications and systems named in the solicitation. Ramp-up further delayed due to staffing challenges as a result of unrealistic and achievable labor rates.	High	<ul style="list-style-type: none"> ▶ On day-one Servexo offers staff with a comprehensive knowledge of the Security Guard Training ▶ To complement our existing staff and provide cost-effective, optimal solutions, Servexo uses our competitive solution and sourcing processes to obtain best-value results. ▶ Realistic labor rates based on a blend of current staff and market salary data for skills with emerging technology. 	Low
Team Productivity and Effectiveness. Start-up delays and loss of productivity due to ramp-up time needed to familiarize team with Security Guard Training environment (process/tools) and establish relationships and communication approach between Security Guard Training and members of integrated team. Time to reconcile company standard processes and tools with the WV.	Medium	<ul style="list-style-type: none"> ▶ Customized management processes that meet the WV current and future needs. Team understands the WV reporting and administrative processes. ▶ Management and collaboration processes in place; customized management reports and invoice reconciliation. ▶ Staff hard-to-find expertise through existing partnerships, competitive sourcing, and industry leading technical staffing partners. 	Low
Schedule and Budget. Milestones, schedule, and deliverables missed due to lack of understanding of current systems, the WV operating environment and enterprise architecture.	High	<ul style="list-style-type: none"> ▶ Day one staff availability – knowledgeable, cleared, skilled in all of the contract tasks ▶ Servexo’s team has trusted project leaders and teams, with historical knowledge, key domain and technical expertise. ▶ Transition manager to handle oversight of administrative transition tasks while Project Manager fully focused on technical delivery of existing and transitioned applications and systems. 	Low
Transition Ramp-Up. Extended ramp-up time while staff becomes familiar with the WV processes, Security Guard Training mission, technical environment, team processes and corporate processes could lead to schedule delays and loss of productivity for both Security Guard Training leadership and contractor.	High	<ul style="list-style-type: none"> ▶ Servexo staff trained and already using the WV policies and have in-depth knowledge of Security Guard Training environment. ▶ Existing leadership already has established processes for time keeping, status reporting, and audits of processes. ▶ Transition Manager is experienced and familiar with Security Guard Training and the WV environment and will work closely with the existing Security Guard Training 	Low

		team for administrative items.	
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Our transition approach mitigates the risks and impact to day-to-day operations and ongoing projects.

Performance Measures and Metrics for Transition Activities and Systems

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

Transition Activities and Proposed Performance Metrics.

Transition Type	Proposed Metrics	Description
Staff	% of Desired Incumbent Staff Retained	Measure of success at retaining desired incumbent staff
	Workforce Transformation	Number/percentage of new contractor staff transitioned
Task	% of Tasks Transitioned to Servexo	Measure of success at taking over contract responsibilities
Data	% of Data Transitioned to Servexo	Measure of success at taking over management of security data, status of outstanding issues, and performance measures
Training	% of Classes completed	Measure of how up to speed the transitioned staff are at any given point

By measuring our performance, service quality improves and customer satisfaction increases.

15.3 Phase-In Schedule

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

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

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

15.4 Phase-In Task Schedule

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

Step 4	Meet with your Representative	Week 1
Step 10	Finalize Standard Operating Procedures	Week 2
Step 11	Order Uniforms & Equipment	Week 1
Step 12	Work Schedule Developed	Week 2
Step 13	Issue Uniforms	Week 2
Step 14	On-Site Refresher Training	Week 2
Step 15	Start Service	April 23, 2024
Step 16	Over the phone follow-up	Week 3

15.4.1 Conferences and Meetings

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

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

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

15.5 Phase-Out Plan

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

16 Amendment Acknowledgement

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ HHR2400000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Servexo Protective Services

Company



Authorized Signature

02/20/2024

Date

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

Revised 8/24/2023

17 Exhibit A – Pricing

**REQUEST FOR QUOTATION
CRFQ HHR240000002
Security Guard Services**

Security Guard Classification	Unit Price (Hourly Rate)		Total Hours		Total Cost
01. Site Supervisor - Diamond Bldg	\$16.22	x	2,080	=	\$33,737.60
02. Shift Supervisor - Diamond Bldg	\$16.22	x	8,736	=	\$141,697.92
03. Rover - Diamond Building	\$16.22	x	8,736	=	\$141,697.92
04. Front Desk (Rover) - Diamond Bldg	\$16.22	x	2,340	=	\$37,954.80
05. Rover - Parking Garage	\$16.22	x	3,380	=	\$54,823.60
06. Front Desk (Rover) - One Davis Sq	\$16.22	x	3,120	=	\$50,606.40
07. Rover - Kanawha County DHS	\$16.22	x	8,736	=	\$141,697.92
08. Rover - Cabell County DHS	\$16.22	x	6,136	=	\$99,525.92
09. Rover - OCME	\$16.22	x	8,736	=	\$141,697.92
10. Rover - OLS	\$16.22	x	4,368	=	\$70,848.96
11. Rover - Mercer County DHS	\$16.22	x	2,860	=	\$46,389.20
12. Rover - Raleigh County DHS	\$16.22	x	2,860	=	\$46,389.20
13. Rover - Berkeley County DHS	\$16.22	x	2,860	=	\$46,389.20
14. Rover - Additional Locations Not Yet Defined	\$16.22	x	2,860	=	\$46,389.20
				GRAND TOTAL	\$1,099,845.76

18 Appendices

18.1 License



CERTIFICATE OF SECURITY GUARD FIRM

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

John Herbert Palmer

of

Servexo

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

is hereby licensed to conduct the business and engage in the business of Security Guard Firm in the State of West Virginia, under the provisions of and in compliance with Chapter 30, Article 18 of the West Virginia Code. This Certificate shall be in effect and valid from 07/27/2023 to 07/27/2025 unless suspended or revoked thereto, in accordance with the provisions of the West Virginia Code.

This license cannot be transferred



F230727012884

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

Mac Warner

Mac Warner

West Virginia Secretary Of State

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

F230727012884

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

18.2 Proof of Insurance



SERVEXO-01

JMALONE

CERTIFICATE OF LIABILITY INSURANCE

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

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

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

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

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Professional Liabili GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			5200-4326-00	5/17/2023	5/17/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$ 3,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			00895205-0	5/5/2023	11/5/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			5201-1945-00	5/17/2023	5/17/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N <input type="checkbox"/> N / A If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: As Per Contract Or Agreement On File With The Insured.
 Re: Proposal # CRFQ 0506 HHR2400000002
 State of West Virginia (WV)
 West Virginia Purchasing Division
 2019 Washington Street, East
 Charleston, WV 25305

CERTIFICATE HOLDER State of West Virginia (WV) West Virginia Purchasing Division 2019 Washington Street, East Charleston, WV 25305	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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19 Servexo Added Value

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

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

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

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

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

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

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

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

- iv) We stand by our commitment that our security personnel are the most highly trained and experienced in providing superior, cost-effective security deliverable.

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

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

19.1 Sustainability and Servexo's ESG Rating

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

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

Here is a detailed outline of our approach:

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

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

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



vehicle fleet by 2025.

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

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

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

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

20 Why Should WV Select Servexo? What Makes Us the Best Choice!

Selecting Servexo as your security service provider offers numerous advantages:

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

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

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

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

Comprehensive Training Programs: We prioritize the professional development of our

security personnel through comprehensive online and offline training programs. Our Guard Force and Security Personnel Training programs ensure that our guards possess the necessary skills and knowledge to handle diverse security challenges effectively.

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

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

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

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

Conclusion

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

