ORIGINAL

Securitas Security Services USA, Inc. 1606 Koster St, STE A Eureka, CA 95501 Michael Magpusao, Business Development Manager (916) 224-5974 *Michael.magpusao@securitasinc.com*

The security profession continues to expand, evolve and diversify. At Securitas, we listen carefully to our clients to explore, discover and offer alternative methods for providing services and resources that enhance security, increase safety, improve efficiencies and result in cost savings. The Humboldt County mission can be accomplished by leveraging the multiple services of Securitas Security Services USA, Inc. (Securitas).

Securitas offers a full spectrum of security services under the banner of *Securitas Protective Services*.

Global Leader

We recognize that the primary objective of Humboldt County is the selection of a security officer services provider. While Securitas' core competency is providing these services, we believe it also important to highlight our total solutions capabilities in order to demonstrate the value that Securitas will bring to Humboldt County.

Local Focus

These services are managed by our five geographic regions that guide and support our nearly 500 branch managers and 90,000 security officers. With branch locations in every state, Securitas is by far the most locally-focused security company in the U.S.

Securitas is the only organization that offers this spectrum of guarding services and technology resources while providing a single point of contact for the client.

World Class

It is Securitas' ongoing goal to set the industry standard and continually raise the bar so that every employee, service and product surpass that standard for quality. To this end, we have implemented a comprehensive Total Quality Management approach. Measuring and improving client satisfaction is emphasized throughout our organization. To help ensure promised quality, annual quality assurance surveys, (a part of our Excellence in Service program) are distributed by division level management.

We not only strive to solve your initial security issues, but also to leverage our knowledge to allow us to anticipate and prevent future exposures to your business risks. Pointing out issues is easy; preventing them, working with you proactively, will be our mission at Humboldt County.

REQUEST FOR PROPOSALS – NO. SHF-2019-01A PROVISION OF SECURITY SCREENING SERVICES

ATTACHMENT A – RFP SIGNATURE AFFIDAVIT (Submit With Proposal)

	REQUEST FOR PROPOSALS – NO. SHF-2019-01A SIGNATURE AFFIDAVIT
NAME OF FIRM:	Securitas Security Services USA, Inc.
STREET ADDRESS:	1606 Koster Street, Suite A
CITY, STATE, ZIP	Eureka, Ca. 95501
CONTACT PERSON:	Chris Peters
PHONE #:	707-445-5463
FAX #:	707-445-4638
EMAIL:	chris.peters@securitasinc.com

Government Code Sections 6250, et seq., the "Public Records Act," define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above named firm and hereby agrees to all the terms, conditions, and specifications required by the County in this Request For Proposals and declares that the attached proposal and pricing are in conformity therewith.

Signature

Branch Manager Title

Chris Peters Name

5/17/2019 Date

This firm herby acknowledges receipt / review of the following Addendum(s), if any) Addendum # [1 Q&A] Addendum # [] Addendum # [] Addendum # []

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4.0 Business Profile

Securitas Security Services USA, Inc. (Securitas) is the largest provider of security officer services in the United States. Securitas USA has nearly 500 branch managers throughout the U.S. Securitas employs approximately 90,000 security officers in North America. Securitas' revenues in 2015 were nearly \$4 billion. Securitas has a local branchin Eureka since 2002 and is located at:

1606 Koster Street, STE A, Eureka, CA 95501 Office: (707) 445-5463

The ultimate parent company of Securitas USA is Securitas AB, the world's largest provider of security services. Securitas AB has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America. Securitas AB is a publicly owned company headquartered in Stockholm, Sweden. Securitas AB has approximately 320,000 employees worldwide, with established operations in 54 countries and the ability to provide services in approximately 90 countries worldwide. Securitas AB has subsidiaries with business operations in North America, Europe, Latin America, the Middle East, Asia and Africa. Securitas AB's 2015 revenues were over \$10.06 billion.

About Securitas

Securitas AB had a visionary approach to security. The company had high ideals and set the standards for quality, service and professionalism that revolutionized the field. In 1934, when Securitas AB's founder, Erik Philip-Sörensen, established the forerunner of Securitas AB, a private security firm in Helsingborg, Sweden, he created a model for Western Europe of how a guarding company should operate. He pioneered training and developed a cooperative effort with the fire department to ensure that his guards possessed firefighting skills. In the late 1940s, after the two world wars, the demand for more advanced security services increased. Securitas Alarm was formed to offer technology as a complement to the guarding services. In 1972, all of Philip-Sörensen's companies were combined under the collective name of Securitas AB, the Latin word for security.

Securitas AB's high ethical nature is another distinguishing characteristic of the

company. The firm's core values are summarized in three words–Integrity, Vigilance and Helpfulness. These are the guiding principles for Securitas AB and subsidiary employees. A logo with three red dots, representing each of the values, was created. It became the recognized symbol for Securitas AB in Sweden, and later throughout Europe and North America.

About Securitas Security Services USA, Inc.

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

Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "original private eye," founded the Pinkerton National Detective Agency. Pinkerton was employed to protect railroad property and first gained fame for exposing the activities of a band of counterfeiters. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Soon after the outbreak of the Civil War, Pinkerton helped organize a federal secret service, of which he became chief. His pursuits of notorious outlaws such as Jesse James, the Reno brothers, and the Wild Bunch (a group of bandits led by Butch Cassidy and the Sundance Kid) brought extraordinary visibility to his agency.

In 2000, Securitas AB acquired the legendary American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. Burns was a man of integrity who had served as a national crime watchdog. During his career, he was known as "the greatest detective the U.S. had ever produced." In 1921, he was appointed director of the newly formed Bureau of Investigation that later became the FBI. Burns' drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S.

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

Service Excellence Through Specialization

We have identified five security performance categories that are addressed in developing a specialized service solution for each client - People, Procedures, Tools, Training and Feedback. The following sections of this proposal describe each part of this solution in detail.

The client-centered model below depicts how Securitas achieves specialized

service solutions while using one common set of security service delivery management and measurement tools.

The Client Service Plan Goals and associated Key Performance Indicators (KPIs) are the tools we use to assess the level of delivered service. We will regularly review service results and delivery methods with Humboldt County to assess how well the service solution meets your unique requirements.

The Client Service Plan Goals and KPIs that we jointly establish for each category guide our security service teams. They are the tools we use to assess the level of delivered service.

When developing the specialized solution for Humboldt County, we will identify the service team behaviors and desired results for each of the five security performance categories that will result in specialized service. For Humboldt County, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs. Securitas Security Services USA, Inc. has a multitude of government contracts throughout the country including the current client, Humboldt County.

Account Manager

The account manager interfaces with the Sheriff's Department designated staff on security services delivery, and is responsible for all Securitas personnel and services at Humboldt County. The account manager promotes teamwork, cooperation and consistency among shifts, and is fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout.

Area Vice President (AVP)

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

5.0 Quality Assurance Capabilities

Securitas will continue with current practices of the security screening services. Should the procedures prove need for procedural enchantments, Securitas will review and restructure the screening process with the approval of the client.

From time to time the Sheriff's department designee will test the screeners by running a bag with contraband in it or a person through the screening process to see if the items are detected.

Service Excellence

To assure consistency in the level of delivered service, Securitas builds the service requirements of Humboldt County into its local Client Service Plan and uses performance management and measurement tools to ensure quality control within our service offering.

Quality service delivery is driven primarily at the local office level-close to our clients, but is additionally measured at the national level, ensuring promised delivery. As a service company, we know that quality must be built into our service offering. This means that everything we do must help to deliver the service outcomes that our clients value.

Delivering world-class service relies on three key components:

Service Commitment – our organizational approach for assuring client satisfaction.

"Are we meeting expectations and creating value?"

Service Level Management – our account management approach for using tools and measures to assess and report the level of service we deliver to each client. "Are we delivering consistent service across the client locations we serve?"

Performance Management – our operational approach to service level and cost. "Are we gathering data at the local level that allows us to determine the service behaviors and methods that yield the best results for the security services team?"

Service is primarily local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service. To help ensure promised quality, annual quality assurance surveys, a part of our Excellence in Service program are distributed by division level management. It is our goal to make sure that we are maintaining our high level of service standards that was discussed when initially taking the step to have Securitas as your security provider.

Service Commitment

Competing on "service level" is the key element for advancing many service organizations.

Within the security profession, Securitas stands alone for putting processes in place that

drive behavior and results:

The core values of our organization-Integrity, Vigilance and Helpfulness-are intrinsic motivators that empower our employees to do the right thing for our clients.

Our five service value drivers (responsiveness of management, individualized attention to client needs, consistent and reliable service, security officer appearance and demeanor, and trust and confidence in security officers) are regularly discussed in Client Service Review meetings. The behaviors and expected results for each of these service value drivers are mutually determined with each client for each specific location.

Our service performance is linked to the effectiveness of the key business processes that deliver value to our clients (e.g., recruiting, hiring, training, employee development, service delivery, client development, office management, scheduling, payroll and billing). We have defined and documented these processes that promote Excellence in Service and refer to them as the HEROES processes. They are our framework for Having Everyone Receive and Offer Excellent Service. Our core values, service drivers and processes position us to meet client needs through the participation of our people, local market focus, and service level management.

Service Level Management

Securitas' goal is to manage and deliver locally focused protective services that we jointly implement with Humboldt County. Specifically, we will develop a Client Service Plan that meets and exceeds your expectations for security officer duties, safe practices, staffing, training, account management and communication. This Service Plan includes the development of service measures so that the daily activities and tasks performed will meet the expectations of Humboldt County for behaviors and results. 6.0 Cost Proposal

(See following page)

REQUEST FOR PROPOSALS – NO. SHF-2019-01 PROVISION OF SECURITY SCREENING SERVICES

ATTACHMENT B – COST PROPOSAL (Submit With Proposal)

Itemize all costs that will be incurred by County for the provision of the security screening services set forth in RFP No. SHF-2019-01. Include all required services, manuals, documentation, training-related expenses and materials. Costs for the entire project shall be summarized on this form. A narrative may be attached to clarify any pricing data submitted.

Security Services Hourly Rate	\$21.74
Security Services Overtime Rate	\$32.61
Other Required Costs and Expenses Related to Security Services	\$N/A
Staffing Model (Total # of employees and hours)	
*Staffing will require eight (8) security personnel	

Total Costs based on proposed staffing model

\$ 1,244,774

RFP NO. SHF-2019-01

Period	Hour	ly Rate	OT Rate	Estimated Regular Hours	Estimated OT Hours	Dollar Cost Regular Hours	Dollar Cost OT Hours	Total Cost	
7/1/19 to 12/31/2019	9	\$18.12	\$27.18	4000	1188	\$72,480	\$32,276		\$104,756
1/1/20 to 12/31/2020	0	\$19.63	\$29.45	7968	2366	\$156,412	\$69,652		\$226,064
1/1/21 to 12/31/2023	1	\$21.14	\$31.71	7904	2347	\$167,091	\$74,408		\$241,498
1/1/22 to 12/31/2022	2	\$22.65	\$33.98	7936	2356	\$179,750	\$80,045		\$259,796
1/1/23 to 12/31/2023	3	\$23.78	\$35.67	7840	2328	\$186,435	\$83,022		\$269,457
1/1/24 to 6/30/2024		\$24.97	\$37.46	3968	1178	\$99,081	\$44,122		\$143,203
and an end of the second second				39616	11761	\$861,249	\$383,525	\$	1,244,774

Note: Special meetings that require a security guard for longer than 12 hours in a day will be billed at the double time rate which is twice the base rate. Changes in state law that mandate a wage increase will be passed on to County when implemented and not subject to any CPI cap.

7.0 Documentation

(See following page)

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Summary of hours worked by billing category broken down by straight, premium and special	16				Adjustmente	2
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8.0 References

(See following page)

REQUEST FOR PROPOSALS – NO. SHF-2019-01 PROVISION OF SECURITY SCREENING SERVICES

ATTACHMENT C – REFERENCE DATA SHEET (Submit With Proposal)

REFERENCE DATA SHEET

Provide a minimum of three (3) references with name, address, contact person, and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County does not qualify.

NAME OF AGENCY:	County of Humboldt Sheriff Department			
STREET ADDRESS:	825 5 th Street			
CITY, STATE, ZIP:	Eureka, CA 95501			
CONTACT PERSON:	Lt. Kevin Miller	EMAIL: kamiller@co.humboldt.ca.us		
PHONE #:	707.445.7251	FAX #:		
Department Name:	Humboldt County Sherif	f's Office		
Approximate County (Agency) Population:	288			
Number of Departments:				
General Description of Scope of Work:	Security screening duties. Comply with client security requests.			
NAME OF AGENCY:	County of Humboldt Library Division			
STREET ADDRESS:	1313 Third Street			
CITY, STATE, ZIP:	Eureka, CA 95501			
CONTACT PERSON:	Ronda Wittenberg	EMAIL: rwittenberg@co.humboldt.ca.us		
PHONE #:	707.269.1949	FAX #:		
Department Name:	Library Department			
Approximate County (Agency) Population:	28			
Number of Departments:	10 Branches			

RFP NO. SHF-2019-01

General Description of Scope of Work:	Patrol parking lot and int/exterior of library facility.				
Applicant Tracking System Implementation Date:					
	Kaiser Permanente				
NAME OF AGENCY:					
STREET ADDRESS:	13651 Willard St.				
CITY, STATE, ZIP:	Panorama City, CA 91402				
CONTACT PERSON:	Michael R. Wells	EMAIL: Michael.r.wells@kp.org			
PHONE #:	818.375.3831	FAX #:			
Department Name:	Emergency Management				
Approximate County (Agency) Population:	22,914				
Number of Departments:	60+				
General Description of Scope of Work:	Security Services engages the effective use of crime and loss prevention techniques by enlisting the support of others to protect medical center assets to maintain a strong, viable and prudent operating and asset protection program.				

9.0 Evidence of Insurability/Business Licenses

(See following pages)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/20/2017

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 Marsh Risk & Insurance Services	NAME:						
CA License #0437153	PHONE FAX (A/C, No, Ext): (A/C, No):						
777 South Figueroa Street	E-MAIL ADDRESS:						
Los Angeles, CA 90017 Attn: Securitas.Certreguest@marsh.com	INSURER(S) AFFORDING COVERAGE NAIC #						
502375-ALL*-CAS-18-19 SEC CA	INSURER A : XL Insurance America Inc. 24554						
INSURED	INSURER B : ACE American Insurance Company 22667						
Securitas Holdings, Inc.	INSURER C : Indemnity Ins Co Of North America 43575						
(See Page 2 for Additional Named Insureds) 4330 Park Terrace Drive							
Westlake Village, CA 91361							
	INSURER E :						
	INSURER F :						
COVERAGES CERTIFICATE NUMBER:	LOS-002202075-83 REVISION NUMBER:						
INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFOR EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAV							
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X Excess of \$500,000 SIR	MED EXP (Any one person) \$ N/A						
	PERSONAL & ADV INJURY \$ 2,000,000						
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D AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE Y/N SCFC64625676 (WI)	01/01/2018 01/01/2019 E.L. EACH ACCIDENT \$ 1,000,000						
B OFFICERMEMBER EXCLUDED? N/A WLRC64625652 (MA)	01/01/2018 01/01/2019 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000						
D If yes, describe under							
DÉSCRIPTION OF OPERATIONS below	E.L. DISEASE - POLICY LIMIT \$ 1,000,000						
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Evidence of Insurance only.							
Certificate Holder: Securitas Security Services USA, Inc.; Pinkerton Consulting & Investigations; Burns Int	d'Services Company, LLC; Securitas Critical Infrastructure Services, Inc.; Securitas Electronic Security, Inc.						
CERTIFICATE HOLDER	CANCELLATION						
Securitas Holdings, Inc. Including: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE (See Complete Certificate Holder in Description) THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN 4330 Park Terrace Drive ACCORDANCE WITH THE POLICY PROVISIONS. Westlake Village, CA 91361 ACCORDANCE WITH THE POLICY PROVISIONS.							
	AUTHORIZED REPRESENTATIVE of Marsh Risk & Insurance Services						
	Cynthia Glist Conthin Alit						
	© 1988-2016 ACORD CORPORATION. All rights reserved.						

ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

AGENCY CUSTOMER ID: 502375 LOC #: Los Angeles

ACORD

ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

ADDITIONA		INNO SCHEDULE	raye	
AGENCY Marsh Risk & Insurance Services		NAMED INSURED Securitas Holdings, Inc. (See Page 2 for Additional Named Insureds) 4330 Park Terrace Drive		
POLICY NUMBER		4330 Park Terrace Drive Westlake Village, CA 91361		
CARRIER	NAIC CODE	EFFECTIVE DATE:		
ADDITIONAL REMARKS				
THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO AG FORM NUMBER: 25 FORM TITLE: Certificate of I		nce		
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Additional Named Insureds:				
Securitas Holdings, Inc. including: Securitas Security Services USA, Inc. Securitas Critical Infrastructure Services, Inc. Securitas Electronic Security, Inc. Pinkerton Consulting & Investigations Inc. Burns Int'I Services Company, LLC		and the second s		
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VALID	OM: 10/01/18 TO: 09/30/19	•
	NO. 06072	•
BUSINESS LOCATION	SECURITAS SECURITY SRV. MOBIL HUMBOLDT COUNT	
LICENSEE	YANEZ, CELINA - TAX ACC	CT.
ADDRESS	4330 PARK TERRACE DRIVE	E .
	WESTLAKE VILLAGE CA 91	361

BUSINESS LICENSE

LICENSED BUSINESS TO BE CONDUCTED IN CONFORMITY WITH AND SUBJECT TO THE PROVISIONS OF HUMBOLDT COUNTY CODE AND THE LAWS OF THE STATE OF NEVADA.

DEPUTY COUNTY CLERK

This license MUST be posted in a conspicuous place - NOT TRANSFERABLE.

87 (2883) S VANS: 47838<u>6</u>3 () <u>(</u> 9 9 9 9 9 Bureau of Security and Investigative Services VOIR. V 439 sz 39 P.O. Box 989002 West Sacramento, CA 95798-9002 **Renewal Certificate** «»22 wart RTMENT OF CONSUMER AF (916) 322-4000 FAIDS X NAVA ()PE £2883 $\otimes \otimes \mathbf{P}$ 283 RØ 3HQ\$&\$ Valid Until: 06/30/2019 Registration No. PPB5551 Vissue Date: 06/04/2003 2233D 1609 8442 Receipt No. 228 2883888 S & S へどきへんがつ W C238 License No. PPO14827 R (BRS) ?*&*}// \$8.432 In accordance with the provisions of Division 3, Chapter 11.5 of the Business and Professions Code, the branch office 74 SECURITAS SECURITY V82 SFR ES USA. INC. 201606 KOSTER ST #A.28 named hereon is issued a Private Patrol 8 Operator Branch Certificate Renewal 95501 19 X X N C SAR §2.3 X 2 X X Y 86 8.26 RANSFERABLE -POST IN PUBLIC VIEW 1205.CERT05S.122016 22226 ¥ X22# 222 9662888 72228E - 68 23 5 59

10.0 Exceptions, objections and Requested Changes

Our bid is subject to contract exceptions.

11.0 Required Attachments

(See following page)

RESUME

Gerald White Operations Branch Manager Securitas Security Services USA, INC Eureka, CA

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Gerald White has been with Securitas for 17 years. Originally hired as a Security Guard and after a year and a half became security supervisor at a local lumber mill. In 2008 was appointed Supervisor for Courthouse Screening and has been such since then.

In addition, was appointed to be the operations manager for the Eureka Branch office in 2014. Prior to 2002, he was in a variety of management positions, including a hospital administrator of a small Humboldt County operated hospital in Hoopa, CA; a Vice President at St. Joseph Hospital in Eureka and CFO of a local engineering firm.

Mr. White has a BS in Business Administration from Fresno State College.