





#### PROPOSAL REPORT

!Admin Test Account Mr. Know It All Polar Falls

RFP#: 594960 Security Job Test

## **ABOUT THIS REPORT**

This comprehensive report includes all of the participating vendors and their responses, based on the identical scope of work provided to each company. The first page of the report includes an easy-to-read comparison of the more essential items related to each vendor, including contact information, compliance status, and proposal pricing. The second page includes a breakdown of each vendor's price, line-item by line-item. Following the second page are complete responses to the scope of work provided, including the vendor's recommended solution, warranties, and attached documents (if applicable)..

#### PROTECTING THE COMMUNITY

Each and every vendor who submitted a quote for this request has met, or exceeded, the predetermined minimum requirements for insurance and licensing (if applicable). Supporting documents (insurance policies, licenses, etc.) are provided in the digital version of the entire proposal report. In addition, every vendor within this report has an "apple rating" that is based on the quality of their work and customer service with other communities. This should help increase the likelihood of hiring the best contractor at the best possible price.

## **UNDERSTANDING A VENDOR'S PRICE**

Vendor pricing can vary greatly, even when compared "apples-to-apples". Some of the many reasons for varying quotes include acquisition fees, insurances, employee benefits, sales commissions, warranties, capital equipment, quality of workforce and materials, experience of estimators, and profit margin. Multiple bids through a competitive bidding process is an important part of the solution to finding the right vendor for the job.

## **STAYING ORGANIZED**

Any information related to this report has been digitally recorded for future reference or use. All related materials will be available for review in case a re-bid, punch-out list, warranty request, or dispute regarding the final product or service with a hired vendor is required.

THIS IS NOT A SEALED BID. ALL PRICES WERE VISIBLE UPON BID SUBMISSION FROM VENDORS.









!Admin Test Account 466 Flagler Drive WPB, Florida 33333 **P**: (555) 555-1211

## **Security Job Test** Polar Falls | RFP #594960

**VENDOR 1** 

Industry Solicited: Security Systems: Products & Services

Service Location:

**DESCRIPTION** 

Closed On: 10-31-2014 Proposals Submitted: 3 Alt. Proposals Submitted: 0

**VENDOR 2** 

High Bid: \$772,000.00 Low Bid: \$261,912.00 Average Bid: \$488,150.33

VENDOR 3

	EGMPANY	THECOMPANY	
Company Name:	Alaska Premier Contractors	Voltage Alaska Engineering	!CAMA Test Vendor
Vendor Apple Rating: (Based on customer surveys & vendor follow through)	4 Out of 5	4 Out of 5	5 Out of 5
Vendor Address:	879546 Denali Hwy, North Slope, Alaska 77777	5684 Passage Ave., North Slope, Alaska 77777	12345 Street Road Avenue, West Palm Beach, Florida 33333
Contact Name:	denny	Wendel	WangChung
Office Number:	(555) 521-7777	(555) 555-4321	(561) 573-3773
Alt.Number:	N/A	N/A	(555) 555-1111
Mobile Number:	N/A	N/A	(555) 555-1212; 561
Email Address:	demo5@myvendorcenter.com	demo2@myvendorcenter.com	support@ myvendorcenter.com
Business Established:	1999	2001	2011
General Liability:	\$3,000,000	\$2,000,000	\$2,000,000
Workers Comp. Policy?	Yes	Yes	Yes
Meets Compliance Standards?	Yes	Yes	Yes
In-House Vendor? (Vendor affiliated with management company)	No	No	No
TOTAL AMOUNT PROPOSED:	\$430,539.00	\$261,912.00	\$772,000.00
Alternate Proposal?	No	No	No



!Admin Test Account 466 Flagler Drive WPB, Florida 33333 P: (555) 555-1211

## ITEMIZED PRICING BREAKDOWN

DESCRIPTION	VENDOR1	VENDOR2	VENDOR3
	COMPANY	THECOMPANY	
Company Name:	Alaska Premier Contractors	Voltage Alaska Engineering	!CAMA Test Vendor
Line Item #1 Pricing: Security Supervisor (On-site oversight of contract security operations)	\$500.00	\$50,000.00	\$0.00
Line Item #2 Pricing: Concierge	Included In Total Price	Included In Total Price	Included In Total Price
Line Item #3 Pricing: Auto/Truck Patrol	Included In Total Price	Included In Total Price	Included In Total Price
Line Item #4 Pricing: Licensed Armed Guards	Included In Total Price	Included In Total Price	Included In Total Price
Line Item #5 Pricing: Automobile Patrol	\$100,000.00	\$50,000.00	\$2,000.00
Line Item #6 Pricing: Provide details	\$6,546.00	\$8,564.00	\$500,000.00
Line Item #7 Pricing: #7	\$200,000.00	\$65,465.00	\$200,000.00
Line Item #8 Pricing: 8	\$65,465.00	\$6,949.00	\$50,000.00

Line Item #9 Pricing: 9	\$1,520.00	\$5,464.00	\$0.00
Line Item #10 Pricing: Security Supervisor (On-site oversight of contract security operations)	\$0.00	\$65,465.00	\$0.00
Line Item #11 Pricing: 11	\$56,463.00	\$5.00	\$0.00
Line Item #12 Pricing: 12	\$45.00	\$10,000.00	\$20,000.00
TOTAL AMOUNT PROPOSED:	\$430,539.00	\$261,912.00	\$772,000.00

## people:1 File(s) Provided to Vendors: LINE ITEM PRICE: \$500.00 **Alaska Premier Contractors:** NOTES: Where does it come from. Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source. Lorem Ipsum comes from sections 1.10.32 and 1.10.33 of "de Finibus Bonorum et Malorum" (The Extremes of Good and Evil) by Cicero, written in 45 BC. This book is a treatise on the theory of ethics, very popular during the Renaissance. The first line of Lorem Ipsum, "Lorem ipsum dolor sit amet..", comes from a line in section 1.10.32. The standard chunk of Lorem Ipsum used since the 1500s is reproduced below for those interested. Sections 1.10.32 and 1.10.33 from "de Finibus Bonorum et Malorum" by Cicero are also reproduced in their exact original form, accompanied by English versions from the 1914 translation by H. Rackham. **EXCEPTION(S): NONE** LINE ITEM PRICE: \$ 50,000.00 Voltage Alaska Engineering: NOTES: Sandra Breiling **DC Ranch Association** 20555 N. PimaRoad Scottsdale, AZ 85255 Dear Ms. Breiling: On behalf our Mesa districtsupport team, it is our pleasure to participate in the DC Ranch Associationsecurity RFP process. The enclosed response includes detailed informationregarding AlliedBarton Security Services and how we can help you to achieveyour security and business objectives. It is our hope that our strongcombination of excellent local management resources, expertise in residentialcommunities and our award-winning learning and development programs will makeus the clear choice to be your security partner. In our recent site visit, we got a good ideaof how the security program operates and how the security team interacts withthe residents, visitors, and vendors. AlliedBarton has experience in gatedcommunities and depth of resources and will share best practices to help makean immediate enhancement for DC Ranch Association. AlliedBarton is proud to tailor its services specifically tomeet the needs of DC Ranch. Even though we are able to share Best Practicesfrom our many residential clients, AlliedBarton designs the overall securityapproach to address your community. From our walkthrough, the following areaswere discussed, and we have offered some suggestions on how they can beaddressed.

LINE ITEM #1: Security Supervisor (On-site oversight of contract security operations)

A stable security staff has a greater depth of understandingof your site, and becomes a more reliable presence upon which you and

MinimizingTurnover to Foster a Consistent Security Program for DC Ranch

yourresidents can depend. On the other hand, a revolving door of security officerscan signal a problem, is costly and undermines confidence in what should be theperception of a safe and secure environment.

## CustomerService as an Extension of DC Ranch's Security Program

Security services do notend with patrols and access monitoring. By the nature of their position, and the respect they command, the security officers at your site can becomecustomer service ambassadors providing information, greeting guests and servingas a resource. It takes the right officer and the right training for this to behighly effective.

#### **Ensuring aQuality Security Program with Measureable Results**

If you can t measure it, you can t manage it. In today s business world it s becoming increasingly important to establish performance standards and measure results. To take your securityservice to a higher level, we will be focused on quality assurance.

Thank youfor extending the opportunity to present the value we can bring to DC RanchAssociation. We look forward to havingthe opportunity to prove our strengths. If you have any questions, please contact me at 323-841-5367 orbrian.hampton@alliedbarton.com.

Sincerely,	
Brian Hampton	
Business Development Manager	
EXCEPTION(S): NONE	
!CAMA Test Vendor:	LINE ITEM PRICE: \$ (Line-Item Pricing)
NOTES: Sandra Breiling	
DC Ranch Association	
20555 N. Pima Road	

Dear Ms. Breiling:

Scottsdale, AZ 85255

On behalf our Mesa district support team, it is our pleasure to participate in the DC Ranch Association security RFP process. The enclosed response includes detailed information regarding AlliedBarton Security Services and how we can help you to achieve your security and business objectives.

It is our hope that our strong combination of excellent local management resources, expertise in residential communities and our award-winning learning and development programs will make us the clear choice to be your security partner. In our recent site visit, we got a good idea of how the security program operates and how the security team interacts with the residents, visitors, and vendors. AlliedBarton has experience in gated communities and depth of resources and will share best practices to help make an immediate enhancement for DC Ranch Association.

AlliedBarton is proud to tailor its services specifically to meet the needs of DC Ranch. Even though we are able to share Best Practices from our many residential clients, AlliedBarton designs the overall security approach to address your community. From our walkthrough, the following areas were discussed, and we have offered some suggestions on how they can be addressed.

#### Minimizing Turnover to Foster a Consistent Security Program for DC Ranch

A stable security staff has a greater depth of understanding of your site, and becomes a more reliable presence upon which you and your residents can depend. On the other hand, a revolving door of security officers can signal a problem, is costly and undermines confidence in what should be the perception of a safe and secure environment.

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officers at your site can become customer service ambassadors providing information, greeting guests and serving as a resource. It takes the right officer and the right training for this to be highly effective.

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If you can t measure it, you can t manage it. In today s business world it s becoming increasingly important to establish performance standards and measure results. To take your security service to a higher level, we will be focused on quality assurance.

Thank you for extending the opportunity to present the value we can bring to DC Ranch Association. We look forward to having the opportunity to prove our strengths. If you have any questions, please contact me at 323-841-5367 or brian.hampton@alliedbarton.com.

Sincerely,

EXCEPTION(S): NONE

**Business Development Manager** 

# LINE ITEM #2: Concierge Mon-Fri people:1 File(s) Provided to Vendors: **Alaska Premier Contractors:** NOTES: Sure **EXCEPTION(S): NONE** Voltage Alaska Engineering: NOTES: Experience In the state of Arizona we currently service more than 48,000 hours per week of security service. Our experience inside residential communities offers DC Ranch best practice opportunities to increase security. Our experience outside the residential market allows us the opportunity to bring DC Ranch the latest best practices from across the security industry. Our clients range from the Arizona Traditions, the Cloisters at Biltmore, Biltmore Colony Greens, Villa del Oro, Highlands at Dove Mountain, University of Phoenix, Vanguard, Edward Jones, Boeing, Raytheon, the Phoenix Plaza and all the Macerich Malls (Scottsdale Fashion Square Mall) to name a few. Many of these clients recognize excellent customer service as a key element of their security program. **EXCEPTION(S): NONE** AlliedBarton can successfully transition on this time with a minimum of 6 weeks' notice. As the leader in providing security services to the residential market since 1957, AlliedBarton understands the competencies and customer experience that DC Ranch seeks from its security partner. By partnering with a provider servicing thousands of clients with needs similar to yours, a comprehensive security program will exceed your security and safety needs. Well trained, well prepared, responsive, customer service oriented and respectful security officers and supervisors will represent and enhance the DC Ranch brand.

#### LINE ITEM #3: Auto/Truck Patrol

Full Time Patrol

Will Association be providing vehicle(s). No 2Quantity

Mon-Fri

#### File(s) Provided to Vendors:

## **Alaska Premier Contractors:**

NOTES:

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## **EXCEPTION(S): NONE**

#### Voltage Alaska Engineering:

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## EXCEPTION(S): NONE

## !CAMA Test Vendor:

#### NOTES:

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## LINE ITEM #4: Licensed Armed Guards

Gun 3 Quantity

#### File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

NOTES: Sure

**EXCEPTION(S): NONE** 

#### Voltage Alaska Engineering:

**NOTES:** AlliedBarton fully understands and an accomplish these objectives. With our national supportand local response, we have the best practices and management processes inplace to ensure your key performance indicators (KPIs) are met and exceeded.

#### QualityAssurance

Quality is the foundation of Allied Barton's security services. It is the factor that consistently differentiates us from other companies, and it is the primary reason we reregarded as the industry is most responsive security services provider.

Our senior management group worksas a team in order to develop and implement innovative new programs andoperational practices. We use cross-functional teams for specialquality-improvement initiatives. District staff works toward the commonobjective of providing service that exceeds your expectations. Our securityofficers pledge their commitment to our Dare to be GREAT culture which includes a strong quality component.

## MeasuringResults

We offer the best securityprograms available. But there is room for improvement in every organization. Inorder to provide you with the best possible service, we regularly review and measure our performance. Some of our measurements and evaluations include:

- · Weekly service hours OT, billed OT, billed hours
- Employee retention and tenure
- · Recognition and rewards
- Training
- Incidents
- · Performance evaluations
- Trends
- Customer satisfaction survey results
- · Best practices
- Goals and improvement processes

## **QualityBusiness Reviews**

Regularly scheduled assessments are reported and reviewed in meetings between your security management team and Allied Barton's local management. These reviews are designed to:

- Review accomplishments
- · Create benchmarking for future reviews
- Establish measurable goals

EXCEPTION(S): NONE

## !CAMA Test Vendor:

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#### LINE ITEM #5: Automobile Patrol

Mon-Fri

people:2

## File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

LINE ITEM PRICE: \$ 100,000.00

NOTES:

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#### **EXCEPTION(S): NONE**

#### Voltage Alaska Engineering:

**LINE ITEM PRICE: \$ 50,000.00** 

**NOTES:** AlliedBarton has the resources and experience to transition a large staff and recruit when needed, accomplishing the scope of work described in Line Item #5.

## Scope of Service

Five manned gate access control 24 hours perday, 7 days per week

- 2 vehicle patrols 24 hours per day, 7 days perweek
- 1 vehicle patrol 8 hours per day, 5 days perweek
- 1 Salaried Security Manager ( Account Manager)
- 3 Shift Supervisors (working shift)

Approximately 37 employees scheduled

#### Officer Bill Rate

Position	HPW	Wage Rate	Bill Rate
Security Officer Level I		\$13.00	\$17.93
Security Officer Level II		\$13.50	\$18.61
Security Officer Level III		\$13.75	\$18.96

Security Officer Level IV		\$14.00	\$19.30
Shift Supervisor	168	\$13.50	\$18.61
Security Manager (Act Mgr.)	40	\$23.08	\$31.82

EXCEPTION(S): NONE

!CAMA Test Vendor: LINE ITEM PRICE: \$ 2,000.00

#### NOTES:

AlliedBarton has the resources and experience to transition a large staff and recruit when needed, accomplishing the scope of work described in Line Item #5.

## Scope of Service

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## LINE ITEM #6: Provide details

Provide details on what relief and cleanup services can be provided in the event of disaster, include pricing, capabilities and time frame.

Provide your policy on adjustments to billing for suspended or reduced services due to strikes, disasters, or other service interruptions.

#### File(s) Provided to Vendors:

**Alaska Premier Contractors:** 

**LINE ITEM PRICE: \$ 6,546.00** 

NOTES: Sure

**EXCEPTION(S): NONE** 

## Voltage Alaska Engineering:

**LINE ITEM PRICE:** \$ 8,564.00

**NOTES:** AlliedBarton understands and willprovide a salaried Security Manager (Account Manager) to DC Ranch. The SecurityManager will be supplied with a cell phone, two computers, and one printer, along with supplies for four manned gates as outlined in Line Item #6. The equipment requested in this line item ispriced into the officer bill rate.

#### AccountManager Model

AlliedBarton account managersrepresent the critical difference between AlliedBarton and other securityproviders. This manager is dedicated to your account, knows everything aboutyour needs and the needs of our officers, and typically is rewarded throughincentive compensation for performance in key functional areas.

#### LeadershipDevelopment

Thedemands are high for the security program at DC Ranch Association. This program requires a high level, sophisticated Account Manager with the ability to manage up, across and downappropriately.

We will develop and mentor the Account Manager to enhance his ability to interact with homeowners as well asmultiple layers of community groups and law enforcement. By being more proactive, s/he can take theinitiative to communicate with you to present issues, while suggesting solutions and following up with the results that you expect, allowing you tofocus on your job versus managing security

**EXCEPTION(S): NONE** 

**!CAMA Test Vendor:** 

LINE ITEM PRICE: \$ 500,000.00

#### NOTES:

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suggestingsolutions and following up with the results that you expect, allowing you tofocus on your job versus managing security

#### **LINE ITEM #7: #7**

Stuff

#### File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

LINE ITEM PRICE: \$ 200,000.00

NOTES:

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#### **EXCEPTION(S): NONE**

Voltage Alaska Engineering:

**LINE ITEM PRICE: \$ 65,465.00** 

NOTES:

#### Minimizing Turnover

Aneffective security program is about just one thing: great people. Everything wedo at AlliedBarton ultimately comes down to finding and retaining the rightofficers and managers. We maintain staff turnover at an absolute minimum thanksto superior recruiting, screening, and officer selection, and continues throughtraining and ongoing development.

Theelements of staffing stability are complex, and include adequate wages andbenefits, proper hiring, competent supervision, comprehensive training, employee recognition, opportunities for advancement and on-going performance evaluations. Allied Barton is proud to have one of the lowest turnover rates in the industry locally and on a national level

## The Right Wages for the Right Officers

We understand the critical rolethe security officer plays at DC Ranch in their regular interactions with yourresidents, guest and vendors. For this reason, AlliedBarton is proposing a starting wage for security officers of \$13.00 per hour with the opportunity toadvance to \$13.50 after six months and \$13.75/\$14.00 after 12 months, based oncriteria set by AlliedBarton and DC Ranch Association management. Criteria will be training and performancebased (example: no complaints, appropriate attendance, appropriate incidentreporting). This wage will enable therecruitment of quality security officers who possess the Dedication, SecurityMindset and Customer Service approach needed to mirror the expectations at DCRanch. Any agreed upon increase in wageswill be honored with established markup proposed.

Position	Wage	Min. Tenure	Min. Suggested <b>Training Criteria</b>
Security Officer Level I	\$13.00		AED/CPR & MSO I
Security Officer Level II	\$13.50	6 months	Fire Safety & MSO III
Security Officer Level III	\$13.75	12 months	MSO V & 2 EDGE Courses
Security Officer Level IV	\$14.00	12 months	School of Residential Security

Meaningful Benefits - Employees at all levels deserve benefits that contribute directly to quality oflife. Comprehensive benefits are part of the

AlliedBarton experience. All benefits below are included in theofficer bill rate. Holiday pay will bedirect billed.
Medical, Dental andVision Insurance (Details attached)
Disability and LifeInsurance
Paid Vacation
401 (k) with companymatch
Pay cards
Legal Services
Blackstone MarketPlace
Please see pages 33-37 of proposal for more benefits detail.
Customer Service
The AlliedBarton Ambassador <sup>SM</sup> program is designed to produce security officers capable of delivering theperfect combination of skill, professionalism and friendly service to ourclients' <i>customers</i> . AlliedBarton is leading our industry in formallyevolving the traditional security officer role to include a strong focus oncustomer service. This has proven effective in environments that place apremium on customer service. The programis designed to focus as much on concierge service and a five-star atmosphere asit does first-class security operations. The program relies on specializedrecruiting and training.
The AlliedBarton program demonstrates the complexand multi-faceted role of the security officer. Many security officers arecalled upon to perform other functions, whether those are part of theirofficial role or not. When your needs for high quality security and customerservice are ntermixed and equally important, AlliedBarton is the answer.
AlliedBarton will continually look for ways to get involvedwith the community of DC Ranch and embrace its culture. To do so, we offer a few opportunities toincrease customer service by our involvement within the community.
Community Relations and Safety & SecurityInitiatives - Uponawarding us the DC Ranch Association security partnership, we will organize and execute an open-house reception with food & beverage, to allow residents tomeet our team. We can provide safety escurity tips for any nternal and external communication tools DC RanchAssociation may provide its residents.
Security & Safety Seminars - AlliedBarton can provide seminars for homeowners on avariety of security-related topics, including Workplace Violence, WorkplaceSafety, Preventing Identity Theft and other pertinent subjects. AlliedBarton will offer two CPR/FirstAid/AED classes (1/2 Day Class) each year at no charge to the Association. DC Ranch Association staff and residents are invited upon direction of DC Ranch Association management. Participants mustpay for the cost of the card only (\$9-\$12.00).
Security Awareness & Appreciation Events - AlliedBarton is continuously developing client outreachservices that complement your security program. We will do everything possibleto foster peace of mind and a sense of security among your residents andguests. This includes participating in aminimum of one community event during the year upon request.
Safety & Security Awareness Tips - AlliedBarton publishes a series of Security AwarenessTips, providing insight for individuals on how to protect themselves and theirassets. These pamphlets cover a multitude of topics ranging from fire safetyand AEDs, to travel security and personal protection.
AlliedBarton.com - Ouraward-winning website is a valued resource for our clients one that continuesto evolve. It provides updatedresources for our clients use.

#### PerformanceManagement

AlliedBarton|Path, our performance management software helps our managers effectively evaluateperformance - their own as well as their employees. The program includesonline evaluation forms, goal planning and in-person meetings.

Our performance management programis linked to the AlliedBarton|**EDGE**.By coupling performance management with our comprehensive approach to learningand development, managers can recommend training that will help employees reachtheir goals.

To increase customerservice at any location, it first involves the officers. Our solution involves a wide range processfor which has proven to be successful across the country in thousands oflocations. Recruiting the right peoplefor the right job is the foundation to excellent customer service. It is enhanced and developed by world classtraining and managing for success as outlined above. Our solution will lead to increased customerservice for DC Ranch Association.

**EXCEPTION(S): NONE** 

**!CAMA Test Vendor:** 

LINE ITEM PRICE: \$ 200,000.00

#### NOTES:

## Minimizing Turnover

Aneffective security program is about just one thing: great people. Everything wedo at AlliedBarton ultimately comes down to finding and retaining the rightofficers and managers. We maintain staff turnover at an absolute minimum thanksto superior recruiting, screening, and officer selection, and continues throughtraining and ongoing development.

Theelements of staffing stability are complex, and include adequate wages andbenefits, proper hiring, competent supervision, comprehensive training, employee recognition, opportunities for advancement and on-going performance evaluations. Allied Barton is proud to have one of the lowest turnover rates in the industry locally and on a national level

#### The Right Wages for the Right Officers

We understand the critical rolethe security officer plays at DC Ranch in their regular interactions with yourresidents, guest and vendors. For this reason, AlliedBarton is proposing astarting wage for security officers of \$13.00 per hour with the opportunity toadvance to \$13.50 after six months and \$13.75/\$14.00 after 12 months, based oncriteria set by AlliedBarton and DC Ranch Association management. Criteria will be training and performancebased (example: no complaints, appropriate attendance, appropriate incidentreporting). This wage will enable therecruitment of quality security officers who possess the Dedication, SecurityMindset and Customer Service approach needed to mirror the expectations at DCRanch. Any agreed upon increase in wageswill be honored with established markup proposed.

Position	Wage	Min. Tenure	Min. Suggested Training Criteria
Security Officer Level I	\$13.00		AED/CPR & MSO I
Security Officer Level II	\$13.50	6 months	Fire Safety & MSO III
Security Officer Level III	\$13.75	12 months	MSO V & 2 EDGE Courses

Security Officer Level IV	\$14.00	12 months	School of Residential Security
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**Meaningful Benefits** -Employees at all levels deserve benefits that contribute directly to quality oflife. Comprehensive benefits are part of the AlliedBarton experience. All benefits below are included in theofficer bill rate. Holiday pay will bedirect billed.

- Medical, Dental and Vision Insurance (Details attached)
- · Disability and LifeInsurance
- Paid Vacation
- 401 (k) with companymatch
- · Pay cards
- · Legal Services
- Blackstone MarketPlace

Please see pages 33-37 of proposal for more benefits detail.

#### Customer Service

The AlliedBarton|Ambassador<sup>SM</sup>program is designed to produce security officers capable of delivering theperfect combination of skill, professionalism and friendly service to ourclients' *customers*. AlliedBarton is leading our industry in formallyevolving the traditional security officer role to include a strong focus oncustomer service. This has proven effective in environments that place apremium on customer service. The programis designed to focus as much on concierge service and a five-star atmosphere asit does first-class security operations. The program relies on specializedrecruiting and training.

The AlliedBarton program demonstrates the complexand multi-faceted role of the security officer. Many security officers are called upon to perform other functions, whether those are part of theirofficial role or not. When your needs for high quality security and customerservice are intermixed and equally important, AlliedBarton is the answer.

AlliedBarton will continually look for ways to get involvedwith the community of DC Ranch and embrace its culture. To do so, we offer a few opportunities to increase customer service by our involvement within the community.

Community Relations and Safety & SecurityInitiatives - Uponawarding us the DC Ranch Association security partnership, we will organize and execute an open-house reception with food & beverage, to allow residents tomeet our team. We can provide safety security tips for any internal and external communication tools DC RanchAssociation may provide its residents.

Security & Safety Seminars - AlliedBarton can provide seminars for homeowners on avariety of security-related topics, including Workplace Violence, WorkplaceSafety, Preventing Identity Theft and other pertinent subjects. AlliedBarton will offer two CPR/FirstAid/AED classes (1/2 Day Class) each year at no charge to the Association. DC Ranch Association staff and residents are invited upon direction of DC Ranch Association management. Participants mustpay for the cost of the card only (\$9-\$12.00).

**Security Awareness & Appreciation Events** - AlliedBarton is continuously developing client outreachservices that complement your security program. We will do everything possible to foster peace of mind and a sense of security among your residents andguests. This includes participating in aminimum of one community event during the year upon request.

**Safety & Security Awareness Tips** - AlliedBarton publishes a series of Security AwarenessTips, providing insight for individuals on how to protect themselves and theirassets. These pamphlets cover a multitude of topics ranging from fire safetyand AEDs, to travel security and personal protection.

**AlliedBarton.com** - Ouraward-winning website is a valued resource for our clients one that continuesto evolve. It provides updatedresources for our clients use.

#### PerformanceManagement

AlliedBarton|Path, our performance management software helps our managers effectively evaluateperformance - their own as well as their employees. The program includesonline evaluation forms, goal planning and in-person meetings.

Our performance management programis linked to the AlliedBarton|**EDGE**.By coupling performance management with our comprehensive approach to learningand development, managers can recommend training that will help employees reachtheir goals.

To increase customer service at any location, it firstinvolves the officers. Our solutioninvolves a wide range process for which has proven to be successful across thecountry in thousands of locations. Recruiting the right people for the right job is the foundation toexcellent customer service. It isenhanced and developed by world class training and managing for success asoutlined above. Our solution will leadto increased customer service for DC Ranch Association.

## **LINE ITEM #8: 8**

More stuff

#### File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

**LINE ITEM PRICE: \$ 65,465.00** 

NOTES:

## Where does it come from.

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#### **EXCEPTION(S): NONE**

Voltage Alaska Engineering:

**LINE ITEM PRICE: \$ 6,949.00** 

**NOTES:** Uniforms

When your residents enter your community, theyshould know by the uniform that the AlliedBarton officer is the person they canturn to for help or information. Our commitment to proper uniforms and appearance is part of our Security Officer Quality Standards - a core element of our culture that our officers strive for every day.

Your uniformed securityprofessional should harmonize with the requirements of his or her position. Aneatly uniformed, well-groomed security officer commands respect and authorityand helps to project a professional image for DC Ranch. Your officers will be dressed in industryleading uniforms with a white shirt and black pants as required.

Please see pages63-66 of our proposal for additional information.

#### **EXCEPTION(S): NONE**

!CAMA Test Vendor:

**LINE ITEM PRICE: \$ 50,000.00** 

#### NOTES:

## Uniforms

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	Please see pages 63-66 of our proposal for additional information.	
EXCEPTION	(S): NONE	

#### **LINE ITEM #9: 9**

still more stuff

#### File(s) Provided to Vendors:

**Alaska Premier Contractors:** 

**LINE ITEM PRICE: \$ 1,520.00** 

NOTES: Blah, blah

**EXCEPTION(S): NONE** 

Voltage Alaska Engineering:

**LINE ITEM PRICE: \$ 5,464.00** 

**NOTES: Recruiting** 

You don't just need any security officers - youneed the right security officers. AlliedBarton is sensitive to the need to hireonly the best employees and to match them to positions where they have thegreatest opportunity to succeed. Our Certified Recruiter in Mesa, JoleenMartin, takes great care to understand your needs and recruit for positions andposts. Joleen has the ability to commit more dedicated resources to this thanany other security services company.

#### Screening - Identifying the Right Employees

Because we are so demanding with the caliber of employee we accept, screening is critical. Qualified candidates formally interview with our district recruiter to find exact matches for our clients. Our comprehensive approach to screening includes:

Application Review & Assessment

Interviews

**Education and Employment Verification** 

I-9

Criminal Background Checks

Social Security Checks

Pre-Employment Drug Testing

Motor Vehicle Report

Management Testing

#### **Training for Success**

The AlliedBarton|**EDGE** [Educate, Develop, Grow and Engage] is our proprietary training and developmentprogram. It includes our Learning Management System (LMS) which providesAlliedBarton employees with on-demand access, through eLearning, tomodules that prepare them for future responsibilities and career opportunities. Our experience shows that virtually every measure of security officer qualitycan ultimately be tied back to the quality of our training program.

AlliedBarton|**EDGE** goes beyondtraditional training, all the way to enhanced course offerings, additionalcompliance functionality and more opportunities for employee growth.AlliedBarton|**EDGE** is comprised of a nationwide network of morethan 100 trainers; online, classroom and self-study training; a mentoringprogram; industry-specific and leadership training; and multiple other learningand development programs. For more information about the AlliedBarton|**EDGE**,go to <a href="https://www.AlliedBartonEDGE.com">www.AlliedBartonEDGE.com</a>.

AlliedBarton officers undergo extensive and continuoustraining to prepare them for the unknown and the unexpected. Site-specific andon-the-job training ensures each officer is fully educated per yourrequirements. The AlliedBarton|**EDGE** is our comprehensiveapproach to training and a critical AlliedBarton advantage.

- All your officers will be CPR/AED/First Aid trained.
- All your officers will be Master Security Officer I trained.
- All your officers will have 24 hours of on-the-job training and 8 hours of refresher training.
- Our vast range of courses includes Master Security Officer levels 1 -5, Safety Officer Specialist, Terrorism training, industry-specific School of Residential Security course, and leadership training.
- All training is tracked electronically and available online for client review.

Damien Willis, local certifieddistrict trainer, is a dynamic trainer and will provide assistance withtraining and development on a quarterly basis to

help your team with sitespecific issues, concerns, and new trends at DC Ranch Association. Thistraining will focus on specific areas of importance to you ensuring that we are providing relevant training that can make an impact for the community. We willfocus on our **School of ResidentialSecurity** and **Master Security Officer**certification programs. These willaddress higher level training needs for customer service while preparing theteam to take the next step in their security career. More details about our training programs canbe found between pages 36 and 48.

## Turn-Over: Profit at Risk

It is the goal of AlliedBarton tohave zero turn-over of officers in a community. The overall strategy of, taking care of the officers, has helpedAlliedBarton lead the industry in low turnover. AlliedBarton is confident that the turnover percentages will decrease as the Dare to be Great culture and our management processes are implemented into the security program at DC Ranch. AlliedBarton offers a Profit at Risk opportunity to help monitor and improve turn-over. The program works as follows:

If AlliedBarton attains themetrics below, we will either be awarded an incentive or will forfeit directprofit. This program risk approximately.5% of revenue each quarter. Turnoverwill be measured quarterly and paid quarterly on next billing cycle. (\*% basedon 37 FTE). Please not that allturn0ver is measured. Please note thatthis program and measurement of turn-over will not deter AlliedBarton frompromoting officers if their development and career path are justified, nor willit deter AlliedBarton from terminating an employee with just cause if needed toimprove the security at DC Ranch.

Estimated Turn-Over %	Estimated FTE	Incentive/(Penalty)
9%	1 officer	\$1,800
22%	2 officers	\$900
32%	3 officers	\$0
43%	4+ officers	(\$1,800)

**EXCEPTION(S): NONE** 

!CAMA Test Vendor: LINE ITEM PRICE: \$ (Line-Item Pricing)

NOTES:

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22%	2 officers	\$900
32%	3 officers	\$0
43%	4+ officers	(\$1,800)

## LINE ITEM #10: Security Supervisor (On-site oversight of contract security operations)

Mon-Fri

people:1

## File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

**LINE ITEM PRICE: \$ 0.00** 

NOTES:

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#### **EXCEPTION(S): NONE**

#### Voltage Alaska Engineering:

LINE ITEM PRICE: \$ 65,465.00

NOTES: Quality Security Program for DC Ranch

We consider our clients' needs to be a criticalpart of our security programs. While we are here to facilitate the program, your expectations, questions and concerns are the foundation for our operationsat your site. Our quality assurance initiatives demonstrate our commitment toproviding well-trained security officers, hands-on managers, and getting itright the first time. AlliedBarton managers are professionals who understandthe industry and can competently address any issues that arise or needs that change.

On-sitesupervision, measuring results and reviewing results will ensure that allrequirements in Line Item #10 will be met. Twenty-four (24) hours of on-the-jobtraining and 8 hours of refresher training will ensure each gatehouse will beworked professionally. This training isincluded in the officer bill rate.

**On-Site Supervision**-Supervision is another important element for maintaining staff consistency. Ourlocal managers play a vital role in screening officers who may be assigned toyour site. A professional, experienced manager has an ideal perspective into the skill level and personality required for a security officer to besuccessful and motivated. Leadership training for managers reinforces themechanics of workforce management and focuses on the softer skills necessary tokeep employees engaged.

#### MeasuringResults

We offer the best securityprograms available. But there is room for improvement in every organization. Inorder to provide you with the best possible service, we regularly review and measure our performance. Some of our measurements and evaluations include:

- Weekly service hours OT, billed OT, billed hours
- Employee retention and tenure
- · Recognition and rewards
- Training
- Incidents
- · Performance evaluations
- Trends
- Customer satisfaction survey results
- · Best practices
- Goals and improvement processes

## **QualityBusiness Reviews**

Regularly scheduled assessments are reported and reviewed in meetings between your security management team and Allied Barton's local management. These reviews are designed to:

- · Review accomplishments
- · Create benchmarking for future reviews

Establish measurablegoals

EXCEPTION(S): NONE

#### **!CAMA Test Vendor:**

LINE ITEM PRICE: \$ (Line-Item Pricing)

#### NOTES:

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#### **LINE ITEM #11: 11**

Spam spam spam

#### File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

LINE ITEM PRICE: \$ 56,463.00

NOTES:

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## EXCEPTION(S): NONE

#### Voltage Alaska Engineering:

**LINE ITEM PRICE: \$5.00** 

**NOTES:** AlliedBarton will comply with all request in Line Item #11. To assists in managing invoices, schedulesand tracking of employees, we offer accessAlliedBarton<sup>SM</sup>

at no cost to DC Ranch Associaition.

accessAlliedBarton<sup>SM</sup>

accessAlliedBarton<sup>SM</sup>,AlliedBarton's secure client website, creates seamless collaboration andinformation sharing to help increase productivity for you and enhancecompliance. This convenient system is available to AlliedBarton clients at nocharge and offers many benefits. It is the total security solution for:

**InstantAccount Access:** All of the information youneed is at your fingertips! There is no waiting for information with *access*AlliedBarton.Reviewing your account information is simple and can be done through a mobileapplication on your smartphone or on a computer.
The process is as easy asonline shopping or online banking information. Hundreds of AlliedBarton clientsat more than 2,000 service locations utilize *access*AlliedBarton.

InvoicingMade Easy: With accessAlliedBarton, you always know your payment status and can view past invoices for the last 18months.

OrderingMade Easy: Using the online orderingfeature, you can request temporary or additional security coverage at any timeof day.

PersonnelScheduling Made Easy: accessAlliedBarton allows you to view regular posts, extra and scheduled coverage, and export and print schedules.

QualityAssurance: Using the Quality Assurancemodule, you can monitor security inspections and other quality assurance items.

**Compliance:** Training records can be tracked inreal-time through *access*AlliedBarton to ensure that security officers are trained appropriately for your location and in compliance with your needs.

accessAlliedBarton is also a great communication tool for ouremployees. When they have the information they need, they can be 100% focusedon your security. Security officers and managers can log into the secure, online site to:

Review schedules

Update personal contact information

Read job/site specific information

Access pay stubs

View pay stubs and schedules on smartphones witheHub app

The availability of on-demand access to business information and reporting such as scheduling information, confirmation of changes or requests, training records, inspections, invoices and payment history that match your preferences means that you can spend more time focusing on your core business.

**EXCEPTION(S): NONE** 

#### **!CAMA Test Vendor:**

LINE ITEM PRICE: \$ (Line-Item Pricing)

#### NOTES:

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#### **LINE ITEM #12: 12**

Enough already

#### File(s) Provided to Vendors:

#### **Alaska Premier Contractors:**

**LINE ITEM PRICE: \$45.00** 

NOTES:

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## EXCEPTION(S): NONE

Voltage Alaska Engineering:

**LINE ITEM PRICE: \$ 10,000.00** 

NOTES:

## **EquipmentCost Direct Billing**

AlliedBarton will provide the following equipment atcommencement of service:

- Two(2) Toyota Prius Patrol vehicles for 24 hours/7 day a week patrol of community
- One(1) Toyota Prius Patrol vehicle for use by Security Manager
- · GolfCart for additional patrol

Cost below includes lease, title and insurance. Each vehiclewill be customized very similar to current patrol vehicles with DC RanchAssociation approval. B B

Equipment	Monthly Rate
Toyota Prius (3)	\$813
Security Golf Cart	\$264

#### NOTES:

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## **GENERAL NOTES & WARRANTY:**

GENERAL NOTES:  Where does it come from.
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Where does it come nom.
Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source. Lorem Ipsum comes from sections 1.10.32 and 1.10.33 of "de Finibus Bonorum et Malorum" (The Extremes of Good and Evil) by Cicero, written in 45 BC. This book is a treatise on the theory of ethics, very popular during the Renaissance. The first line of Lorem Ipsum, "Lorem ipsum dolor sit amet", comes from a line in section 1.10.32.
The standard chunk of Lorem Ipsum used since the 1500s is reproduced below for those interested. Sections 1.10.32 and 1.10.33 from "de Finibus Bonorum et Malorum" by Cicero are also reproduced in their exact original form, accompanied by English versions from the 1914 translation by H. Rackham.
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