



ORIGINAL

PROFESSIONAL SERVICES AGREEMENT

THIS PROFESSIONAL SERVICES AGREEMENT (hereinafter referred to as the "Agreement") is entered into this 11 day of October, 2022, between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the "Village"), and Securitas Security Services USA, Inc., a Delaware corporation authorized to conduct business in the State of Illinois (hereinafter referred to as the "Contractor").

RECITAL

WHEREAS, the Village intends to have the Contractor provide staffing and security services at the Villa's parking garage structures and at Village Hall pursuant to the Village's Request for Proposals dated August 15, 2022, attached hereto and incorporated herein by reference and the Contractor's Proposal dated September 6, 2022, attached hereto and incorporated herein by reference (hereinafter referred to as the "Services").

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

1. RECITAL INCORPORATED.

The above recital is incorporated herein as though fully set forth.

2. SERVICES OF THE CONTRACTOR.

2.1. The Contractor shall provide its Services pursuant to this Agreement, the Village's Request for Proposals (hereinafter referred to as the "RFP") and the Contractor's Proposal (hereinafter referred to as the "Proposal"). The Village shall approve the use of any subcontractors by the Contractor to perform any of the Services that are the subject of this Agreement.

2.2. The Contractor shall submit to the Village all reports, documents, data, and information set forth in the Project and as required under this Agreement. The Village shall have the right to require such corrections as may be reasonably necessary to make any required submittal conform to this Agreement. The Contractor shall be responsible for any delay in the Services to be provided pursuant to this Agreement due to the Contractor's failure to provide any required submittal in conformance with this Agreement.

2.3. In case of a conflict between provisions of the Contractor's Proposal and this Agreement or the Village's Request for Proposals, this Agreement shall control to the extent of such conflict.

2.4. Village Authorized Representative. The Village's Development Customer Services or the Director's designee shall be deemed the Village's authorized representative, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Agreement. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The Village shall have the right to change its authorized representative by providing the Contractor with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.5. Contractor's Authorized Representative. In connection with the foregoing and other actions to be taken under this Agreement, the Contractor hereby designates Sean Keating as its authorized representative who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding the Contractor. The Village is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Contractor as having been properly and legally given by the Contractor. The Contractor shall have the right to change its Authorized Representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.6 The Contractor shall be an Independent Contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Services. Nothing contained in this Agreement shall create a contractual relationship with or a cause of action in favor of a third party against Contractor. The Contractor's services under this Agreement are being performed solely for the Village's benefit, and no other party or entity shall have any claim against the Contractor because of this Agreement or the performance or nonperformance of services hereunder.

3. COMPENSATION FOR SERVICES.

3.1. The Village shall compensate the Contractor for the Services in an amount not to exceed \$777,086.00 for services at Village parking structures and \$99,000.00 for services at Village Hall ("Contract Price") for the initial term of this Agreement. The Contractor shall be paid installments not more frequently than once each month ("Progress Payments"). Payments shall be made within thirty (30) days of receipt by the Village of a pay request/invoice from the Contractor. Payments shall be due and owing by the Village in accordance with the terms and

provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.*, except as set forth herein.

3.2. The Village may, at any time, by written order, make changes within the general scope of this Agreement in the Services to be performed by the Contractor. If such changes cause an increase or decrease in the amount to be paid to Contractor or time required for performance of any Services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and this Agreement shall be modified in writing accordingly. No service for which additional compensation will be charged by the Contractor shall be furnished without the written authorization of the Village.

3.3. The Contractor shall, as a condition precedent to its right to receive a progress payment, submit to the Village an invoice accompanied by such receipts, vouchers, and other documents as may be necessary to establish costs incurred for all labor, material, and other things covered by the invoice and the absence of any interest, whether in the nature of a lien or otherwise, of any party in any property, work, or fund with respect to the Services performed under this Agreement. In addition to the foregoing, such invoice shall include (a) employee classifications, rates per hour, and hours worked by each classification, and, if the Services are to be performed in separate phases, for each phase; (b) total amount billed in the current period and total amount billed to date, and, if the Services are to be performed in separate phases, for each phase; (c) the estimated percent completion, and, if the Services are to be performed in separate phases, for each phase.

3.4. Notwithstanding any other provision of this Agreement and without prejudice to any of the Village's rights or remedies, the Village shall have the right at any time or times to withhold from any payment such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to: (1) Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete; (2) damage for which the Contractor is liable under this Agreement; (3) claims of subcontractors, suppliers, or other persons performing Contractor's Services; (4) delay in the progress or completion of the Services; (5) inability of the Contractor to complete the Services; (6) failure of the Contractor to properly complete or document any pay request; (7) any other failure of Contractor to perform any of its obligations under this Agreement; or (8) the cost to the Village, including reasonable attorneys' fees and administrative costs, of correcting any of the aforesaid matters or exercising any one or more of the Village's remedies set forth in this Agreement. The Village must notify the Contractor of cause for withholding within fourteen (14) days of receiving invoice.

3.5. The Village shall be entitled to retain any and all amounts withheld pursuant to this Agreement until the Contractor shall have either performed the obligations in question or furnished security for such performance satisfactory to the Village. The Village shall be entitled to apply any money withheld or any other money due the Contractor under this Agreement to reimburse itself for any and all reasonable costs, expenses, losses, damages, liabilities, suits, judgments, awards, reasonable attorneys' fees, and administrative expenses incurred, suffered, or sustained by the Village and chargeable to the Contractor under this Agreement.

3.6. The Contractor's Services shall be considered complete on the date of final written acceptance by the Village as applicable during the term of this Agreement, which acceptance shall not be unreasonably withheld or delayed. As soon as practicable after final acceptance, the Village shall pay to the Contractor the balance of any amount due and owing under this Agreement, after deducting therefrom all charges against the Contractor as provided for in this Agreement ("Final Payment"). The acceptance by Contractor of Final Payment with respect to the Services shall operate as a full and complete release of the Village of and from any and all lawsuits, claims, demands, damages, liabilities, losses, and expenses of, by, or to the Contractor for anything done, furnished for, arising out of, relating to, or in connection with the Services, except for such claims as the Contractor reserved in writing at the time of submitting its invoice for final payment.

4. TERM AND TERMINATION.

4.1. This Agreement shall take effect at 12:00 a.m. Central/Standard time on October 4, 2022 and be in effect until 11:59 p.m. Central/Standard time on October 31, 2023.

4.2. The Village shall have the right to renew this Agreement in writing on annual basis after the initial Agreement term for two (2) optional one (1) year terms. Contractor may raise its rates on 60 days' written notice prior to the expiration of an applicable term of this Agreement to account for any increases in (a) health care, benefit, or insurance costs, (b) labor or fuel costs, (c) costs arising from changes to laws, regulations, or insurance premiums, (d) SUI or similar taxes, or (e) any other taxes, fees, costs or charges related to Contractor's services.

4.3. This Agreement may be terminated, in whole or in part, by either party without cause or penalty upon thirty days' written notice. No such termination may be affected unless the terminating party gives the other party not less than ten (10) calendar days written notice pursuant to Section 18 below of its intent to terminate.

4.4. If this Agreement is terminated by either party, the Contractor shall be paid for Services performed to the effective date of termination, including reimbursable expenses. In the event of termination, the Village shall receive reproducible copies of drawings, specifications and other documents completed by the Contractor pursuant to this Agreement.

5. INDEMNIFICATION.

5.1. To the fullest extent permitted by law, the Contractor hereby agrees to defend, indemnify and hold harmless the Village and its officers, officials, agents, employees and volunteers against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, including, but not limited to, reasonable attorney's fees and court costs (hereinafter referred to as "Claims") which may accrue against the Village or its officials, agents, employees and volunteers, but only to the extent caused by the negligent performance of the work by the Contractor, its employees, or subcontractors. However, the Contractor's

liability will in no event exceed \$7,000,000.00. Further, the Contractor will not be liable for any injuries or deaths arising from any conditions of the Village's premises.

6. INSURANCE.

6.1. The Contractor shall, at the Contractor's expense, secure and maintain in effect throughout the duration of this Agreement, insurance of the following kinds and limits set forth in this Section 6. The Contractor shall furnish Certificates of Insurance to the Village before starting work or within ten (10) days after the notice of award of the Agreement, whichever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed or authorized to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy by the insurer unless fifteen (15) days prior written notice is given to the Village. This provision (or reasonable equivalent) shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date by the insurer, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The Contractor shall require any of its subcontractors to secure and maintain insurance as set forth in this Section 6 and indemnify, hold harmless and defend the Village, officers, officials, agents, employees and volunteers as set forth in this Agreement.

6.2. The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(A) Commercial General Liability:

- i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.
- ii. Limits:

General Aggregate	\$ 2,000,000.00
Each Occurrence	\$ 1,000,000.00
Personal Injury	\$ 1,000,000.00
- iii. Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor.

(B) Workers' Compensation:

- i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who work on the Project, and in case work is sublet, the Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Agreement are not protected under workers' compensation insurance, the Contractor shall provide, and shall cause each subcontractor to provide,

adequate and suitable insurance for the protection of employees not otherwise provided.

(C) **Comprehensive Automobile Liability:**

- i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.
- ii. Limits:
Combined Single Limit \$1,000,000.00

(D) **Umbrella:**

- i. Limits:
Each Occurrence/Aggregate \$5,000,000.00

- (F) The Village and its officers, officials, agents, employees and volunteers shall be named as additional insureds on all insurance policies identified herein except workers' compensation and professional liability. Additional insureds will only be covered by Contractor's insurance for liability assumed by Contractor in this Agreement, subject to the terms of Contractor's insurance. The Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village and its officials, agents, employees and volunteers.

6.3. The Village and the Contractor agree to waive against each other all claims for special, incidental, indirect, or consequential damages arising out of, resulting from, or in any way related to the Project.

6.4. The Contractor understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided. The Contractor waives and agrees to require its insurers to waive its rights of subrogation against the Village, its officers, officials, employees, agents and volunteers.

7. SUCCESSORS AND ASSIGNS.

7.1. The Village and the Contractor each bind themselves and their partners, successors, executors, administrators and assigns to the other party of this Agreement and to the partners, successors, executors, administrators and assigns of such other party in respect to all covenants off this Agreement. Except as above, neither the Village nor the Contractor shall assign, sublet or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of any public body that may not be a party hereto, nor shall it be construed as giving any right or benefits hereunder to anyone other than the Village and the Contractor.

8. FORCE MAJEURE.

8.1. Neither the Contractor nor the Village shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to: acts of nature, war or insurrection, strikes or lockouts, walkouts, fires, natural calamities, riots or demands or requirements of governmental agencies.

9. AMENDMENTS AND MODIFICATIONS.

9.1. This Agreement may be modified or amended from time to time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of the Contractor.

10. STANDARD OF CARE.

10.1. The Contractor is responsible for the quality, technical accuracy, timely completion, and coordination of all Services furnished or required under this Agreement, and shall endeavor to perform such Services with the same skill and judgment which can be reasonably expected from similarly situated providers of such Services.

10.2. The Contractor shall be responsible for the accuracy of its Services under this Agreement and shall promptly make corrections resulting from its errors, faulty omissions, or negligent acts without additional compensation. The Village's acceptance of any of Contractor's Services shall not relieve Contractor of its responsibility to subsequently correct any such errors as required under this Agreement, provided the Village notifies Contractor thereof within one year of completion of the Contractor's Services.

10.3. The Contractor shall respond to the Village's notice of any errors and/or faulty omissions within seven (7) days of written confirmation by the Contractor of the Village's notice. Such confirmation may be in the form of a facsimile confirmation receipt by the Village, or by actual hand delivery of written notice by the Village to the Contractor.

10.4. The Contractor shall review laws, regulations, codes and standards in effect as of the date of this Agreement that applicable to Contractor's Services and shall exercise professional care and judgment to comply with said requirements imposed by governmental authorities having jurisdiction over Contractor's Services, included, but not limited to the Village.

10.5. The Contractor shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, and other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including, but not limited to, the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting

discrimination because of, or requiring affirmative action based on race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* The Contractor shall also comply with all conditions of any federal, state, or local grant received by the Village or the Contractor with respect to this Agreement.

10.6. The Contractor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body to the extent the fines or penalties arise out of the Contractor's, or its subcontractors', faulty performance of, or failure to perform, the Services required pursuant to this Agreement or any part thereof.

11. DRAWINGS, DOCUMENTS AND BOOKS, EQUIPMENT, AND RECORDS.

11.1. Drawings, plans, specifications, photos, reports, information, observations, calculations, notes and any other reports, documents, data or information, in any form, prepared, collected, or received specifically and exclusively by the Contractor for the Village in connection with any or all of the Services to be provided pursuant to this Agreement ("Documents") shall be and remain the property of the Village upon completion of the project and payment to the Contractor all amounts then due under this Agreement. Notwithstanding the foregoing, the Contractor shall maintain all rights to reuse standard details and other design features on other projects. At the Village's request, or upon termination of this Agreement, the Documents shall be delivered promptly to the Village. The Contractor shall have the right to retain copies of the Documents for its files. The Contractor shall maintain files of all Documents unless the Village shall consent in writing to the destruction of the Documents, as required herein.

11.2. The Contractor's Documents and records pursuant to this Agreement shall be maintained and made available during performance of Project Services under this Agreement and for three (3) years after completion of the Project. The Contractor shall give notice to the Village of any Documents to be disposed of or destroyed and the intended date after said period, which shall be at least ninety (90) days after the effective date of such notice of disposal or destruction. The Village shall have ninety (90) days after receipt of any such notice to given notice to the Contractor not to dispose of or destroy said Documents and to require Contractor to deliver same to the Village, at the Village's expense. The Contractor and any subcontractors shall maintain for a minimum of three (3) years after the completion of this Agreement, or for three (3) years after the termination of this Agreement, whichever comes later, adequate books, records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with the Agreement. All books, records and supporting documents related to the Agreement shall be available for review and audit by the Village and the federal funding entity, if applicable, and the Contractor agrees to cooperate fully with any audit conducted by the Village and to provide full access to all materials. Failure to maintain the books, records and supporting documents required by this subsection shall establish a presumption in favor of the Village for recovery of any funds paid by the Village under the

Agreement for which adequate books, records and supporting documentation are not available to support their purported disbursement. The Contractor shall make the Documents available for the Village's review, inspection and audit during the entire term of this Agreement and three (3) years after completion of the Project as set forth herein and shall fully cooperate in responding to any information request pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.* by providing any and all responsive documents to the Village.

11.3. The Contractor shall have the right to include among the Contractor's promotional and professional materials those drawings, renderings, other design documents and other work products that are prepared by the Contractor pursuant to this Agreement (collectively "Work Products"). The Village shall provide professional credit to the Contractor in the Village's development, promotional and other materials which include the Contractor's Work Products.

11.4. The Contractor shall furnish all records related to this Agreement and any documentation related to the Village required under an Illinois Freedom of Information Act (5 ILCS 140/1 *et seq.*) ("FOIA") request within five (5) business days after the Village issues notice of such request to the Contractor. The Contractor shall not apply any costs or charge any fees to the Village regarding the procurement of records required pursuant to a FOIA request. The Contractor agrees to defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and agrees to pay all reasonable costs connected therewith (including, but not limited to reasonable attorney's and witness fees, filing fees, and any other expenses) for the Village to defend any and all causes, actions, causes of action, disputes, prosecutions, or conflicts arising from the Contractor's violation of the FOIA, or the Contractor's failure to furnish all documentation related to a request within five business (5) days after the Village issues notice of a request. Furthermore, should the Contractor request that the Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, the Contractor shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees, and any other expenses) to defend the denial of the request. The defense shall include, but not be limited to, challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction. Contractor shall defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees and any other expenses) to defend any denial of a FOIA request by the Contractor's request to utilize a lawful exemption to the Village.

11.5 Any equipment/software provided by Contractor, and information gathered therewith, in connection with Contractor's services is for Contractor's use and will always be Contractor property. Contractor is not selling or leasing any of the equipment/software to Village, and Contractor will remove its equipment/software upon termination of the Agreement.

12. SAVINGS CLAUSE.

12.1. If any provision of this Agreement, or the application of such provision, shall be rendered or declared invalid by a court of competent jurisdiction, or by reason of it requiring any

steps, actions or results, the remaining parts or portions of this Agreement shall remain in full force and effect.

13. NON-WAIVER OF RIGHTS.

13.1. No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

13.2. This Agreement shall not prohibit the Contractor from providing engineering Services to any other public or private entity or person. In the event that the Contractor provides Services to a public or private entity or person, the Village, at its sole discretion, may determine that such Services conflict with a service to be provided to the Village by Contractor, and the Village may select another civil engineer and/or land surveyor to provide such Services as the Village deems appropriate.

14. THE VILLAGE'S REMEDIES.

14.1. If it should appear at any time prior to final payment that the Contractor has failed or refused to prosecute, or has delayed in the prosecution of, the Services to be provided pursuant to this Agreement with diligence at a rate that assures completion of the Services in full compliance with the requirements of this Agreement, or has attempted to assign this Agreement or the Contractor's rights under this Agreement, either in whole or in part, or has falsely made any representation or warranty, or has otherwise failed, refused, or delayed to perform or satisfy any other requirement of this Agreement or has failed to pay its debts as they come due ("Event of Default"), and has failed to cure, or has reasonably commenced to cure any such Event of Default within fifteen (15) business days after Contractor's receipt of written notice of such Event of Default, then the Village shall have the right, at its election and without prejudice to any other remedies provided by law or equity, to pursue any one or more of the following remedies:

14.1.1. The Village may require the Contractor, within such reasonable time as may be fixed by the Village, to complete or correct all or any part of the Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete and to take any or all other action necessary to bring Contractor and the Services into compliance with this Agreement;

14.1.2. The Village may accept the defective, damaged, flawed, unsuitable, nonconforming, incomplete, or dilatory Services or part thereof and make an equitable reduction in the Contract Price;

14.1.3. The Village may terminate this Agreement without liability for further payment of amounts due or to become due under this Agreement except for amounts due for Services properly performed prior to termination;

14.1.4. The Village may withhold any progress payment or final payment from the Contractor, whether or not previously approved, or may recover from Contractor, any and all costs, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default or as a result of actions taken by the Village in response to any Event of Default; or

14.1.5. The Village may recover any damages suffered by the Village as a result of the Contractor's Event of Default.

15. NO COLLUSION.

15.1. The Contractor hereby represents and certifies that the Contractor is not barred from contracting with a unit of state or local government as a result of: (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless Contractor is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax, as set forth in 65 ILCS 5/11-42.1-1; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 et seq. The Contractor hereby represents that the only persons, firms, or corporations interested in this Agreement are those disclosed to the Village prior to the execution of this Agreement, and that this Agreement is made without collusion with any other person, firm, or corporation. If at any time it shall be found that Contractor has in procuring this Agreement, colluded with any other person, firm, or corporation, then the Contractor shall be liable to the Village for all loss or damage that the Village may suffer thereby, and this Agreement shall, at the Village's option, be null and void and subject to termination by the Village.

16. ENTIRE AGREEMENT.

16.1. This Agreement sets forth all the covenants, conditions and promises between the parties, and it supersedes all prior negotiations, statements or agreements, either written or oral, with regard to its subject matter. There are no covenants, promises, agreements, conditions or understandings between the parties, either oral or written, other than those contained in this Agreement.

17. GOVERNING LAW AND VENUE, AND US SAFETY ACT.

17.1. This Agreement shall be governed by the laws of the State of Illinois both as to interpretation and performance.

17.2. Venue for any action brought pursuant to this Agreement shall be in the Circuit Court of Cook County, Illinois.

17.3. Notwithstanding anything to the contrary, in connection with the US Safety Act, each party waives all claims against the other for damages arising from or related to an act of

terrorism, and the parties intend for this waiver to flow down to their respective contractors and subcontractors.

18. NOTICE.

18.1. Any notice required to be given by this Agreement shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or by electronic transmission to the persons and addresses indicated below or to such other addresses as either party hereto shall notify the other party of in writing pursuant to the provisions of this subsection:

If to the Village:

Kevin J. Jackson
Village Manager
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302
Email: villagemanager@oak-park.us

If to the Contractor:

Sean Keating
Area Vice President
Securitas Security Services USA, Inc.
150 S. Wacker Drive, #50LL
Chicago, Illinois 60606
Email: sean.keating@securitasinc.com

18.2. Mailing of such notice as and when above provided shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

18.3. Notice by electronic transmission shall be effective as of date and time of fa electronic transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event electronic notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

19. BINDING AUTHORITY.

19.1. The individuals executing this Agreement on behalf of the Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Agreement.

20. HEADINGS AND TITLES.

20.1. The headings or titles of any provisions of this Agreement are for convenience or reference only and are not to be considered in construing this Agreement.

21. COUNTERPARTS; FACSIMILE OR PDF SIGNATURES.

21.1. This Agreement shall be executed in counterparts, each of which shall be considered an original and together shall be one and the same Agreement.

21.2 A facsimile or pdf/email copy of this Agreement and any signatures thereon will be considered for all purposes as an original.

22. EFFECTIVE DATE.

22.1. As used in this Agreement, the Effective Date of this Agreement shall be the last date of its execution by one of the parties as set forth below.

23. AUTHORIZATIONS.

23.1 The Contractor's authorized representatives who have executed this Agreement warrant that they have been lawfully authorized by the Contractor's board of directors or its by-laws to execute this Agreement on its behalf. The Village Manager warrants that he has been lawfully authorized to execute this Agreement. The Contractor and the Village shall deliver upon request to each other copies of all articles of incorporation, bylaws, resolutions, ordinances or other documents which evidence their legal authority to execute this Agreement on behalf of their respective parties.

24. EQUAL OPPORTUNITY EMPLOYER.

24.1. The Contractor is an equal opportunity employer and the requirements of 44 Ill. Adm. Code 750 APPENDIX A and Chapter 13 ("Human Rights") of the Oak Park Village Code are incorporated herein as though fully set forth. The Contractor shall not discriminate against any employee or applicant for employment because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work, and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization. The Contractor shall comply with all requirements of Chapter 13 ("Human Rights") of the Oak Park Village Code.

24.2. In the event of the Contractor's noncompliance with any provision of Chapter 13 ("Human Rights") of the Oak Park Village Code, the Illinois Human Rights Act or any other applicable law, the Contractor may be declared non-responsible and therefore ineligible for future Agreements or subcontracts with the Village, and the Agreement may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

24.3. In all solicitations or advertisements for employees placed by it on its behalf, the Contractor shall state that all applicants will be afforded equal opportunity without discrimination because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work.

25. CERTIFIED PAYROLL

25.1. Contractor shall be solely responsible to maintain accurate records reflecting its payroll for its employees who perform any of the Work for the Village pursuant to this Contract and shall submit certified payroll records to the Village's Director of Public Works at any time during the term of this Contract. Contractor shall provide said certified payroll records within seven (7) days upon the request of the Director of Public Works.

26. LIVING WAGE/MINIMUM WAGE


26.1. The Contractor shall comply with the Village's living wage requirements as set forth in Section 2-6-20 ("Living Wage") of the Oak Park Village Code, as amended. The Contractor shall further comply with the Cook County Minimum Wage Ordinance, codified as Sections 42-7 through 42-19 of the Cook County Code, as amended, and the minimum wage requirements of the State of Illinois set forth in 820 ILCS 105/4, as amended. The Contractor shall pay its employees the greater of the Village's living wage, the minimum wage set forth in the Cook County Minimum Wage Ordinance or the minimum wage set forth in 820 ILCS 150/4 as applicable during the term of this Contract. The Contractor shall provide any and all certified payroll records pursuant to Section 25 of this Contract above in order to determine whether the Contractor is meeting said requirement.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK -
SIGNATURE PAGE FOLLOWS]**

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

SECURITAS SECURITY SERVICES USA, INC.


By: Kevin J. Jackson
Its: Village Manager



By: Sean Keating
Its: Area Vice President


Date: October 11, 2022

Date: 10/17, 2022

ATTEST:

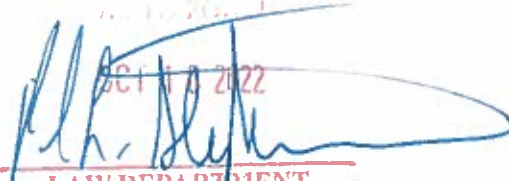
ATTEST:


By: Christina M. Waters
Its: Village Clerk


By: Olivia Gonzalez
Its: District Manager

Date: October 13, 2022

Date: 10/17, 2022

REVIEWED AND APPROVED

OCT 11 2022
LAW DEPARTMENT

Services for Village Parking Garage Structures				Hourly Rate for additional services during the term of the contract		
			Monthly Rate	Annual Fee	Officers Gross Hourly Rate	
Gamma Team Security	3520 Commercial Ave	Northbrook	Wolf Iklov	\$ 48,048	\$ 576,576	Supervisors Gross Hourly Rate
			\$30 per hour			
Securalex	651 Washington Blvd.	Chicago	Amauris Ortiz	\$ 72,089.12	\$ 865,069.40	Officers Gross Hourly Rate
			\$31.51 per hour			Supervisors Gross Hourly Rate
Securitas	150 South Wacker Drive	Chicago	Sean Keating	\$ 57,557.00	\$ 690,686.00	Officers Gross Hourly Rate
			\$28.13 per hour			Supervisors Gross Hourly Rate
Stark Security	4001 Devon Ave	Chicago	Brandon Sartor	N/A	N/A	Officers Gross Hourly Rate
						Supervisors Gross Hourly Rate
Vets Securing America	111 W Jackson	Chicago	Gerald Gregory	\$ 67,625.65	\$ 811,507.84	Officers Gross Hourly Rate
			\$28.99 per hour			Supervisors Gross Hourly Rate

REQUEST FOR PROPOSALS
INSTRUCTIONS AND SPECIFICATIONS FOR:

Village of Oak Park
SECURITY & SUPPORT STAFF SERVICES FOR VILLAGE PARKING
STRUCTURES AND SECURITY SERVICES AT VILLAGE HALL

Proposal Number: 22-101 DCS – PARKING AND MOBILITY SERVICES
Issuance Date: August 15, 2022

The Village of Oak Park (“Village”) will receive proposals for Security and Support Staffing Services at Village Parking Structures and Security Services at Village Hall as more fully set forth herein via email to development@oak-park.us. Proposals will be accepted until 4:00 p.m. local time, Tuesday September 6, 2022.

The Village reserves the right to divide the services described in this Request for Proposal between two qualified contractors.

Proposals must be submitted electronically to development@oak-park.us and the subject line should be “22-101 DCS – PARKING AND MOBILITY SERVICES.”

Proposal forms may be obtained at the Development Customer Services Department located at the address listed above or by emailing development@oak-park.us.

The Village reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal. Information is available from Development Customer Services by emailing development@oak-park.us.

Do not detach any portion of this document. Upon formal award to the successful Contractor, a written agreement will be executed for the Project in substantially the form attached.

The Village reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal.

This Request for Proposals was published on the Village of Oak Park website (www.oak-park.us) and on DemandStar on August 15, 2022.

Submission of Proposals

Proposals shall be submitted on the proposal form included herewith. The proposal shall be submitted electronically to development@oak-park.us and the subject line should be “22-101 DCS – PARKING AND MOBILITY SERVICES” and shall bear the return address of the contractor, and shall be addressed as follows.

REQUEST FOR PROPOSALS FOR:

SECURITY & SUPPORT STAFF SERVICES

Notice to Proceed

Work shall begin on a date to be determined as set forth in a **Notice to Proceed** from the Village's Director of Development Customer Services, Tammie Grossman. All work shall be completed as set forth herein pursuant to a Professional Services Agreement as substantially in the form attached hereto and incorporated herein by reference.

SECTION I

PROPOSAL INSTRUCTIONS, TERMS AND CONDITIONS

Preparation and Submission of Proposal

All proposals must be delivered electronically to the Village by the specific time indicated on the cover page. Proposals arriving after the specified time will not be accepted. The Village will not accept mailed proposals. All proposals must be submitted electronically. Proposals must be signed by an officer of the company who is authorized to enter into agreements on behalf of the company. Proposals shall be sealed in an envelope and marked as stated on the cover page.

Contract Term

The initial contract term shall be one (1) year. The Village shall have the right to renew the contract on an annual basis for two (2) optional one-year terms as set forth below. The Contractor shall begin performing the services upon the service of a notice to proceed from the Development Customer Services Director or the Director's designee.

Recertification

If the Village renews the contract for an additional one-year term, the Contractor will provide the Village with a renewed certification in the form in Section V indicating that it continues to be eligible to contract with units of local government and otherwise meets all of the requirements set forth herein. If the Contractor is not able to certify that it continues to meet all requirements, it shall provide a detailed explanation of the circumstances leading to the change in certification status.

Contract Renewal

The selected contractor may request an increase in its prices for any renewal term subject to the price increase being generally accepted in the industry. In this event, written notification stating the requested increase and supporting document justification must be provided to the Village for the renewal period forty-five (45) days prior the expiration of an applicable term of this Agreement. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below) as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than the lesser of five percent (5%) or the

above referenced CPI multiplied by the previous year's cost for services provided under this Agreement. If the Contractor fails to justify the requested increase, the Village reserves the right to reject the request and not renew this Agreement. If any price reductions are announced during any period this Agreement is in effect by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

If any price reductions are announced during any contract period by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

Award of Agreement

The Agreement will be awarded in whole or in part to the responsible Contractor or Contractors whose proposals conform to this request for proposals and which will be most advantageous to the Village, subject to price and other factors as solely determined by the Village.

Costs of Preparation

The Village is not responsible for any expenses incurred in preparing and submitting a Proposal or entering into the applicable Agreement.

Taxes not Applicable

The Village as an Illinois municipality pays neither Illinois Sales Tax nor Federal Excise Tax. Contractors should exclude any such taxes from their proposed fees.

Withdrawal of Proposals

A Contractor may withdraw its proposal at any time prior to the proposal submission deadline. No Contractor may withdraw or cancel its proposal for a period of sixty (60) calendar days after the advertised closing time for the receipt of proposals. The successful Contractor may not withdraw or cancel its proposal after having been notified that the proposal was accepted by the Village Board of Trustees.

The Village reserves the right to accept or reject any and all proposals, to waive technicalities, or to accept any item of any proposal unless the Bidder includes a restrictive limitation or condition.

Investigation of Contractors

The Village will make such investigations as are necessary to determine the ability of the Contractor to fulfill the proposal requirements. If requested, the Contractor should be prepared to present evidence to the Village of its ability to meet the proposal requirements and that it possesses the necessary facilities and financial resources to comply with the terms of this Request for Proposals. In addition, the Contractor shall furnish the Village with any information the Village may request, and shall be prepared to show completed work of a similar nature to that included in its proposal. The Village reserves the right to visit and inspect the premises and operation of any Contractor.

Rejection of Contractor

The Village will reject any proposal from any person, firm or corporation that appears to be in default or arrears on any debt, agreement or the payment of any taxes. The Village will reject any proposal from a Contractor that failed to satisfactorily complete work for the Village under any previous agreement.

Conditions

Contractors are advised to become familiar with all conditions, instructions and specifications governing the work. Contractors shall be presumed to have investigated the work sites, conditions and scope of the work before submitting a proposal.

Once an award has been made, failure to have read all the conditions, instructions and specifications of the attached Professional Services Agreement shall not be cause to request additional compensation.

Consideration of Proposals

The Village reserves the right to reject any or all proposals and to disregard any informality on the proposals when in its opinion, the best interest of the Village will be served by such action. No proposal will be accepted from or contract awarded to any person, firm or corporation that is in arrears of is in default to the Village for any debt or contract, or that has defaulted, as surety or otherwise, upon any obligation to said Village, or had failed to perform faithfully any terms of an agreement with the Village at any time.

A contractor, if requested, must present within forty-eight (48) hours evidence satisfactory to the Village of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and contract documents.

Criteria used to evaluate the proposals submitted include, but are not limited to, the following factors in the Village's discretion:

- Technical competence as evidenced by the proposal submitted;
- Experience in security industry;
- References;
- Financial capacity of the Bidder;
- Bidder's commitment to fair employment practices;
- Reasonableness of the associated costs.

Inspection

The Village has the right to inspect any materials, components or workmanship specified herein. Materials, components or workmanship that have been rejected by the Village as not in accordance with the terms of this Request for Proposals shall be replaced by the contractor at no cost to the Village.

Compliance with Applicable Laws

The Contractor will strictly comply with all Village ordinances, codes and regulations, laws, rules and regulations of the State of Illinois and any applicable federal laws, rules and regulations. See attached form agreement, incorporated herein by reference.

Governing Law

The agreement entered into by the Village and the contractor shall be governed by the laws of the State of Illinois without regard to conflicts of law. Any action brought to enforce an agreement with the Village of Oak Park must be brought in the state and federal courts located in Cook County, Illinois. See attached form agreement, incorporated herein by reference

Subcontracting

No agreement awarded by the Village shall be assigned or any part subcontracted without the prior written consent of the Village. In no case shall such consent relieve the Contractor from its obligations or change the terms of the Agreement between the Village and the contractor.

Interpretation of Agreement Documents

Any Contractor with a question about this Request for Proposals may request an interpretation thereof from the Village. If the Village changes the Request for Proposals, either by clarifying it or by changing the specifications, the Village will issue a written addendum, and will email a copy of the addendum to all prospective Contractors. The Village does not assume responsibility for receipt of such addendum. In all cases, it will be the Contractor's responsibility to obtain any addendum issued by the Village. Contractors will provide written acknowledgment of receipt of each addendum issued with the proposal submission.

Minority Business and Women Business Enterprise Requirements

The Village, in an effort to reaffirm its policy of non-discrimination, encourages the efforts of Contractors and subcontractors to take affirmative action in providing for equal employment opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status and as further set forth in the attached Professional Services Agreement.

Agreement

The selected Contractor shall enter into Professional Services Agreement with the Village in a form substantially similar to the Agreement attached hereto. The Contractor shall execute three copies of the Agreement. One fully executed copy will be returned to the Contractor.

Fees and Cost

In the event any action is brought to enforce the agreement entered into between the Contractor and the Village, each party bears the responsibility of paying its own attorneys' fees and costs.

Payment for contract service

The Village shall pay the selected Contractor on a monthly basis a flat amount equal to 1/12 of the annualized contract cost per applicable contract phase for the for its services provided during the previous month. Payment to selected Contractor(s) shall be made within 30 days of the receipt of an invoice for services as outlined in the proposal. A detailed summary of

services per location (e.g. name of location by parking structure) will be submitted to the Village for review and approval. Services provided for Village Hall shall be invoiced separately to the Village. The summary of costs shall include the work performed at the contract rate. Total payments for each phase shall not exceed the amount submitted on the Proposal Form unless prior approval is received from the Village. Invoices shall be mailed to Parking and Mobility Services, Village of Oak Park, 123 Madison Street, Oak Park, Illinois, 60302.

Invoices not accompanied by the billed month's itemized list of services provided and costs incurred will be held by the Village until such information is supplied.

Rules of the request for proposal process and specifications

- A. All contractors must conform to the specifications and other documents contained in this Request for Proposals.
- B. All proposals must be submitted in full and contain all requested documentation.
- C. All proposals must be submitted by the submission due date and time called for by the Village and submissions received after this date and time will be rejected at the discretion of the Village.

Documents to be submitted

- 1. All proposal documents required to be submitted by the Contractor in this Request for Proposals must be completed and returned together.
- 2. Company profiles/resumes of operations supervisors, supervisors, and senior executives.
- 3. A copy of the contractor's financial prospectus and a statement of any lawsuit or labor action to which the contractor is currently a party.
- 4. References from four entities who have received or continue to receive services from the contractor.
- 5. A written overview of the contractor's history. Include the number of years the contractor has been in business, the location of the corporate headquarters if applicable, and the total number of people employed by the contractor. Note any and all names that the contractor has operated under since 2002.
- 6. A description of any licensing disciplinary action taken against the contractor since 2002.
- 7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

8. A full description of initial training and ongoing training for the contractor's employees, including all subjects and categories.
9. Any special training and special activities of company pertinent to parking facilities and public facilities.
10. Proof of training and understanding of security surveillance equipment systems.
11. An overview of the training programs for supervisors, including the frequency of such programs.
12. A copy of all licenses, insurance certificates, and other pertinent information.
13. A written overview of the vendor's experience in providing security at municipal-owned or public parking structures; this overview should name specific clients and the city and state in which they are located.
14. Qualifications of all staff to be employed by the contractor who will provide services for the Village pursuant to this Request for Proposals, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.
15. A copy of the contractor's pre-employment drug testing policy.
16. A copy of the contractor's random drug testing and post-accident drug testing policy.
17. A description of the company's process for conducting pre-employment background checks and what steps are taken during the course of employment to maintain and verify employee background information.
18. An overview and description of the patrolling policies used at similar locations.
19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.
20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high-quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include

but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) personnel action prevention, (F) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:

- proposed lines of responsibility, authority, and communication;
- proposed organizational structure;
- proposed transition plan
- client relationship management plan
- description of plans that identify and resolve problems;
- an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

Dispute Resolution

The Village of Oak Park does not agree to the mandatory arbitration of any dispute. See attached form Agreement, incorporated herein by reference.

Hold Harmless

See attached form Agreement, incorporated herein by reference.

Insurance

See attached form Agreement, incorporated herein by reference.

Termination of Agreement

See attached form Agreement, incorporated herein by reference.

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SPECIAL CONDITIONS

Logo Disclaimer

In responding to this Request for Proposals, the official logo of the Village of Oak Park is not to be used in any form. Use of the Village logo is strictly prohibited by law and such use could subject the proposer to disqualification.

Accuracy Disclaimer

The Bidder shall thoroughly acquaint itself with the existing areas and conditions.

Financial Statements

Bidder also agrees that they will provide proof of financial stability by Dun and Bradstreet Report or financial statement, if called upon to do so. Failure to prove financial responsibility is cause for disqualification from this proposal.

Inspections

The Village reserves the right to visit and inspect the premises and operation of any contractor who submits a proposal.

Miscellaneous Requirements

The Village shall not be responsible for any expenses incurred by the Bidder in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

The contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise ceding its power to execute such agreement to any other person, company or corporation without the previous consent and approval in writing by the Village.

Pre-Qualification of Contractors and References

Under the terms of this Request for Proposals, all contractors in evidence to their experience and past performance must submit a list of previous security staffing experience of similar magnitude, which will be used to verify previous level of service.

Contractors shall furnish a minimum of four (4) references from accounts that they have serviced for a period of not less than six (6) months.

SECTION II **DETAILED SPECIFICATIONS**

I. Purpose

The Village of Oak Park (hereinafter the "Village") is seeking proposals from a qualified Contractor (hereinafter "Contractor") to provide Security and Support Staffing Services at Village Parking Structures and Security Services at Village Hall.

II. Background

The Village's contract with its' current provider is set to expire on October 31, 2022.

III. Definitions

For purposes of this RFP, the following definitions shall apply:

1. "Bidder" shall mean "Contractor submitting Proposal".
2. "Proposal" sometimes referred to as "bid", unless the context requires otherwise.
3. "Scope of Work" includes the requirements of Section V, subject to the additional requirements described in the RFP. Scope of Work is sometimes referred to as "Specifications."
4. "Workload" means anticipated services based upon the historical data provided.

IV. Workload

Located in Oak Park, the Parking Structures to be protected with unarmed contract staff include:

1. Holley Court Parking Garage, 1125 Ontario Street, Oak Park, IL. This is a 6-level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures.
2. The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six-level parking structure with 535 parking spaces.
3. Oak Park River Forest High School Community Garage, 137 N. Scoville Avenue, Oak Park, IL. This is a three-level garage with 300 parking spaces.
4. Lake and Forest Garage, 150 Forest Ave, Oak Park, IL. This is a five-level parking structure with 300 village- owned parking spaces.

Any additional parking garage facilities, Village-owned buildings, and/or additional services added during the term of the contract awarded to the selected Contractor will be subject to the same rates proposed by the selected Contractor in this proposal submission.

Please note: Any facility may change during the course of this agreement. As such, contractual security services would be decreased accordingly upon change of the facility.

Contractor's work is primarily support and customer services. All provided staff shall be unarmed. Security camera monitoring and patrols at all locations are also key to successful contractual services. Patrols will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevator, and storage areas. The contractor will be required to perform the following responsibilities including, but not limited to:

- Provide security camera monitoring.
- Respond to telephone and intercom requests for services. The ability to communicate verbally in a coherent, courteous and professional manner is essential. Ability to articulate fees and charges and enforce the application of fees and charges even when faced with upset or irate customers and/or the ability to know when to contact Village of Oak Park personnel for assistance.
- Provide public assistance to individuals at pay-on-foot machines and entrance/exit gates in the parking structures. This assistance includes providing general instruction on the use of credit cards in pay-on-foot machines or the proper insertion of payment tickets at the exit gates or responding to calls for assistance at pay-on-foot machines located in various sites in the parking structures. Contractor's staff will not handle nor have direct contact with any money (i.e. cash, coins or credit cards).
- Contractor will assist individuals locating where they have parked their vehicle within the parking structures.
- Conduct patrols on foot or via vehicle (provided by contractor) within the public parking structures.
- When observed, the contractor's employees should pick up trash and litter within the parking structures or surrounding grounds for proper disposal.
- As directed during times of inclement weather, contractor will transport and apply/place Village purchased materials such as salt, sand or other de-icing materials via a spreading machine. Weight of bagged salt or other materials less than 80 lbs. – most bags are 50 lbs.
- As directed, contractor will transport and apply/place Village provided traffic cones or barricades and assist with duties for the general purpose of restricting traffic/parking within or in areas immediately adjacent to the parking structures.

The Contractor is required to provide and maintain at its own expense for its employees one of the following for the purpose of traveling between parking structures as necessary to provide the patrol/security services needed:

- a late model vehicle – small pick-up or smart vehicle approved for operation on the public street is preferred; or
- a Segway

The vehicle or Segway selected above shall be marked and identified as part of the security company and shall be used by the Contractor's employees while on duty and patrolling structures.

The following is the minimum staffing required of the contractor to provide the above services subject to the Village's discretion:

Minimum Staffing (suggested times)	Day Shift 6 a.m. - 2 p.m.	Afternoon Shift 2 p.m. to 10 p.m.	Night Shift 10 p.m. to 6 a.m.
Holley Court Garage	2 FTEs Seven days/week 1 supervisor M-F	2 FTEs Seven days/week 1 supervisor T-Sa	2 FTEs Seven days/week
The Avenue Garage	1 FTE Seven days/week	1 FTE Seven days/week	0
Lake & Forest Garage	0	0	0
OPRF Community Garage*	0	0	0

* No designated contractor staff in facility. Security Camera monitoring from Holley Court Garage. Patrols as directed/needed.

While the above chart contains proposed shift schedules, the Village will review written requests for alternate shift and may approve the same in writing at the sole discretion of the Village, subject to maintenance of the minimum staffing levels identified above also at the Village's discretion.

v. Scope of Work.

These specifications cover the proposed Security and Support Staffing Services for Village Parking Structures and for Security Services at Village Hall.

1. COVERAGES TO BE PROVIDED - SUBJECT TO CHANGE BY VILLAGE OF OAK PARK

LOCATIONS LIST (ALL LOCATIONS ARE IN OAK PARK, IL)

- Holley Court Parking Garage, 1125 Ontario, Oak Park, IL. This is a 6-level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures.
- The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six-level parking structure with 535 parking spaces.
- Oak Park River Forest High School Community Garage, 137 N. Scoville. This is a three-level garage with 300 village-owned parking spaces.
- Lake and Forest Parking Garage, 150 Forest Ave, Oak Park, IL. This is a five-level parking structure with 300 village-owned parking spaces.

Parking garage structures, and/or buildings may be added or removed from service during the term of the contract. Additions will be subject to the same rates proposed by the Contractor as set forth in the Contractor's proposal.

Security services are to be provided at the following location:

- Village Hall Facility, 123 W. Madison, Oak Park, IL. Village Hall is a three-level office and administration building.

OVERVIEW OF EXISTING SECURITY INFRASTRUCTURE IN PLACE AT GARAGES:

Holley Court Parking Garage

The Holley Court Parking Garage has a CCTV and intercom system. The cameras and intercom stations at Holley Court have local annunciation and monitors. The pictures from the CCTV and the intercom stations are connected by fiber optic lines within the Holley Court Parking Garage to the staffed central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

Avenue Parking Garage

The Avenue Parking Garage has a stand-alone CCTV and intercom system. The cameras and intercom stations at the Avenue Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

Lake and Forest Parking Garage

The Lake and Forest Parking Garage CCTV and intercom system is managed and viewed by a third-party company.

OPRF Community Parking Garage

The OPRF Community Parking Garage has a CCTV and intercom system. The cameras and intercom stations at the OPRF Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

DESCRIPTION OF THE ADD ALTERNATIVE TO BE COVERED UNDER CONTRACT WITH SECURITY COMPANY VENDOR SELECTED:

The add-alternate is for security services at the following location:

1. Village Hall Facility, 123 Madison Street, Oak Park, IL. Village Hall is a three-level office and administration building.

Security Staffing at Village Hall is currently required Monday – Friday 8:30 a.m. to 5:00 p.m., plus other hours as needed in the evening. or on weekends when public meetings have been scheduled in advance. Foot patrols at this location are provided within the facility and will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevators. The successful contractor will be required to perform patrol responsibilities including:

- Via a desk/staging area at the main entrance to the Village Hall, open and close an electronic gate as directed to allow ingress and egress by employees and the public at the 9:00 a.m. general opening time of the facility. As well as the general closing time of 5:00 p.m. of Village Hall, securing other access doors.

For the initial term of the contract, additional Security Staffing at Village Hall is also required Tuesday November 1, 2022 through Wednesday November 9, 2022 from 9:00 a.m. to 5 p.m. Monday- Friday and Sunday 10 a.m. to 4:00 p.m. for early voting. Foot patrols are needed within the facility's main entrances, stairwells and elevators.

CONTRACT DIVISIBILITY:

The Village reserves the right to divide the services sought in this request for proposals between two qualified Contractors.

1. Equipment:

The Contractor shall provide all vehicles, clothing, security equipment, cell phones, safety equipment and other related materials necessary to perform the services. Security officers must carry identification clearly showing they are Village authorized security. The cost to provide these materials shall be incorporated into the Contractor's proposed bid amounts.

2. Personnel Assignment:

The Village reserves the right to designate alternative personnel of the Contractor when the Village is dissatisfied with the performance of assigned personnel during the contract term or any renewals.

3. Village Training:

The Contractor's staff will be expected to attend training on various Village policies including, but not limited to software, procedures, Village Code requirements. Such training will be provided by or through the Village, at its cost.

4. Policy Compliance:

The Contractor and its employees will be required to execute and comply with certain Village policies regarding computer software and other user agreements.

VI. Qualifications

This section of the specifications sets forth the minimum qualifications that are acceptable to the Village of Oak Park for security services to be provided at the Holley Court, The Avenue, the OPRF High School, Lake & Forest parking garages and/or the Village Hall Facility. The section is broken down into specific sub-headed requirements and consideration will be given to those contractors that meet and/or exceed the criteria below.

AGE, EDUCATION, AND EXPERIENCE

All of the selected contractor's employees shall be at least 21 years of age and high school graduates. They must also be American citizens or legal residents.

EXPERIENCE

Preference will be given to those contractors whose staff has had at least two years of experience in the contract security field. Those contractors with employees who have a minimum of two years of experience with parking facilities, parking revenue control equipment, and/or have three years of military experience with an honorable discharge will be given special consideration.

A. QUALIFICATIONS FOR SUPERVISORS

The selected contractors will ensure that all site supervisors possess the qualifications set forth above, plus a minimum of two years of site supervision experience in parking facilities and public facilities similar to the Village's facilities.

Any available references or testimonials that relate to a contractor's supervisors should be submitted with the contractor's proposal. These references will be reviewed by the Village of Oak Park.

SCREENING EVALUATION AND RECRUITING

In addition to the educational and experience qualifications set forth above, contractors who submit a proposal shall ensure that the London House psychological survey (or

approved equal provider) is officially completed by each employee and that the results of these surveys are approved by London House or an approved equal provider.

All of a contractor's employees shall undergo the state legislated mandatory levels of training in basic security before assignment.

All of a contractor's employees shall be state licensed security officers and shall possess a State of Illinois Department of Professional Regulation Card.

The selected contractor shall ensure that all of its employees possess valid and current drivers' licenses.

The selected contractor shall ensure that a criminal background check has been conducted for each of its employees and that no employees have criminal convictions.

The selected contractor shall ensure that its employees are capable of performing in a security staff environment, have sound judgment, and are ethically responsible employees.

The selected contractor shall ensure that its employees have submitted to a drug test prior to or during employment with the contractor and is drug free.

The selected contractor must be a licensed independent security provider and must fully comply with all applicable state, federal and local codes, and laws.

The selected contractor must conduct reference checks and obtain the employment history of each applicant considered for the position of security officer at any of the Village's locations. A report on the history of each applicant will be submitted to the Village prior to any employee reporting for duty at a Village location upon the Village's request.

The Village shall be provided with the records and qualifications of any new employee of the selected contractor prior to a new employee being assigned to provided services at a Village facility. The Village reserves the right to reject any employee or supervisor of the selected contractor it deems unsuitable to provide such services.

The Village reserves the right to remove any employee or supervisor of the selected contractor that behaves in an inappropriate or unprofessional manner. Examples of such behavior include, but are not limited to, any of the following while on duty at a Village facility: making personal calls, sleeping, smoking outside of designated areas and allowing visits by friends/family. The selected contractor shall make immediate arrangements to replace such an employee in coordination with the Village.

Any additional qualifications that a contractor or its employees possesses over and above those called for in these specifications shall be provided to the Village for review and consideration. Examples are bilingual qualifications, parking equipment and revenue control experience, or other technical qualifications.

SUMMARY: In addition to the above, the selected contractor's employees assigned to Village locations shall demonstrate good written and verbal communications skills, speak English, have good work attendance records, and have excellent public relations skills. Training and experience in electronic security systems, such as closed-circuit TV and computerized intercom systems shall be considered by the Village.

INDUCTION AND ONGOING TRAINING PROGRAMS.

GENERAL: This section covers the minimum training practices acceptable for the selected contractor. It is mandatory that the selected contractor identify all other available training programs and submit a full description of those programs that exceed the standards set forth herein. Such programs may include public relations or other similar training relevant to the protection of high-rise parking and public facilities.

Where classroom and field training sessions apply, selected vendor will provide the Village with a signed certificate for each employee trained that certifies successful completion of the training. Certificate should also briefly describe the training and specify the date of the training and the hours the employee spent in said training.

PRIVATE DETECTIVE PRIVATE ALARM AND PRIVATE SECURITY ACT 1993. The contractor's employees shall have received the minimum state legislated course in basic security as per the above-mentioned act and / or the equivalent of private training by the contractor.

ONGOING TRAINING CATEGORIES. Contractors shall provide a list of training categories with a full category description and a schedule of their training program (field/class). Contractors shall provide a breakdown of the number of hours per month allocated to training, upon request.

Contractors shall submit copies of documentation that verifies training, minimum of 8 hours pre-assignment or formal training plus 32 additional hours within 3 months of assignment. The following training programs are considered to be minimal acceptable standards for this contract:

- Internal and external patrolling techniques
- Public relations and good communication skills
- Reducing criminal and civil liability
- Security in law enforcement
- Life safety and fire hazard
- Bomb threats and emergency procedures
- Report writing and administration skills
- Use of force and the law
- Company philosophy of grooming and deportment
- Post order book implementation
- Site policies and procedures (Those of vendor selected and of Village of Oak Park)
- Maintaining a safe working environment

- Powers of arrest and detaining procedures
- Defensive tactics and apprehension
- Certified First Aid / CPR
- Use of AED defibrillator
- Use of chair lift at Village Hall
- General crime prevention
- Control of hostile individuals and threatening situations
- General observation skills
- Incident investigations and crime scene preservation
- Conflict management
- Relationships with local law enforcement groups
- Basic Self Defense
- Court procedures and attorney relationships
- Conduct on witness stand
- Security awareness training techniques
- Surveillance security systems and radio communications

The Basic Self-Defense course shall be the P.P.C.T. course or equivalent and the Defense Tactics Systems course shall be the Monadnock Defensive Tactic or equivalent.

MULTILEVEL PARKING FACILITIES TRAINING

The contractor shall submit an outline of training courses given to its employees that relate specifically to parking applications and municipal facilities. Descriptions of each subject should be covered and included with this submission. Methods of patrolling internally and externally should be included together with policies and procedures.

SUPERVISOR TRAINING

Though it is a requirement that all supervisors receive the levels of training specified in of this RFP, all security agency vendors are requested to provide any specific managerial training that is offered to their supervisors, in addition to the training listed required.

This section should also include a summary of career path training and promotional levels achieved through the passing of examinations and training categories.

REPORTING PROCEDURES AND POST ORDERS

GENERAL: The contractor will provide reports outlined below to the Parking & Mobility Services Manager or his/her designee in electronic format. Reporting requirements are subject to change in the sole discretion of the Village, but will generally not change in terms of workload. The final form of report(s) shall be provided by contractor to the Village for review and approval.

REPORTS REQUIRED:**A. Incident Report**

This report will be compiled for each incident experienced in the garage by contractor's staff involving public or private property damage, customer disputes, requests for Village Police Department assistance, law enforcement service requests. This includes reporting issues with technology and equipment.

B. Daily Security Checklist

This report is to be completed for each structure, by each shift noting physical condition of equipment within garage (a sample of required information is attached in the Appendix)

C. Statistical Data Sheet

This report is to be completed for each structure, by each shift, noting statistical data related to equipment failure, elevator failure and maintenance issues report to Village staff.

The contractor will gather the Incident Reports, Daily Security Checklist and Statistical Data Sheets for each week and provide them to the Parking & Mobility Services Manager or his/her designee by 11:00 A.M. every Monday. Incident Reports of a significant nature should be provided daily.

D. Monthly Incident Report

This report must be broken down by location and must include a summary of all incidents occurring at each location during the reporting month. The report must also sum the incidents recorded for each location in order to provide a total for each type of incident. Some examples of incidents include disturbances at any location, suspicious behavior, and break down or failure of equipment at any location (lights, parking ticket dispensers, etc.).

The contractor will provide the Monthly Incident Report to the Parking & Mobility Services Manager during the first week of the month following the month covered in the report.

E. Weekly Employee Schedule Report

This report will specify plans for full security coverage of all locations as well as which employees will be working which shifts for the following week. Selected vendor will submit this report by 11:00 A.M. on each Wednesday to the Parking & Mobility Services Manager or his/her designee prior to the week covered by the Weekly Employee Schedule Report being submitted.

POST ORDERS: The contractor will be required to compile a Post Order Manual, which will give a description of all duties of an employee specific to each location, specifically the entire internal and external patrolling procedures and methods used. In addition, the Post Order Manual must contain all security policies, directives, and procedures of both the contractor and the Village. A site plan for each location must be included in the Post Order Manual. Details of the CCTV and intercom systems will also be kept in the post order manual. Four (4) copies of the Post Orders will be provided to the Parking & Mobility Services Manager.

FIXED POINT COVERAGE FROM THE SECURITY ROOM AT THE HOLLEY COURT PARKING GARAGE

Holley Court Parking Garage

The contractor will provide fixed-point coverage from the Security Room at the Holley Court Parking Garage 24 hours a day, seven days per week. All mandated duties contained in the post/standing orders compiled by the contractor and the Village of Oak Park will be carried out by this supervisor during his/her shift.

It is anticipated that the supervisor's shifts will be during the critical hours of operation a minimum of five days per week. Supervisor shifts should overlap a Mon – Fri schedule and a Tuesday – Sat schedule to provide supervisors Mon-Sat. The security desk hourly coverage will be handled by trained security staff provided by the security vendor selected.

Avenue Parking Garage

A security officer will be required at the Avenue Parking Garage for a minimum of 16 hours per day, Monday through Friday. Initial hours of coverage will be 6:00 A.M. until 10:00 P.M. Coverage may be expanded if deemed necessary.

GARAGE PATROLS: The hours of operation for all four (4) garages are 24 hours per day, seven days per week, 52 weeks per year. Selected vendor will conduct 1 mobile and/or floor patrol each shift, 24 hours per day, 7 days per week at the 4 garage locations. Additional coverage may be necessary and may be added once the security operation has been established between the Village and the selected vendor. Additional coverage or locations added during the duration of contract awarded to selected vendor will be charged at the rate submitted by the vendor with this proposal.

ROVING SUPERVISION: The contractor shall ensure that the Village is also supported with roving supervision that is provided as part of the contractor's overhead and not as BILLABLE hours to any Village location. These individuals will be management staff and available to Village management staff to review questions or concerns with contractual services. In addition, they will carry out random checks at least three (3) times per month in order to monitor the security efficiency at all garage locations and ensure their familiarity with the operation.

VILLAGE HALL FACILITY: The contractor shall also provide staffing to cover regular schedule and occasional evening and weekend security at the Village Hall facility at the Village's discretion as set forth herein. Typical hours for staffing are Monday through Friday from 8:30 A.M. to 5:00 P.M. unless notified of changes. The vendor selected may need to provide coverage for special events on an as needed basis upon request. Event locations will be within the Village at Village Hall or the Public Works facility.

UNIFORMS

GENERAL: The security company selected will be responsible for providing cleaning and maintenance of all officers' uniforms. Each officer will be provided with sufficient quantities of each uniform item to ensure that a clean and professional appearance is maintained at all times. Uniforms will be as follows unless alternatives are requested by the Village of Oak Park.

- A. The contractor may elect to require all employees to wear a shirt with tie uniform or a polo shirt uniform. Due to the nature of the parking garage environment, the polo shirt uniform is preferred. In the event the shirt/tie option is elected, shirt shall be light in color (a consistent color for all staff) with a dark tie (again, same tie for all staff). Alternatively, if the polo shirt is elected, a dark color shall be selected consistent for all staff. Nameplates will be over the right breast pocket area. Security badge will be over the left breast pocket area and may alternatively be in the form of a patch that is a badge or the company logo. Should a tie be part of the uniform, it must be of the clip-on variety for officer safety.
- B. Shoes will be black lace-up and will be highly polished at all times.
- C. Belts will be single, dark colored leather.
- D. Harness duty belts will be single, dark colored leather.
- E. Military style jackets will be navy blue or of a color designated by the Village of Oak Park Parking & Mobility Services Manager.
- F. Pants will be navy blue or of a color designated by the Village of Oak Park Parking Garage Supervisors.

Winter wear will be provided by contractor to all employees and this will consist of Blauer waist length police jackets with a removable liner. Jackets should designate "security" or "customer service" so that individual employees of the contractor are easily identifiable.

The Village of Oak Park Development Customer Services Director must approve all uniform items.

EQUIPMENT: Unless otherwise stated by the client all officers will carry, and at all times be in possession of the following items of equipment:

- On duty supervisor will have a smart phone with email access to a Contractor email account.
- Vehicle or Segway provided by contractor for roving patrols of structures as set forth in this Request for Proposals:
 - Vehicle must be a late model vehicle.
 - Vehicle or Segway must be clearly marked and properly identified with the selected security vendor's name and/or logo.
 - Vehicle must be in good general condition, kept clean, and maintained for a professional appearance and reliable use.
 - If vehicle is selected, instead of Segway, must be able to transport materials such as sand, salt, traffic cones and barricades.

The Village of Oak Park Parking & Mobility Services Manager must approve all equipment. Note: Training and experience in the use of this equipment is mandatory.

VII. Licenses

Any Contractor that submits a proposal shall possess all necessary federal, state, and local licenses as are required by law, and shall, upon request, furnish satisfactory proof to the Village that the licenses are in effect during the entire period of the contract for each individual assigned to work under the contract.

VIII. Project Schedule/Term of Contract

The Village intends to review all proposals and select a Contractor in 2022. The anticipated timetable for the process is:

1. Questions due August 26th by 5:00 p.m.
2. Answers to questions will be published on August 30th at 5:00 p.m.
3. Proposals due September 6th, 2022 at 4:00 p.m.
4. Interviews, if needed, week of September 12th, 2022
5. Final award decision made by October 17th, 2022
6. Contract start date of November 1st, 2022

Proposals submitted shall be valid through 2022. A contract for services shall be executed between the Village and Contractor with contract services anticipated to become effective on November 1, 2022. All Contractor staff assigned to provide the required services shall have obtained their designated certificates and qualifications prior to the RFP submittal due date. The Village will enter into a contract with the selected Contractor for an initial term limit of twelve (12) months, with provisions for an option to renew/extend the contract for an additional two (2) years that are 12-month periods each.

IX. Proposal Requirements

All proposals must be received at the email address set forth herein no later than 4:00 PM CST on September 6th, 2022.

Late proposals shall not be accepted. Proposals must be submitted via email. Contractors are to submit all materials together in one (1) compiled PDF document, in accordance with the Instruction to Bidders, Attachment C.

Proposals must include, at a minimum, properly completed and executed all documents as required by the RFP. Proposals must be signed by an authorized official of the Contractor, along with the name of the official and his/her title typed below the signature.

The submission of the Proposal grants permission to the Village to make inquiries concerning the Contractor, its principals, officers, and directors to any persons or firms the Village deems appropriate.

The following information must be provided in the contractor's proposal:

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PRE – QUALIFICATION AND AGENCY EVALUATION

[Please attach more sheets for responses as needed.]

Company Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone #: _____ **Contact:** _____

Email address: _____

Note any and all names that the company has operated under since 2002.

State of Illinois License _____ **#** _____

Describe any licensing disciplinary action taken against the company since 2002.

What is the size and location of local office?

How long has this office been operating? _____

1. Profile/Resume of Operations Supervisor, Supervisors and Senior Executives.

All Officers Registered and/or Licensed? ☐ Yes ☐ No

3. A copy of the Company's financial prospectus and a statement of any lawsuit or labor action to which the company is currently a party.
4. List 4 references of entities for which the company has performed services or continues to perform services:

	<u>Company</u>	<u>Contact Name</u>	<u>Telephone</u>
a.	_____	_____	_____
b.	_____	_____	_____
c.	_____	_____	_____
d.	_____	_____	_____

State the number of years in this business _____.

5. A written overview of the company's history. Include the number of years the company has been in business, the location of the corporate headquarters, and the total number of people employed by the company. Note any and all names that the company has operated under since 1999.
6. A description of any licensing disciplinary action taken against the company since 2002.
7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

Describe the benefits package for employees assigned to this contract.

8. A full description of initial training and ongoing training, including all subjects and categories.

9. Any special training and special activities of company pertinent to parking facilities and public facilities.
10. Proof of training and understanding of security surveillance equipment systems.
11. An overview of the training programs for supervisors, including the frequency of such programs.
12. A copy of all licenses, insurance certificates, and other pertinent information.
13. A written overview of the company's experience in providing security at parking structures; this overview should name specific clients and the city and state in which they are located.
14. Qualifications of all staff to be employed by the company who will provide services pursuant to this Request for Proposals, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.
15. A copy of the contractor's pre-employment drug testing policy.
16. A copy of the company's random drug testing policy and post-accident drug testing policy.
17. A description of the company's process for conducting pre-employment background checks and what steps are taken to during the course of employment to maintain and verify employee background information.
18. An overview and description of the patrolling policies used at similar locations.
19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.
20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high-quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) surveillance detection, (F) personnel action prevention, (G) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:

- proposed lines of responsibility, authority, and communication;
- proposed organizational structure;
- proposed transition plan
- client relationship management plan
- description of plans that identify and resolve problems;
- an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

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X. Evaluation of Proposals

The contract will be awarded to the Contractor who submits a proposal which is in the best interests of the Village. The bidder's qualifications described in Section VI will be used to evaluate the proposals.

XI. Fee

At a minimum, the cost proposal must be broken down, as provided in the Bid Sheets. Please be very explicit in listing and describing any services or items not included in the proposal fee amounts. The proposed fees in the Bid Sheets shall be for the first year period of the contract.

XII. Instructions to Bidders

Contractor shall comply with the Instruction to Bidders, attached hereto and incorporated herein. Contractor is expected to fully inform itself as to the conditions, requirements, and Specifications before submitting bids. Failure to do so will be at the Contractor's own risk. Submitting a proposal is an assumption that the Contractor is familiar with all conditions and intends to comply with them unless otherwise noted.

XIII. Inquiries

Any inquiries regarding this Request for Proposal shall be directed to Tammie Grossman, Director of Development Customer Services. She may be contacted via email at Development@oak-park.us. Subject line should be RFP 22-101 DCS PARKING AND MOBILITY SERVICES.

All inquiries/questions related to this RFP shall be submitted no later than Friday, August 26th, at 5:00 p.m. Written answers will be posted by end of day Tuesday, August 30th, at 5:00 p.m.

XIV. Formation of Contract

Upon selection, the final contract amount may be subject to negotiation to determine exact scope of services to be provided and final contract fee amount and a contract outlining all relevant terms shall be executed by both parties. Selection does not guarantee award of the contract. In the event the Contractor and the Village fail to execute a contract, the Village will choose from the remaining proposals or issue another Request for Proposals. Award of a contract shall not be final until a written contract has been approved by the Village of Oak Park Board of Trustees and entered into between the Parties.

The Village reserves the right, at its sole discretion, to cancel or modify this RFP in part or in its entirety. The Village will not reimburse Contractor for any costs incurred in preparation or submission of the proposal. All costs of preparing proposals, including site visits and preliminary analyses, are made at the sole cost of the Contractor, and will not be reimbursed in anyway. Proposed fees should not include or consider the costs incurred in preparation of the proposal.

Proposals shall become the property of the Village upon receipt.

SECTION III
RFP SUBMITTAL REQUIREMENTS

At a minimum, the following submittal requirements shall be included in the response to the RFP:

- a. **Cover Letter**. Cover letter signed by an authorized representative of the contractor committing the contractor to provide the services as described in the RFP in accordance with the terms and conditions of this RFP and any contract awarded pursuant to the RFP process. The cover letter must include:
 1. The number of years the contractor has been in business.
 2. An overview of the experience and background of the contractor.
 3. The legal name of the entity, its principal place of business, its legal form (corporation, partnership, limited liability company, etc.), the name of all principals and/or owners and/or partners, and authority to do business in Illinois.
 4. The name and telephone number of the principal contact.
 5. A commitment to comply with all OSHA and other federal, state, and city safety standards.
- b. **Narrative** demonstrating the exact type and nature of the Contractor's proposed services and how they accomplish the objectives of the work as well as the ability to rapidly respond to the needs of the Village. The Village will also evaluate the completeness and reasonableness of the firm's set forth above. The narrative should describe the role of and introduce each key individual in the contractor's organization that will actively be involved in the performance of the services requested herein.
- c. **Professional Licenses**. Contractor shall provide evidence and copies of any and all required licenses from the State of Illinois. All documents shall be kept current and valid. At Contractor's sole expense, it shall procure all necessary licenses, certifications and permits needed to conduct the required work.

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SECTION IV
PROPOSAL FORM (Pricing)

The undersigned contractor agrees to all terms and conditions of the preceding specifications in the attached Personal Services Agreement and will furnish all the insurance documents and security deposits as stipulated. Please provide unit prices listed below for 2022.

We undertake to provide a qualified security and support staffing services at **Parking Garage Structures and Village Hall (optional)** in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be provided, and all terms and conditions contained in the contractual documents of the Village of Oak Park for the annual sum of:

Services for Village Parking Garage Structures

Holley Court, The Avenue, Lake & Forest and OPRF High School parking garages:

For a Total of: \$_____ per month

(_____ Dollars _____ Cents).

Total Annualized amount \$_____ for a twelve-month period.

Village Hall Security Services: We undertake to provide a qualified **security guard operation at Village Hall** in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be proved, and all terms and conditions contained the contractual documents of the Village of Oak Park for the hourly price of:

\$_____ per hour.

(_____ Dollars _____ Cents) per hour.

We further agree that the hourly rates and other costs specified in this proposal will remain in force for a period of 12 months from the date that the security operation commences and that all specified training will be carried out, documented and confirmed to the client on a monthly basis.

HOURLY RATE FOR ADDITIONAL SERVICES DURING THE TERM OF CONTRACT

STAFF	
Officers Gross Hourly Rate	\$
Supervisors Gross Hourly Rate	\$

This contract may be canceled by either party subject to sixty (60) days written notice.

Security Company:

Authorized Signature: _____

Position/Title: _____

Date: _____

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SIGNATURE PAGE

Proposal Signature: _____

State of _____) County of _____)

(Type Name of Individual Signing)

_____being first duly sworn on oath deposes and says that the contractor on the above proposal is organized as indicated below and that all statements herein made on behalf of such contractor and that their deponent is authorized to make them, and also deposes and says that deponent has examined and carefully prepared their proposal from the Agreement Specifications and has checked the same in detail before submitting this Proposal; that the statements contained herein are true and correct.

Signature of contractor authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of contractor shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Dated: _____/_____/2022 _____
Organization Name
(Seal - If Corporation)

By:

Authorized Signature Address

Telephone

Subscribed and sworn to before me this _____ day of _____,
2022.

_____ in the State of _____. My
Commission
Notary Public

Expires on ____/____/_____. PROPOSAL FORM continued

Complete Applicable Paragraph Below

(a) Corporation

The contractor is a corporation, which operates under the legal name of _____ and is organized and existing under the laws of the State of _____. The full names of its Officers are:

President _____

Secretary _____

Treasurer _____

The corporation does have a corporate seal. (In the event that this proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

(b) Partnership

Names, Signatures, and Addresses of all Partners

The partnership does business under the legal name of _____, which name is registered with the office of _____ in the county of _____.

(c) Sole Proprietor

The contractor is a Sole Proprietor whose full name is _____.

If the contractor is operating under a trade name, said trade name is _____,

which name is registered with the office of _____

in the county of _____.

Signed: _____
Sole Proprietor

In compliance with the above, the undersigned offers and agrees, if his/her proposal is accepted within ninety (90) calendar days from date of opening, to furnish any or all of the items upon which prices are quoted, at the price set opposite each item, delivered at the designated point within the time specified above.

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SECTION V
VENDOR/CONTRACTOR CERTIFICATION

_____, as part of its proposal on agreement for 2022 DCS Parking and Mobility Services for the Village of Oak Park Village Hall, hereby certifies that said contractor selected is not barred from proposing on the aforementioned agreement as a result of a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 et seq., or Section 2-6-12 of the Oak Park Village Code.

(Authorized Agent of contractor selected)

Subscribed and sworn to before me this _____ day of _____, 2022.

Notary Public's Signature

- Notary Public Seal -

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SECTION VI
TAX COMPLIANCE AFFIDAVIT

_____, being first duly sworn, deposes and says:

that he/she is _____ of
(partner, officer, owner, etc.)

(contractor selected)

The individual or entity making the foregoing proposal or proposal certifies that he/she is not barred from entering into an agreement with the Village of Oak Park because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. The individual or entity making the proposal or proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the municipality to recover all amounts paid to the individual or entity under the agreement in civil action.

By: _____
Its:

(name of contractor if the contractor is an individual)
(name of partner if the contractor is a partnership)
(name of officer if the contractor is a corporation)

The above statement must be subscribed and sworn to before a notary public.

Subscribed and sworn to before me this _____ day of _____, 2022.

Notary Public's Signature

- Notary Public Seal -

Minority Business and Women Business Enterprises Requirements

The Village in an effort to reaffirm its policy of non-discrimination, encourages and applauds the efforts of contractors and subcontractors in taking affirmative action and providing equal employment opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status as more fully set forth in the attached Professional Services Agreement.

Reporting Requirements

The following forms must be completed in their entirety, notarized and included as part of the proposal document. Failure to respond truthfully to any question on the list or failure to cooperate fully with further inquiry by the Village will result in disqualification of your proposal.

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SECTION VII
ORGANIZATION OF FIRM

Please fill out the applicable section:

A. Corporation:

The Contractor is a corporation, legally named _____ and is organized and existing in good standing under the laws of the State of _____. The full names of its Officers are:

President _____

Secretary _____

Treasurer _____

Registered Agent Name and Address: _____

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

B. Sole Proprietor:

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is _____, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:

The Contractor is a Partnership which operates under the name _____

The following are the names, addresses and signatures of all partners:

Signature

Signature

(Attach additional sheets if necessary.) If so, check here ____.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

D. Affiliates: The name and address of any affiliated entity of the business, including a description of the affiliation: _____

Signature of Owner

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SECTION VIII
COMPLIANCE AFFIDAVIT

I, _____, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) _____ of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;
2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;
3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;
5. Neither the Proposing Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to Bid rigging and Bid rotating, or Section 2-6-12 of the Oak Park Village Code relating to "Proposing Requirements".
6. The Proposing Firm has the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Proposing Firm nor its affiliates is barred from agreeing with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.
8. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. Also complete the attached EEO Report or Submit an EEO-1.
9. I certify that the Contractor is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

¹ Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.

Signature: _____

Name and address of Business: _____

Telephone _____ E-Mail _____

Subscribed to and sworn before me this _____ day of _____, 2022.

Notary Public

- Notary Public Seal -

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SECTION IX
M/W/DBE STATUS AND EEO REPORT

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. For assistance in completing this form, contact Development Customer Services at 708-358-5420.

1. Contractor Name: _____
2. Check here if your firm is:
 - ☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
 - ☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
 - ☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
 - ☐ None of the above

[Submit copies of any W/W/DBE certifications]

3. What is the size of the firm's current stable work force?
 - _____ Number of full-time employees
 - _____ Number of part-time employees
4. Similar information will be requested of all sub-contractors working on this agreement. Forms will be furnished to the lowest responsible Contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: _____

Date: _____

[THIS SPACE LEFT INTENTIONALLY BLANK]

EEO REPORT

RES 22-247_B_101022

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. An incomplete form will disqualify your Bid. For assistance in completing this form, contact the Purchasing Department at 708-358-5473.

An EEO-1 Report may be submitted in lieu of this report

Contractor Name

Total Employees

Job Categories	Total Employees	Total Males	Total Females	Males				Females				Total Minorities
				Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	
Officials & Managers												
Professionals												
Technicians												
Sales Workers												
Office & Clerical												
Semi-Skilled												
Laborers												
Service Workers												
TOTAL												
Management Trainees												
Apprentices												

This completed and notarized report must accompany your Bid. It should be attached to your Affidavit of Compliance. Failure to include it with your Bid will be disqualify you from consideration.

being first duly sworn, deposes and says that he/she is the (Title or Officer)

(Name of Person Making Affidavit)

of and that the above EEO Report information is true and accurate and is submitted with the intent that it

be relied upon. Subscribed and sworn to before me this day of , 2014.

(Signature) (Date)

SECTION X

FAIR EMPLOYMENT PRACTICES
AFFIDAVIT OF COMPLIANCE

NOTE: This affidavit must be executed and submitted with the signed proposal form. No proposals can be accepted by the Board of Trustees of the Village of Oak Park unless said affidavit is submitted concurrently with the proposal.

_____, being first duly sworn, deposes and says that
(Name of person making the Affidavit)

_____ of _____ and that he/she
(Title or Office) (Name of Company)

has the authority to make the following affidavit; that he/she has the knowledge of the

Village of Oak Park Ordinance relating to Fair Employment Practices and knows and

understands the contents thereof; that he/she certifies hereby that _____
(Name of

_____ is an "Equal Opportunity Employer" as defined by Section 2000
company)

(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal

Executive Orders #11246 and #11375 which are incorporated herein by reference.

Subscribed and sworn to before

me this _____ day of

_____, 2022.

Notary Public

SECTION XI**VILLAGE OF OAK PARK LETTER OF INTENT FROM MBE /WBE
TO PERFORM AS A SUBCONTRACTOR, SUPPLIER AND/OR CONSULTANT**

M/WBE Firm: _____ contract #: _____

Address: _____ City/State/Zip: _____

Contact Person: _____ Phone: _____ Fax: _____

Certification Expiration Date: _____

Race/Gender: _____

Will the M/WBE firm be subcontracting any of the performance of this contract to another firm?

☐ No☐ Yes – Please attach explanation.

Proposed Subcontractor:

The undersigned M/WBE is prepared to provide the following Commodities and or Services for the above named Project/contract:

Indicate the **Total Dollar Amount**, the **Percentage**, and the **Terms of Payment** for the above-described Commodities/Services:

(If more space is needed to fully describe the M/WBE Firm's proposed scope of work and/or payment schedule, attach additional sheets.)

Prime bidder declares and affirms that the facts and representations set forth herein are true and correct and no material facts have been omitted.

Signature (M/WBE)_____
Signature (Prime bidder)_____
Print Name_____
Print Name_____
Firm Name_____
Firm Name

SCHEDULE C (continued)

Date

Date

Subscribed and sworn before me this _____ day of _____, 2022,

Signature of Notary Public

(SEAL)

My Commission expires on _____

[THIS SPACE LEFT INTENTIONALLY BLANK]

SECTION XII

NO PROPOSAL EXPLANATION

If your firm does not wish to propose on the attached specifications, the Village of Oak Park would be interested in any explanation or comment you may have as to what prevented your firm from submitting a Proposal.

Thank you.

RFP Name: Village of Oak Park 2022 SECURITY & SUPPORT STAFFING SERVICES

Comments:

Signed: _____

Phone: _____

[THIS SPACE LEFT INTENTIONALLY BLANK]

APPENDIX**Daily Security Checklist Report**

Structure Name <i>circle one</i> :		Holley Ct	Avenue	L & F	OPRF
Date:		Shift:		Performed by:	
Activity	Detail			Comment	
Ticket Spitters	Marion	Ontario	Alley	Avenue	
Gates					
Pay Station					
Intercom					
Stairwell					
Vandalism					
Main Office Cleanliness					
Doors					
Trash Removal					
Garage Lights Checked					
Elevator Intercom Checked					
Snow and Ice Cleared					
Supervisor Signature				Date:	

Example Only
(actual report may be different)



PROFESSIONAL SERVICES AGREEMENT

THIS PROFESSIONAL SERVICES AGREEMENT (hereinafter referred to as the "Agreement") is entered into this _____ day of _____, 2022, between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the "Village"), _____, a _____ (hereinafter referred to as the "Contractor").

RECITAL

WHEREAS, the Village intends to have the Contractor provide staffing and security services at the Villa's parking garage structures and at Village Hall pursuant to the Village's Request for Proposals dated _____, 2022, attached hereto and incorporated herein by reference and the Contractor's Proposal dated _____, 2022, attached hereto and incorporated herein by reference (hereinafter referred to as the "Services").

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

1. RECITAL INCORPORATED.

The above recital is incorporated herein as though fully set forth.

2. SERVICES OF THE CONTRACTOR.

2.1. The Contractor shall provide its Services pursuant to this Agreement, the Village's Request for Proposals (hereinafter referred to as the "RFP") and the Contractor's Proposal (hereinafter referred to as the "Proposal"). The Village shall approve the use of any subcontractors by the Contractor to perform any of the Services that are the subject of this Agreement.

2.2. The Contractor shall submit to the Village all reports, documents, data, and information set forth in the Project. The Village shall have the right to require such corrections as may be reasonably necessary to make any required submittal conform to this Agreement. The Contractor shall be responsible for any delay in the Services to be provided pursuant to this Agreement due to the Contractor's failure to provide any required submittal in conformance with this Agreement.

2.3. In case of a conflict between provisions of the Contractor's Proposal and this Agreement or the Village's Request for Proposals, this Agreement and/or the Village's Request for Proposals shall control to the extent of such conflict.

2.4. Village Authorized Representative. The Village's Development Customer Services or the Director's designee shall be deemed the Village's authorized representative, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Agreement. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The Village shall have the right to change its authorized representative by providing the Contractor with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.5. Contractor's Authorized Representative. In connection with the foregoing and other actions to be taken under this Agreement, the Contractor hereby designates _____ as its authorized representative who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding the Contractor. The Village is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Contractor as having been properly and legally given by the Contractor. The Contractor shall have the right to change its Authorized Representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.6 The Contractor shall be an independent Contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Services. Nothing contained in this Agreement shall create a contractual relationship with or a cause of action in favor of a third party against Contractor. The Contractor's services under this Agreement are being performed solely for the Village's benefit, and no other party or entity shall have any claim against the Contractor because of this Agreement or the performance or nonperformance of services hereunder.

3. COMPENSATION FOR SERVICES.

3.1. The Village shall compensate the Contractor for the Services in an amount not to exceed \$_____ ("Contract Price") on annual basis for the initial term of this Agreement. The Contractor shall be paid installments not more frequently than once each month ("Progress Payments"). Payments shall be made within thirty (30) days of receipt by the Village of a pay request/invoice from the Contractor. Payments shall be due and owing by the Village in accordance with the terms and provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.*, except as set forth herein.

3.2. The Village may, at any time, by written order, make changes within the general scope of this Agreement in the Services to be performed by the Contractor. If such changes cause an increase or decrease in the amount to be paid to Contractor or time required for performance

of any Services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and this Agreement shall be modified in writing accordingly. No service for which additional compensation will be charged by the Contractor shall be furnished without the written authorization of the Village.

3.3. The Contractor shall, as a condition precedent to its right to receive a progress payment, submit to the Village an invoice accompanied by such receipts, vouchers, and other documents as may be necessary to establish costs incurred for all labor, material, and other things covered by the invoice and the absence of any interest, whether in the nature of a lien or otherwise, of any party in any property, work, or fund with respect to the Services performed under this Agreement. In addition to the foregoing, such invoice shall include (a) employee classifications, rates per hour, and hours worked by each classification, and, if the Services are to be performed in separate phases, for each phase; (b) total amount billed in the current period and total amount billed to date, and, if the Services are to be performed in separate phases, for each phase; (c) the estimated percent completion, and, if the Services are to be performed in separate phases, for each phase.

3.4. Notwithstanding any other provision of this Agreement and without prejudice to any of the Village's rights or remedies, the Village shall have the right at any time or times to withhold from any payment such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to: (1) Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete; (2) damage for which the Contractor is liable under this Agreement; (3) claims of subcontractors, suppliers, or other persons performing Contractor's Services; (4) delay in the progress or completion of the Services; (5) inability of the Contractor to complete the Services; (6) failure of the Contractor to properly complete or document any pay request; (7) any other failure of Contractor to perform any of its obligations under this Agreement; or (8) the cost to the Village, including reasonable attorneys' fees and administrative costs, of correcting any of the aforesaid matters or exercising any one or more of the Village's remedies set forth in this Agreement. The Village must notify the Contractor of cause for withholding within fourteen (14) days of receiving invoice.

3.5. The Village shall be entitled to retain any and all amounts withheld pursuant to this Agreement until the Contractor shall have either performed the obligations in question or furnished security for such performance satisfactory to the Village. The Village shall be entitled to apply any money withheld or any other money due the Contractor under this Agreement to reimburse itself for any and all reasonable costs, expenses, losses, damages, liabilities, suits, judgments, awards, reasonable attorneys' fees, and administrative expenses incurred, suffered, or sustained by the Village and chargeable to the Contractor under this Agreement.

3.6. The Contractor's Services shall be considered complete on the date of final written acceptance by the Village as applicable during the term of this Agreement, which acceptance shall not be unreasonably withheld or delayed. As soon as practicable after final acceptance, the Village shall pay to the Contractor the balance of any amount due and owing under this Agreement, after deducting therefrom all charges against the Contractor as provided for in this

Agreement ("Final Payment"). The acceptance by Contractor of Final Payment with respect to the Services shall operate as a full and complete release of the Village of and from any and all lawsuits, claims, demands, damages, liabilities, losses, and expenses of, by, or to the Contractor for anything done, furnished for, arising out of, relating to, or in connection with the Services, except for such claims as the Contractor reserved in writing at the time of submitting its invoice for final payment.

4. TERM AND TERMINATION.

4.1. This Agreement shall take effect upon the Effective Date as defined herein and shall expire on the one-year anniversary of the Effective Date at 11:59 a.m.

4.2. The Village shall have the right to renew this Agreement in writing on annual basis after the initial Agreement term for two (2) optional one (1) year terms. The Contractor may request an adjustment in its rates for a renewal term subject to the price increase being generally accepted in the industry. In this event, written notification stating the requested increase and supporting document justification must be provided to the Village for the renewal period forty-five (45) days prior the expiration of an applicable term of this Agreement. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below) as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than the lesser of five percent (5%) or the above referenced CPI multiplied by the previous year's cost for services provided under this Agreement. If the Contractor fails to justify the requested increase, the Village reserves the right to reject the request and not renew this Agreement. If any price reductions are announced during any period this Agreement is in effect by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

4.3. This Agreement may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party. The Village may terminate this Agreement, in whole or in part, for its convenience. No such termination may be affected unless the terminating party gives the other party not less than ten (10) calendar days written notice pursuant to Section 18 below of its intent to terminate.

4.4. If this Agreement is terminated by either party, the Contractor shall be paid for Services performed to the effective date of termination, including reimbursable expenses. In the event of termination, the Village shall receive reproducible copies of drawings, specifications and other documents completed by the Contractor pursuant to this Agreement.

5. **INDEMNIFICATION.**

5.1. To the fullest extent permitted by law, the Contractor hereby agrees to defend, indemnify and hold harmless the Village and its officers, officials, agents, employees and volunteers against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, including, but not limited to, reasonable attorney's fees and court costs (hereinafter referred to as "Claims") which may accrue against the Village or its officials, agents, employees and volunteers to the extent caused by the negligent performance of the work by the Contractor, its employees, or subcontractors, except for the negligence of the Village or its officers, officials, agents, employees and volunteers.

6. **INSURANCE.**

6.1. The Contractor shall, at the Contractor's expense, secure and maintain in effect throughout the duration of this Agreement, insurance of the following kinds and limits set forth in this Section 6. The Contractor shall furnish Certificates of Insurance to the Village before starting work or within ten (10) days after the notice of award of the Agreement, whichever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed or authorized to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy by the insurer unless fifteen (15) days prior written notice is given to the Village. This provision (or reasonable equivalent) shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date by the insurer, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The Contractor shall require any of its subcontractors to secure and maintain insurance as set forth in this Section 6 and indemnify, hold harmless and defend the Village, officers, officials, agents, employees and volunteers as set forth in this Agreement.

6.2. The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

- | | | |
|------|--|-----------------|
| (A) | Commercial General Liability: | |
| i. | Coverage to include, Broad Form Property Damage, Contractual and Personal Injury. | |
| ii. | Limits: | |
| | General Aggregate | \$ 2,000,000.00 |
| | Each Occurrence | \$ 1,000,000.00 |
| | Personal Injury | \$ 1,000,000.00 |
| iii. | Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor. | |

- (B) **Workers' Compensation:**
- i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who work on the Project, and in case work is sublet, the Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Agreement are not protected under workers' compensation insurance, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.
- (C) **Comprehensive Automobile Liability:**
- i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.
 - ii. Limits:

Combined Single Limit	\$1,000,000.00
-----------------------	----------------
- (D) **Umbrella:**
- i. Limits:

Each Occurrence/Aggregate	\$5,000,000.00
---------------------------	----------------
- (F) The Village and its officers, officials, agents, employees and volunteers shall be named as additional insureds on all insurance policies identified herein except workers' compensation and professional liability. The Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village and its officials, agents, employees and volunteers.

6.3. The Village and the Contractor agree to waive against each other all claims for special, incidental, indirect, or consequential damages arising out of, resulting from, or in any way related to the Project.

6.4. The Contractor understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided. The Contractor waives and agrees to require its insurers to waive its rights of subrogation against the Village, its officers, officials, employees, agents and volunteers.

7. SUCCESSORS AND ASSIGNS.

7.1. The Village and the Contractor each bind themselves and their partners, successors, executors, administrators and assigns to the other party of this Agreement and to the

partners, successors, executors, administrators and assigns of such other party in respect to all covenants of this Agreement. Except as above, neither the Village nor the Contractor shall assign, sublet or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of any public body that may not be a party hereto, nor shall it be construed as giving any right or benefits hereunder to anyone other than the Village and the Contractor.

8. FORCE MAJEURE.

8.1. Neither the Contractor nor the Village shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to: acts of nature, war or insurrection, strikes or lockouts, walkouts, fires, natural calamities, riots or demands or requirements of governmental agencies.

9. AMENDMENTS AND MODIFICATIONS.

9.1. This Agreement may be modified or amended from time to time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of the Contractor.

10. STANDARD OF CARE.

10.1. The Contractor is responsible for the quality, technical accuracy, timely completion, and coordination of all Services furnished or required under this Agreement, and shall endeavor to perform such Services with the same skill and judgment which can be reasonably expected from similarly situated providers of such Services.

10.2. The Contractor shall be responsible for the accuracy of its Services under this Agreement and shall promptly make corrections resulting from its errors, omissions, or negligent acts without additional compensation. The Village's acceptance of any of Contractor's Services shall not relieve Contractor of its responsibility to subsequently correct any such errors or omissions, provided the Village notifies Contractor thereof within one year of completion of the Contractor's Services.

10.3. The Contractor shall respond to the Village's notice of any errors and/or omissions within seven (7) days of written confirmation by the Contractor of the Village's notice. Such confirmation may be in the form of a facsimile confirmation receipt by the Village, or by actual hand delivery of written notice by the Village to the Contractor.

10.4. The Contractor shall review laws, regulations, codes and standards in effect as of the date of this Agreement that applicable to Contractor's Services and shall exercise professional care and judgment to comply with said requirements imposed by governmental authorities having jurisdiction over Contractor's Services, included, but not limited to the Village.

10.5. The Contractor shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, and other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including, but not limited to, the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting discrimination because of, or requiring affirmative action based on race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* The Contractor shall also comply with all conditions of any federal, state, or local grant received by the Village or the Contractor with respect to this Agreement.

10.6. The Contractor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of or in connection with the Contractor's, or its subcontractors', performance of, or failure to perform, the Services required pursuant to this Agreement or any part thereof.

11. DRAWINGS, DOCUMENTS AND BOOKS AND RECORDS.

11.1. Drawings, plans, specifications, photos, reports, information, observations, calculations, notes and any other reports, documents, data or information, in any form, prepared, collected, or received by the Contractor in connection with any or all of the Services to be provided pursuant to this Agreement ("Documents") shall be and remain the property of the Village upon completion of the project and payment to the Contractor all amounts then due under this Agreement. Notwithstanding the foregoing, the Contractor shall maintain all rights to reuse standard details and other design features on other projects. At the Village's request, or upon termination of this Agreement, the Documents shall be delivered promptly to the Village. The Contractor shall have the right to retain copies of the Documents for its files. The Contractor shall maintain files of all Documents unless the Village shall consent in writing to the destruction of the Documents, as required herein.

11.2. The Contractor's Documents and records pursuant to this Agreement shall be maintained and made available during performance of Project Services under this Agreement and for three (3) years after completion of the Project. The Contractor shall give notice to the Village of any Documents to be disposed of or destroyed and the intended date after said period, which shall be at least ninety (90) days after the effective date of such notice of disposal or destruction. The Village shall have ninety (90) days after receipt of any such notice to give notice to the Contractor not to dispose of or destroy said Documents and to require Contractor to deliver same to the Village, at the Village's expense. The Contractor and any subcontractors shall maintain for a minimum of three (3) years after the completion of this Agreement, or for three (3) years after the termination of this Agreement, whichever comes later, adequate books,

records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with the Agreement. All books, records and supporting documents related to the Agreement shall be available for review and audit by the Village and the federal funding entity, if applicable, and the Contractor agrees to cooperate fully with any audit conducted by the Village and to provide full access to all materials. Failure to maintain the books, records and supporting documents required by this subsection shall establish a presumption in favor of the Village for recovery of any funds paid by the Village under the Agreement for which adequate books, records and supporting documentation are not available to support their purported disbursement. The Contractor shall make the Documents available for the Village's review, inspection and audit during the entire term of this Agreement and three (3) years after completion of the Project as set forth herein and shall fully cooperate in responding to any information request pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.* by providing any and all responsive documents to the Village.

11.3. The Contractor shall have the right to include among the Contractor's promotional and professional materials those drawings, renderings, other design documents and other work products that are prepared by the Contractor pursuant to this Agreement (collectively "Work Products"). The Village shall provide professional credit to the Contractor in the Village's development, promotional and other materials which include the Contractor's Work Products.

11.4. The Contractor shall furnish all records related to this Agreement and any documentation related to the Village required under an Illinois Freedom of Information Act (5 ILCS 140/1 *et. seq.*) ("FOIA") request within five (5) business days after the Village issues notice of such request to the Contractor. The Contractor shall not apply any costs or charge any fees to the Village regarding the procurement of records required pursuant to a FOIA request. The Contractor agrees to defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and agrees to pay all reasonable costs connected therewith (including, but not limited to reasonable attorney's and witness fees, filing fees, and any other expenses) for the Village to defend any and all causes, actions, causes of action, disputes, prosecutions, or conflicts arising from the Contractor's actual or alleged violation of the FOIA, or the Contractor's failure to furnish all documentation related to a request within five (5) days after the Village issues notice of a request. Furthermore, should the Contractor request that the Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, the Contractor shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees, and any other expenses) to defend the denial of the request. The defense shall include, but not be limited to, challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction. Contractor shall defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees and any other expenses) to defend any denial of a FOIA request by the Contractor's request to utilize a lawful exemption to the Village.

12. SAVINGS CLAUSE.

12.1. If any provision of this Agreement, or the application of such provision, shall be rendered or declared invalid by a court of competent jurisdiction, or by reason of it requiring any steps, actions or results, the remaining parts or portions of this Agreement shall remain in full force and effect.

13. NON-WAIVER OF RIGHTS.

13.1. No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

13.2. This Agreement shall not prohibit the Contractor from providing engineering Services to any other public or private entity or person. In the event that the Contractor provides Services to a public or private entity or person, the Village, at its sole discretion, may determine that such Services conflict with a service to be provided to the Village by Contractor, and the Village may select another civil engineer and/or land surveyor to provide such Services as the Village deems appropriate.

14. THE VILLAGE'S REMEDIES.

14.1. If it should appear at any time prior to final payment that the Contractor has failed or refused to prosecute, or has delayed in the prosecution of, the Services to be provided pursuant to this Agreement with diligence at a rate that assures completion of the Services in full compliance with the requirements of this Agreement, or has attempted to assign this Agreement or the Contractor's rights under this Agreement, either in whole or in part, or has falsely made any representation or warranty, or has otherwise failed, refused, or delayed to perform or satisfy any other requirement of this Agreement or has failed to pay its debts as they come due ("Event of Default"), and has failed to cure, or has reasonably commenced to cure any such Event of Default within fifteen (15) business days after Contractor's receipt of written notice of such Event of Default, then the Village shall have the right, at its election and without prejudice to any other remedies provided by law or equity, to pursue any one or more of the following remedies:

14.1.1. The Village may require the Contractor, within such reasonable time as may be fixed by the Village, to complete or correct all or any part of the Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete and to take any or all other action necessary to bring Contractor and the Services into compliance with this Agreement;

14.1.2. The Village may accept the defective, damaged, flawed, unsuitable, nonconforming, incomplete, or dilatory Services or part thereof and make an equitable reduction in the Contract Price;

14.1.3. The Village may terminate this Agreement without liability for further payment of amounts due or to become due under this Agreement except for amounts due for Services properly performed prior to termination;

14.1.4. The Village may withhold any progress payment or final payment from the Contractor, whether or not previously approved, or may recover from Contractor, any and all costs, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default or as a result of actions taken by the Village in response to any Event of Default; or

14.1.5. The Village may recover any damages suffered by the Village as a result of the Contractor's Event of Default.

15. NO COLLUSION.

15.1. The Contractor hereby represents and certifies that the Contractor is not barred from contracting with a unit of state or local government as a result of: (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless Contractor is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax, as set forth in 65 ILCS 5/11-42.1-1; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 *et seq.* The Contractor hereby represents that the only persons, firms, or corporations interested in this Agreement are those disclosed to the Village prior to the execution of this Agreement, and that this Agreement is made without collusion with any other person, firm, or corporation. If at any time it shall be found that Contractor has in procuring this Agreement, colluded with any other person, firm, or corporation, then the Contractor shall be liable to the Village for all loss or damage that the Village may suffer thereby, and this Agreement shall, at the Village's option, be null and void and subject to termination by the Village.

16. ENTIRE AGREEMENT.

16.1. This Agreement sets forth all the covenants, conditions and promises between the parties, and it supersedes all prior negotiations, statements or agreements, either written or oral, with regard to its subject matter. There are no covenants, promises, agreements, conditions or understandings between the parties, either oral or written, other than those contained in this Agreement.

17. GOVERNING LAW AND VENUE.

17.1. This Agreement shall be governed by the laws of the State of Illinois both as to interpretation and performance.

17.2 Venue for any action brought pursuant to this Agreement shall be in the Circuit Court of Cook County, Illinois.

18. NOTICE.

18.1. Any notice required to be given by this Agreement shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or by electronic transmission to the persons and addresses indicated below or to such other addresses as either party hereto shall notify the other party of in writing pursuant to the provisions of this subsection:

If to the Village:

Village Manager
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302
Email: villagemanager@oak-park.us

If to the Contractor:

Email: _____

18.2. Mailing of such notice as and when above provided shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

18.3. Notice by electronic transmission shall be effective as of date and time of fa electronic transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event electronic notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

19. BINDING AUTHORITY.

19.1. The individuals executing this Agreement on behalf of the Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Agreement.

20. HEADINGS AND TITLES.

20.1. The headings or titles of any provisions of this Agreement are for convenience or reference only and are not to be considered in construing this Agreement.

21. COUNTERPARTS; FACSIMILE OR PDF SIGNATURES.

21.1. This Agreement shall be executed in counterparts, each of which shall be considered an original and together shall be one and the same Agreement.

21.2 A facsimile or pdf/email copy of this Agreement and any signatures thereon will be considered for all purposes as an original.

22. EFFECTIVE DATE.

22.1. As used in this Agreement, the Effective Date of this Agreement shall be the last date of its execution by one of the parties as set forth below.

23. AUTHORIZATIONS.

23.1 The Contractor's authorized representatives who have executed this Agreement warrant that they have been lawfully authorized by the Contractor's board of directors or its by-laws to execute this Agreement on its behalf. The Village Manager warrants that he has been lawfully authorized to execute this Agreement. The Contractor and the Village shall deliver upon request to each other copies of all articles of incorporation, bylaws, resolutions, ordinances or other documents which evidence their legal authority to execute this Agreement on behalf of their respective parties.

24. EQUAL OPPORTUNITY EMPLOYER.

24.1. The Contractor is an equal opportunity employer and the requirements of 44 Ill. Adm. Code 750 APPENDIX A and Chapter 13 ("Human Rights") of the Oak Park Village Code are incorporated herein as though fully set forth. The Contractor shall not discriminate against any employee or applicant for employment because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work, and further that it will examine all job classifications to determine if minority persons or women are

underutilized and will take appropriate affirmative action to rectify any such underutilization. The Contractor shall comply with all requirements of Chapter 13 ("Human Rights") of the Oak Park Village Code.

24.2. In the event of the Contractor's noncompliance with any provision of Chapter 13 ("Human Rights") of the Oak Park Village Code, the Illinois Human Rights Act or any other applicable law, the Contractor may be declared non-responsible and therefore ineligible for future Agreements or subcontracts with the Village, and the Agreement may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

24.3. In all solicitations or advertisements for employees placed by it on its behalf, the Contractor shall state that all applicants will be afforded equal opportunity without discrimination because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work.

25. CERTIFIED PAYROLL

25.1. Contractor shall be solely responsible to maintain accurate records reflecting its payroll for its employees who perform any of the Work for the Village pursuant to this Contract and shall submit certified payroll records to the Village's Director of Public Works at any time during the term of this Contract. Contractor shall provide said certified payroll records within seven (7) days upon the request of the Director of Public Works.

26. LIVING WAGE/MINIMUM WAGE

26.1. The Contractor shall comply with the Village's living wage requirements as set forth in Section 2-6-20 ("Living Wage") of the Oak Park Village Code, as amended. The Contractor shall further comply with the Cook County Minimum Wage Ordinance, codified as Sections 42-7 through 42-19 of the Cook County Code, as amended, and the minimum wage requirements of the State of Illinois set forth in 820 ILCS 105/4, as amended. The Contractor shall pay its employees the greater of the Village's living wage, the minimum wage set forth in the Cook County Minimum Wage Ordinance or the minimum wage set forth in 820 ILCS 150/4 as applicable during the term of this Contract. The Contractor shall provide any and all certified payroll records pursuant to Section 25 of this Contract above in order to determine whether the Contractor is meeting said requirement.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK -
SIGNATURE PAGE FOLLOWS]**

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

By: Kevin J. Jackson
Its: Village Manager

By:
Its:

Date: _____, 2022

Date: _____, 2022

ATTEST:

ATTEST:

By: Christina M. Waters
Its: Village Clerk

By:
Its:

Date: _____, 2022

Date: _____, 2022



A Security Program Solution for: Village of Oak Park Proposal No. 22-101 DCS PARKING AND MOBILITY SERVICES

Aleksandar Stojcevski, Business Development Manager

O: 630.441-1386 | C: 630.441.7260 | Aleksandar.Stojcevski@securitasinc.com

September 6, 2022

Village of Oak Park
Holley Court Parking Garage, 1125 Ontario, Oak Park, IL
The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL
Oak Park River Forest High School Community Garage, 137 N. Scoville
Lake and Forest Parking Garage, 150 Forest Ave, Oak Park, IL

Re: Security & Support Staff Services RFP Number: 22-101 DCS – PARKING AND MOBILITY SERVICES

Dear RFP Committee:

Thank you for including Securitas in this RFP process. Having experience working with Village of Oak Park in the past, we understand the importance of selecting a dynamic solution-based security provider for your world class organization. Our operating efficiencies and technological advancements afford us the opportunity to provide best in class service and reliability. We are proud of our long-standing presence throughout Illinois for over 100 years and feel confident that the enclosed proposal will demonstrate our value approach and capabilities. Our local team is committed to providing the services as described in the RFP in accordance with the terms and conditions of this RFP and any contract awarded pursuant to the RFP process.

Overview of Experience, Capabilities and Background

Introduction

- Securitas is the industry leader in Protective Services.
- **Local Focus** - Securitas has nearly 550 local district managers throughout the U.S. Each district manager offers the commitment of a small business owner, with P&L responsibility for his/her local business operation. Every client is equally important.
- **Global Presence** - Securitas is the world's largest provider of security officers and related services. We are established in 47 countries including the U.S., Canada, Mexico, Europe, South America and Asia.
- **World Class** - It is Securitas USA's ongoing goal to set the industry standard and continually raise the bar. To this end, we have implemented a comprehensive Total Quality Management approach to doing business.
- Securitas has over 81,000 employees in the U.S., approximately 120,000 North America employees, and 345,000 employees worldwide.
- Securitas has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America.
- Department of Homeland Security Designation - SAFETY Act

Company History

- Global revenues in 2021 were \$11.7 Billion.
- U.S. revenues in 2021 were \$4.2 Billion.
- Securitas acquired Pinkerton in 1999.
- Securitas acquired Burns International and smaller companies in 2000.
- In July 2003, all U.S. operations united under the single name of Securitas Security Services USA, Inc.
- In 2015, Securitas AB acquired the electronic assets of Diebold, becoming a leading provider of electronic security solutions and services to business customers.

Capabilities Overview

Securitas Security Services USA, Inc. provides Securitas Protective Services including On-site, Mobile and Remote Guarding; Electronic Security; Fire & Safety; and Corporate Risk Management through our parent company, Securitas AB.

Local Resources – Securitas USA employs over 1,200 security officers in the Chicago Suburban area. Our ability to immediately deploy strategic resources to your properties (including off duty law enforcement) is unmatched for any ongoing, emergency or special event/temporary coverage requirements you may have.

Local Experience – We provide a variety of Security Solutions to a number of clients throughout Chicago and the suburbs of Chicago, some of which include Lenovo, Lincoln Property, Transwestern and MXD USA. Our vast experience includes providing security for a variety of parking facilities with programs similar to that of the Village of Oak Park's scope of services. ***References have been provided with our response.**

Integrated Guarding Solutions – We continually strive for methods to meet each client's unique security requirements while keeping the client's business goals and budget in mind. We are dedicated to using our resources and experience to create



security solutions that address the rising costs of the security profession. The solution is Integrated Guarding, which can combine all three or any combination of our guarding services — **On-site, Mobile and Remote** — to provide a comprehensive, cutting-edge security program.

Technology – Village of Oak Park and Securitas management team members can have instant, 24/7 electronic access to any activity/incident reports, staffing schedule, post orders, officer training curriculum plus, invoicing information along with much more. SecuritasVision is a secure and scalable Web-based application that helps us bring innovation, accountability and efficiency to your facility.

Training – Securitas USA provides each security officer with a clear training path. Our approach is based on three key perspectives. First, certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations and Securitas USA policies, are the same regardless, of where the person is assigned. Secondly, individual clients such as Village of Oak Park may have unique situations that require additional specialized. Therefore, we provide both general and client-specific training. Third, we meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs, which will continue to be developed into a site-specific curriculum by your **Securitas District Manager, Olivia Gonzalez**.

These Securitas USA's strengths will help us provide you with the best service possible and the knowledge and commitment to maintain its quality level:

- Our Flat Organization business model leads to empowered District Managers.
- We believe that Empowerment leads to Specialization in security expertise.
- Our District Managers are our security experts who become experts in your business.
- The Innovation of our technological offerings such as SecuritasConnect helps us bridge our Innovation with your need for accountability and efficiency.
- Our ability to leverage partnerships result in unique value-added offerings.

Principal Contacts:

Area Vice President – Sean Keating
Mobile: 630-660-2080 | sean.keating@securitasinc.com

District Manager – Olivia Gonzalez
Cell: 773-230-0262
Email: olivia.gonzalez@securitasinc.com

We are fully committed to complying with all OSHA and other federal, state, and city safety standards. We have included a copy of our Securitas Safety Program as assurance that we will maintain compliance.

Thank you for the opportunity to provide this proposal to Village of Oak Park for the ultimate, professional security services. **Please note that our bid is subject to the enclosed exceptions.** We look forward to working with you towards a mutually acceptable contract. Please contact me if you have any questions or require further information. I look forward to speaking with you soon.

Sincerely,

Alex Stojcevski (RFP Contact)
Business Development Manager
Securitas Security Services, USA
Office: 630.441.1386 | Mobile: 630.441.7260
Aleksandar.stojcevski@securitasinc.com

Sean Keating (Authorized Signatory)
Area Vice President
Securitas Security Services, USA



Confidentiality Statement

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





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Narrative

Executive Summary of Capabilities/Approach to Services

The local Securitas team is best able to meet the specifications for the proposed Security and Support Staffing Services for Village Parking Structures and for Security Services at Village Hall. Our expansive security experience and depth of capabilities are summarized below:

Introduction

- Securitas is the industry leader in Protective Services.
- **Local Focus** - Securitas has nearly 550 local district managers throughout the U.S. Each district manager offers the commitment of a small business owner, with P&L responsibility for his/her local business operation. Every client is equally important.
- **Global Presence** - Securitas is the world's largest provider of security officers and related services. We are established in 47 countries including the U.S., Canada, Mexico, Europe, South America and Asia.
- **World Class** - It is Securitas USA's ongoing goal to set the industry standard and continually raise the bar. To this end, we have implemented a comprehensive Total Quality Management approach to doing business.
- Securitas has over 81,000 employees in the U.S., approximately 120,000 North America employees, and 345,000 employees worldwide.
- Securitas has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America.
- Department of Homeland Security Designation - SAFETY Act

Company History

- Global revenues in 2021 were \$11.7 Billion.
- U.S. revenues in 2021 were \$4.2 Billion.
- Securitas acquired Pinkerton in 1999.
- Securitas acquired Burns International and smaller companies in 2000.
- In July 2003, all U.S. operations united under the single name of Securitas Security Services USA, Inc.
- In 2015, Securitas AB acquired the electronic assets of Diebold, becoming a leading provider of electronic security solutions and services to business customers.

Capabilities Overview

Securitas Security Services USA, Inc. provides Securitas Protective Services including On-site, Mobile and Remote Guarding; Electronic Security; Fire & Safety; and Corporate Risk Management through our parent company, Securitas AB.

People

Selection and Hiring

- Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, www.securitasjobs.com; local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils, vocational centers; military organizations; law enforcement agencies; job fairs; specifically targeted groups;



employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

Minimum Hiring Standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English.
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

Eight Step Hiring Process:

1. Comprehensive job application
2. Initial interview
3. Background verification
4. Drug Screening
5. Assignment/scheduling meeting
6. Site interview with client
7. Security officer introduction/examination
8. Work Confirmation

Benefits/Incentive Plans

- | | |
|---|--|
| - Affordable Care Act compliant plans | - Local services and discount programs |
| - Dental plans | - Holiday pay |
| - Vision care | - Paid vacations |
| - 401(k) savings plan | - Free uniforms |
| - Life and accident insurance | - Weekly direct deposit |
| - Voluntary supplemental life insurance | - Sons and Daughters Scholarship Program |
| - Employee assistance program | - Awards and recognition programs |

Procedures

Account Management

- Site Supervision: Site Manager, Shift Supervisors, Field Supervisors, Flex Force
- District Supervision: Area Vice President, District Manager, Human Resource Manager, Recruiter, Training Manager, Scheduling Manager, Accounts Payable/Receivable
- Regional Support Teams: Region President, Vice President of Sales, Vice President of Human Resources and Training, Regional Controller

Key Personnel for the Village of Oak Park Account

Area Vice President (AVP) – Sean Keating *Resume attached.



The AVP helps to ensure the delivery of high-quality client service through regular contact with clients, evaluates service quality, supports area and district 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 district managers, helps to see that area offices and districts have well qualified individuals who are properly trained to carry out Securitas' mission, coaches area and district managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

District Manager – Olivia Gonzalez *Resume attached.

The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Village of Oak Park. The district manager meets regularly with the client contact at Village of Oak Park to evaluate service levels, and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

Client visits: A Securitas district manager schedules regular visits with Village of Oak Park to ensure contract compliance and satisfaction with our service.

On-site training: The district manager conducts both on-site and follow-up training in all basic and advanced security subjects as necessary.

Maintaining contact: District managers meet as necessary with client representatives to assist in performing the duties of our regular and special post orders.

Site development: District managers supervise, monitor and respond to security officers' requests for assistance, support and development. It is the responsibility of every district manager to strive to see that the security officers working at Village of Oak Park have the skill sets, training, equipment, supplies and support necessary to fulfill their security responsibilities.

Post Orders Document System (PODS)

- PODS is a proprietary software program that ensures all the client's requirements are being met in the post orders. This template ensures consistency and provides our officers with the detailed information needed to perform their jobs to your expectations.

Transition Plan

- Detailed transition schedule with timelines and action plans
- Transitions are typically completed within thirty (30) days of an agreement
- Implementation Plan within the first 60 days of account start up (calls for enhanced management presence on site)

Training

- Level 1 Training: Introduction to Security
- Level 2 Training: Career Development, Site Specific Training and Advanced Certification Training (ACT)
- Level 3 Training: Specialized Training
- E-Learning and the Securitas On-line Academy
- Ongoing professional development
- Annual refresher training
- Value-added training solutions
- Additional specialized training programs per industry/market
- Supervisor training
- **Specialized Training Curricula by Bill Phebus – optional curricula attached for reference.**



Tools

- **Workforce Management (WFM):** Electronic timekeeping and scheduling automation which ensures accuracy and confidence. Scheduling data includes post names, employee information and client information. Scheduling data automatically drives both payroll and billing transactions.
- **MySecuritas:** A secure Client Portal that gives instant access to your facility's critical information in real time. You have the capability to access this data 24 hours a day, 365 days a year.
- **SecuritasVision:** A secure scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization, and combines incident management, tour verification, task scheduling and incident alert notification in one easy-to-use application.
 - Post Confirmation System – electronic, proprietary officer check-in system that verifies posts are staffed.
 - Proof of Visit System – documents supervisor inspections.
- **National Communications Center:** 24/7 call center for clients and security officers.

24/7 Staff Coverage

As the largest provider of security services, Securitas USA is the company best equipped to meet your temporary security requirements on an immediate basis. We can typically provide coverage with 2-4 hours' notice. However, there are a number of variables that impact the response time in which we are able to provide coverage. These variables include:

- Location of your facility
- Number of officers required
- Level of training required
- Length of assignment
- Type of emergency situation

During the NATO Summit in 2012 held in Chicago, Securitas USA provided a client briefing for over 150 clients in the Chicago Central Business District, deployed numerous cellular CCTV cameras throughout the city which were tied to the properties, DHS, City of Chicago OEMC, and other governmental agencies. Securitas USA worked with all governmental agencies, property managers, and security team members in the coordination, planning, training, and implementation of procedures for this event. Securitas USA provided hundreds of security officers and off-duty law enforcement officers for the summit.

In any event, Securitas USA will utilize all operational resources to meet your emergency requirements as quickly as possible after receiving the service request, whether to our branch offices during business hours or our National Communications Center after hours.

The National Communications Center (NCC) is staffed to meet a service level goal of answering 85% of all calls in 30 seconds or less. YTD 2012 performance statistics for the NCC show that this service level has been achieved and bettered, with 81% of calls answered in 10 seconds or less. The average speed of answer is 18 seconds.

Call volume is monitored on a daily basis to ensure that an adequate staff is scheduled to achieve our service level goals. Staff headcount is based on projected call volumes for each 30-minute interval of a day and adjusted accordingly.

Access to Management

All of Securitas USA's branch operations are generally open Monday-Friday from 8 AM to 5 PM local time. Our offices are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All management/supervisory personnel, including your dedicated District Manager, are equipped with cellular telephones to allow for 24-hour/7-day access by customers and employees.

National Communications Center (NCC)



Securitas USA has a state-of-the-art, National Communications Center (NCC) in Parsippany, NJ. Operating 24 hours a day, 7 days a week, the NCC performs after-hours telephone support and alarm response functions for Securitas USA, manages the Company's Post Confirmation System (PoCo), and provides a single point of contact for the Company's National Temporary Service program. The NCC is staffed by well-trained operators who are employees of Securitas USA. The center is assured of continuous operation through its own uninterrupted power supply, back-up diesel electric generation, multiple telecommunication providers, and redundant database servers. Additionally, there is a full-capability disaster recovery hot site available for emergencies, so the Securitas USA National Communications Center should always be available and online. The NCC is equipped with cutting-edge telephone and computer technology; this helps calls be placed into proper priority queues and handled in accordance with operating procedures. All NCC activities conform to published service levels and are documented in a permanent database. Securitas USA branch offices receive computer generated detail of NCC activities on a daily and weekly basis. All calls are recorded and stored for one year. Recorded calls are available for individual review and can be sent via e-mail as WAV files.

Flex Force

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your properties.

Coverage

When an open shift occurs, local Securitas USA management staffs the position with trained, qualified individuals from one of the following groups:

1. Full time, regularly assigned officers
2. Part time, regularly assigned officers
3. Flex Force officers previously trained for your site/s
4. Field supervisors trained for your site/s

Securitas USA makes its best effort to fill open shifts with trained officers who will not incur any overtime. However, if overtime hours occur, you will be billed at the regular, straight-time rate with Securitas USA absorbing the additional overtime costs.

Feedback

Excellence in Service Program

- **Client Service Plan:** Primary tool used to measure and monitor client security goals.
- **Service Enhancement Plan:** Used to implement and monitor improvement actions.
- **Service Delivery History:** Documents meetings/communications between client and Securitas management.
- **Client Service Review:** Our monthly 'report card.' Clients help rate and define a variety of performance categories to help ensure we consistently meet or exceed your expectations.

The background of the page is a dark blue gradient. It features a series of wavy, horizontal lines in a lighter blue color that flow across the top half. Below these lines, the entire page is covered with a dense, regular grid of small, light blue dots. The text 'SECTION I - II' is printed in white, sans-serif font on the left side, overlapping the dot pattern.

SECTION I - II

REQUEST FOR PROPOSALS
INSTRUCTIONS AND SPECIFICATIONS FOR:

Village of Oak Park
**SECURITY & SUPPORT STAFF SERVICES FOR VILLAGE PARKING
STRUCTURES AND SECURITY SERVICES AT VILLAGE HALL**

Proposal Number: 22-101 DCS – PARKING AND MOBILITY SERVICES
Issuance Date: August 15, 2022

The Village of Oak Park ("Village") will receive proposals for Security and Support Staffing Services at Village Parking Structures and Security Services at Village Hall as more fully set forth herein via email to development@oak-park.us. Proposals will be accepted until 4:00 p.m. local time, Tuesday September 6, 2022.

The Village reserves the right to divide the services described in this Request for Proposal between two qualified contractors.

Proposals must be submitted electronically to development@oak-park.us and the subject line should be "22-101 DCS – PARKING AND MOBILITY SERVICES."

Proposal forms may be obtained at the Development Customer Services Department located at the address listed above or by emailing development@oak-park.us.

The Village reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal. Information is available from Development Customer Services by emailing development@oak-park.us.

Do not detach any portion of this document. Upon formal award to the successful Contractor, a written agreement will be executed for the Project in substantially the form attached.

The Village reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal.

This Request for Proposals was published on the Village of Oak Park website (www.oak-park.us) and on DemandStar on August 15, 2022.

Submission of Proposals

Proposals shall be submitted on the proposal form included herewith. The proposal shall be submitted electronically to development@oak-park.us and the subject line should be "22-101 DCS – PARKING AND MOBILITY SERVICES" and shall bear the return address of the contractor, and shall be addressed as follows.

REQUEST FOR PROPOSALS FOR:
SECURITY & SUPPORT STAFF SERVICES

Notice to Proceed

Work shall begin on a date to be determined as set forth in a Notice to Proceed from the Village's Director of Development Customer Services, Tammie Grossman. All work shall be completed as set forth herein pursuant to a Professional Services Agreement as substantially in the form attached hereto and incorporated herein by reference.

SECTION I
PROPOSAL INSTRUCTIONS, TERMS AND CONDITIONS

Preparation and Submission of Proposal

All proposals must be delivered electronically to the Village by the specific time indicated on the cover page. Proposals arriving after the specified time will not be accepted. The Village will not accept mailed proposals. All proposals must be submitted electronically. Proposals must be signed by an officer of the company who is authorized to enter into agreements on behalf of the company. Proposals shall be sealed in an envelope and marked as stated on the cover page.

Contract Term

The initial contract term shall be one (1) year. The Village shall have the right to renew the contract on an annual basis for two (2) optional one-year terms as set forth below. The Contractor shall begin performing the services upon the service of a notice to proceed from the Development Customer Services Director or the Director's designee.

Recertification

If the Village renews the contract for an additional one-year term, the Contractor will provide the Village with a renewed certification in the form in Section V indicating that it continues to be eligible to contract with units of local government and otherwise meets all of the requirements set forth herein. If the Contractor is not able to certify that it continues to meet all requirements, it shall provide a detailed explanation of the circumstances leading to the change in certification status.

Contract Renewal

The selected contractor may request an increase in its prices for any renewal term subject to the price increase being generally accepted in the industry. In this event, written notification stating the requested increase and supporting document justification must be provided to the Village for the renewal period forty-five (45) days prior the expiration of an applicable term of this Agreement. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below) as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than the lesser of five percent (5%) or the

above referenced CPI multiplied by the previous year's cost for services provided under this Agreement. If the Contractor fails to justify the requested increase, the Village reserves the right to reject the request and not renew this Agreement. If any price reductions are announced during any period this Agreement is in effect by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

If any price reductions are announced during any contract period by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

Award of Agreement

The Agreement will be awarded in whole or in part to the responsible Contractor or Contractors whose proposals conform to this request for proposals and which will be most advantageous to the Village, subject to price and other factors as solely determined by the Village.

Costs of Preparation

The Village is not responsible for any expenses incurred in preparing and submitting a Proposal or entering into the applicable Agreement.

Taxes not Applicable

The Village as an Illinois municipality pays neither Illinois Sales Tax nor Federal Excise Tax. Contractors should exclude any such taxes from their proposed fees.

Withdrawal of Proposals

A Contractor may withdraw its proposal at any time prior to the proposal submission deadline. No Contractor may withdraw or cancel its proposal for a period of sixty (60) calendar days after the advertised closing time for the receipt of proposals. The successful Contractor may not withdraw or cancel its proposal after having been notified that the proposal was accepted by the Village Board of Trustees.

The Village reserves the right to accept or reject any and all proposals, to waive technicalities, or to accept any item of any proposal unless the Bidder includes a restrictive limitation or condition.

Investigation of Contractors

The Village will make such investigations as are necessary to determine the ability of the Contractor to fulfill the proposal requirements. If requested, the Contractor should be prepared to present evidence to the Village of its ability to meet the proposal requirements and that it possesses the necessary facilities and financial resources to comply with the terms of this Request for Proposals. In addition, the Contractor shall furnish the Village with any information the Village may request, and shall be prepared to show completed work of a similar nature to that included in its proposal. The Village reserves the right to visit and inspect the premises and operation of any Contractor.

Rejection of Contractor

The Village will reject any proposal from any person, firm or corporation that appears to be in default or arrears on any debt, agreement or the payment of any taxes. The Village will reject any proposal from a Contractor that failed to satisfactorily complete work for the Village under any previous agreement.

Conditions

Contractors are advised to become familiar with all conditions, instructions and specifications governing the work. Contractors shall be presumed to have investigated the work sites, conditions and scope of the work before submitting a proposal.

Once an award has been made, failure to have read all the conditions, instructions and specifications of the attached Professional Services Agreement shall not be cause to request additional compensation.

Consideration of Proposals

The Village reserves the right to reject any or all proposals and to disregard any informality on the proposals when in its opinion, the best interest of the Village will be served by such action. No proposal will be accepted from or contract awarded to any person, firm or corporation that is in arrears of is in default to the Village for any debt or contract, or that has defaulted, as surety or otherwise, upon any obligation to said Village, or had failed to perform faithfully any terms of an agreement with the Village at any time.

A contractor, if requested, must present within forty-eight (48) hours evidence satisfactory to the Village of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and contract documents.

Criteria used to evaluate the proposals submitted include, but are not limited to, the following factors in the Village's discretion:

- Technical competence as evidenced by the proposal submitted;
- Experience in security industry;
- References;
- Financial capacity of the Bidder;
- Bidder's commitment to fair employment practices;
- Reasonableness of the associated costs.

Inspection

The Village has the right to inspect any materials, components or workmanship specified herein. Materials, components or workmanship that have been rejected by the Village as not in accordance with the terms of this Request for Proposals shall be replaced by the contractor at no cost to the Village.

Compliance with Applicable Laws

The Contractor will strictly comply with all Village ordinances, codes and regulations, laws, rules and regulations of the State of Illinois and any applicable federal laws, rules and regulations. See attached form agreement, incorporated herein by reference.

Governing Law

The agreement entered into by the Village and the contractor shall be governed by the laws of the State of Illinois without regard to conflicts of law. Any action brought to enforce an agreement with the Village of Oak Park must be brought in the state and federal courts located in Cook County, Illinois. See attached form agreement, incorporated herein by reference

Subcontracting

No agreement awarded by the Village shall be assigned or any part subcontracted without the prior written consent of the Village. In no case shall such consent relieve the Contractor from its obligations or change the terms of the Agreement between the Village and the contractor.

Interpretation of Agreement Documents

Any Contractor with a question about this Request for Proposals may request an interpretation thereof from the Village. If the Village changes the Request for Proposals, either by clarifying it or by changing the specifications, the Village will issue a written addendum, and will email a copy of the addendum to all prospective Contractors. The Village does not assume responsibility for receipt of such addendum. In all cases, it will be the Contractor's responsibility to obtain any addendum issued by the Village. Contractors will provide written acknowledgment of receipt of each addendum issued with the proposal submission.

Minority Business and Women Business Enterprise Requirements

The Village, in an effort to reaffirm its policy of non-discrimination, encourages the efforts of Contractors and subcontractors to take affirmative action in providing for equal employment opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status and as further set forth in the attached Professional Services Agreement.

Agreement

The selected Contractor shall enter into Professional Services Agreement with the Village in a form substantially similar to the Agreement attached hereto. The Contractor shall execute three copies of the Agreement. One fully executed copy will be returned to the Contractor.

Fees and Cost

In the event any action is brought to enforce the agreement entered into between the Contractor and the Village, each party bears the responsibility of paying its own attorneys' fees and costs.

Payment for contract service

The Village shall pay the selected Contractor on a monthly basis a flat amount equal to 1/12 of the annualized contract cost per applicable contract phase for the for its services provided during the previous month. Payment to selected Contractor(s) shall be made within 30 days of the receipt of an invoice for services as outlined in the proposal. A detailed summary of

services per location (e.g. name of location by parking structure) will be submitted to the Village for review and approval. Services provided for Village Hall shall be invoiced separately to the Village. The summary of costs shall include the work performed at the contract rate. Total payments for each phase shall not exceed the amount submitted on the Proposal Form unless prior approval is received from the Village. Invoices shall be mailed to Parking and Mobility Services, Village of Oak Park, 123 Madison Street, Oak Park, Illinois, 60302.

Invoices not accompanied by the billed month's itemized list of services provided and costs incurred will be held by the Village until such information is supplied.

Rules of the request for proposal process and specifications

- A. All contractors must conform to the specifications and other documents contained in this Request for Proposals.
- B. All proposals must be submitted in full and contain all requested documentation.
- C. All proposals must be submitted by the submission due date and time called for by the Village and submissions received after this date and time will be rejected at the discretion of the Village.

Documents to be submitted

- 1. All proposal documents required to be submitted by the Contractor in this Request for Proposals must be completed and returned together.
- 2. Company profiles/resumes of operations supervisors, supervisors, and senior executives.
- 3. A copy of the contractor's financial prospectus and a statement of any lawsuit or labor action to which the contractor is currently a party.
- 4. References from four entities who have received or continue to receive services from the contractor.
- 5. A written overview of the contractor's history. Include the number of years the contractor has been in business, the location of the corporate headquarters if applicable, and the total number of people employed by the contractor. Note any and all names that the contractor has operated under since 2002.
- 6. A description of any licensing disciplinary action taken against the contractor since 2002.
- 7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

8. A full description of initial training and ongoing training for the contractor's employees, including all subjects and categories.
9. Any special training and special activities of company pertinent to parking facilities and public facilities.
10. Proof of training and understanding of security surveillance equipment systems.
11. An overview of the training programs for supervisors, including the frequency of such programs.
12. A copy of all licenses, insurance certificates, and other pertinent information.
13. A written overview of the vendor's experience in providing security at municipal-owned or public parking structures; this overview should name specific clients and the city and state in which they are located.
14. Qualifications of all staff to be employed by the contractor who will provide services for the Village pursuant to this Request for Proposals, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.
15. A copy of the contractor's pre-employment drug testing policy.
16. A copy of the contractor's random drug testing and post-accident drug testing policy.
17. A description of the company's process for conducting pre-employment background checks and what steps are taken during the course of employment to maintain and verify employee background information.
18. An overview and description of the patrolling policies used at similar locations.
19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.
20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high-quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include

but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) personnel action prevention, (F) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:

- proposed lines of responsibility, authority, and communication;
- proposed organizational structure;
- proposed transition plan
- client relationship management plan
- description of plans that identify and resolve problems;
- an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

Dispute Resolution

The Village of Oak Park does not agree to the mandatory arbitration of any dispute. See attached form Agreement, incorporated herein by reference.

Hold Harmless

See attached form Agreement, incorporated herein by reference.

Insurance

See attached form Agreement, incorporated herein by reference.

Termination of Agreement

See attached form Agreement, incorporated herein by reference.

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SPECIAL CONDITIONS

Logo Disclaimer

In responding to this Request for Proposals, the official logo of the Village of Oak Park is not to be used in any form. Use of the Village logo is strictly prohibited by law and such use could subject the proposer to disqualification.

Accuracy Disclaimer

The Bidder shall thoroughly acquaint itself with the existing areas and conditions.

Financial Statements

Bidder also agrees that they will provide proof of financial stability by Dun and Bradstreet Report or financial statement, if called upon to do so. Failure to prove financial responsibility is cause for disqualification from this proposal.

Inspections

The Village reserves the right to visit and inspect the premises and operation of any contractor who submits a proposal.

Miscellaneous Requirements

The Village shall not be responsible for any expenses incurred by the Bidder in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

The contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise ceding its power to execute such agreement to any other person, company or corporation without the previous consent and approval in writing by the Village.

Pre-Qualification of Contractors and References

Under the terms of this Request for Proposals, all contractors in evidence to their experience and past performance must submit a list of previous security staffing experience of similar magnitude, which will be used to verify previous level of service.

Contractors shall furnish a minimum of four (4) references from accounts that they have serviced for a period of not less than six (6) months.

SECTION II

DETAILED SPECIFICATIONS

I. Purpose

The Village of Oak Park (hereinafter the "Village") is seeking proposals from a qualified Contractor (hereinafter "Contractor") to provide Security and Support Staffing Services at Village Parking Structures and Security Services at Village Hall.

II. Background

The Village's contract with its' current provider is set to expire on October 31, 2022.

III. Definitions

For purposes of this RFP, the following definitions shall apply:

1. "Bidder" shall mean "Contractor submitting Proposal".
2. "Proposal" sometimes referred to as "bid", unless the context requires otherwise.
3. "Scope of Work" includes the requirements of Section V, subject to the additional requirements described in the RFP. Scope of Work is sometimes referred to as "Specifications."
4. "Workload" means anticipated services based upon the historical data provided.

IV. Workload

Located in Oak Park, the Parking Structures to be protected with unarmed contract staff include:

1. Holley Court Parking Garage, 1125 Ontario Street, Oak Park, IL. This is a 6-level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures.
2. The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six-level parking structure with 535 parking spaces.
3. Oak Park River Forest High School Community Garage, 137 N. Scoville Avenue, Oak Park, IL. This is a three-level garage with 300 parking spaces.
4. Lake and Forest Garage, 150 Forest Ave, Oak Park, IL. This is a five-level parking structure with 300 village- owned parking spaces.

Any additional parking garage facilities, Village-owned buildings, and/or additional services added during the term of the contract awarded to the selected Contractor will be subject to the same rates proposed by the selected Contractor in this proposal submission.

Please note: Any facility may change during the course of this agreement. As such, contractual security services would be decreased accordingly upon change of the facility.

Contractor's work is primarily support and customer services. All provided staff shall be unarmed. Security camera monitoring and patrols at all locations are also key to successful contractual services. Patrols will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevator, and storage areas. The contractor will be required to perform the following responsibilities including, but not limited to:

- Provide security camera monitoring.
- Respond to telephone and intercom requests for services. The ability to communicate verbally in a coherent, courteous and professional manner is essential. Ability to articulate fees and charges and enforce the application of fees and charges even when faced with upset or irate customers and/or the ability to know when to contact Village of Oak Park personnel for assistance.
- Provide public assistance to individuals at pay-on-foot machines and entrance/exit gates in the parking structures. This assistance includes providing general instruction on the use of credit cards in pay-on-foot machines or the proper insertion of payment tickets at the exit gates or responding to calls for assistance at pay-on-foot machines located in various sites in the parking structures. Contractor's staff will not handle nor have direct contact with any money (i.e. cash, coins or credit cards).
- Contractor will assist individuals locating where they have parked their vehicle within the parking structures.
- Conduct patrols on foot or via vehicle (provided by contractor) within the public parking structures.
- When observed, the contractor's employees should pick up trash and litter within the parking structures or surrounding grounds for proper disposal.
- As directed during times of inclement weather, contractor will transport and apply/place Village purchased materials such as salt, sand or other de-icing materials via a spreading machine. Weight of bagged salt or other materials less than 80 lbs. – most bags are 50 lbs.
- As directed, contractor will transport and apply/place Village provided traffic cones or barricades and assist with duties for the general purpose of restricting traffic/parking within or in areas immediately adjacent to the parking structures.

The Contractor is required to provide and maintain at its own expense for its employees one of the following for the purpose of traveling between parking structures as necessary to provide the patrol/security services needed:

- a late model vehicle – small pick-up or smart vehicle approved for operation on the public street is preferred; or
- a Segway

The vehicle or Segway selected above shall be marked and identified as part of the security company and shall be used by the Contractor's employees while on duty and patrolling structures.

The following is the minimum staffing required of the contractor to provide the above services subject to the Village's discretion:

Minimum Staffing (suggested times)	Day Shift 6 a.m. - 2 p.m.	Afternoon Shift 2 p.m. to 10 p.m.	Night Shift 10 p.m. to 6 a.m.
Holley Court Garage	2 FTEs Seven days/week 1 supervisor M-F	2 FTEs Seven days/week 1 supervisor T-Sa	2 FTEs Seven days/week
The Avenue Garage	1 FTE Seven days/week	1 FTE Seven days/week	0
Lake & Forest Garage	0	0	0
OPRF Community Garage*	0	0	0

* No designated contractor staff in facility. Security Camera monitoring from Holley Court Garage. Patrols as directed/needed.

While the above chart contains proposed shift schedules, the Village will review written requests for alternate shift and may approve the same in writing at the sole discretion of the Village, subject to maintenance of the minimum staffing levels identified above also at the Village's discretion.

v. Scope of Work.

These specifications cover the proposed Security and Support Staffing Services for Village Parking Structures and for Security Services at Village Hall.

1. COVERAGES TO BE PROVIDED - SUBJECT TO CHANGE BY VILLAGE OF OAK PARK

LOCATIONS LIST (ALL LOCATIONS ARE IN OAK PARK, IL)

- Holley Court Parking Garage, 1125 Ontario, Oak Park, IL. This is a 6-level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures.
- The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six-level parking structure with 535 parking spaces.
- Oak Park River Forest High School Community Garage, 137 N. Scoville. This is a three-level garage with 300 village-owned parking spaces.
- Lake and Forest Parking Garage, 150 Forest Ave, Oak Park, IL. This is a five-level parking structure with 300 village-owned parking spaces.

Parking garage structures, and/or buildings may be added or removed from service during the term of the contract. Additions will be subject to the same rates proposed by the Contractor as set forth in the Contractor's proposal.

Security services are to be provided at the following location:

- Village Hall Facility, 123 W. Madison, Oak Park, IL. Village Hall is a three-level office and administration building.

OVERVIEW OF EXISTING SECURITY INFRASTRUCTURE IN PLACE AT GARAGES:

Holley Court Parking Garage

The Holley Court Parking Garage has a CCTV and intercom system. The cameras and intercom stations at Holley Court have local annunciation and monitors. The pictures from the CCTV and the intercom stations are connected by fiber optic lines within the Holley Court Parking Garage to the staffed central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

Avenue Parking Garage

The Avenue Parking Garage has a stand-alone CCTV and intercom system. The cameras and intercom stations at the Avenue Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

Lake and Forest Parking Garage

The Lake and Forest Parking Garage CCTV and intercom system is managed and viewed by a third-party company.

OPRF Community Parking Garage

The OPRF Community Parking Garage has a CCTV and intercom system. The cameras and intercom stations at the OPRF Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

DESCRIPTION OF THE ADD ALTERNATIVE TO BE COVERED UNDER CONTRACT WITH SECURITY COMPANY VENDOR SELECTED:

The add-alternate is for security services at the following location:

1. Village Hall Facility, 123 Madison Street, Oak Park, IL. Village Hall is a three-level office and administration building.

Security Staffing at Village Hall is currently required Monday – Friday 8:30 a.m. to 5:00 p.m., plus other hours as needed in the evening, or on weekends when public meetings have been scheduled in advance. Foot patrols at this location are provided within the facility and will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevators. The successful contractor will be required to perform patrol responsibilities including:

- Via a desk/staging area at the main entrance to the Village Hall, open and close an electronic gate as directed to allow ingress and egress by employees and the public at the 9:00 a.m. general opening time of the facility. As well as the general closing time of 5:00 p.m. of Village Hall, securing other access doors.

For the initial term of the contract, additional Security Staffing at Village Hall is also required Tuesday November 1, 2022 through Wednesday November 9, 2022 from 9:00 a.m. to 5 p.m. Monday- Friday and Sunday 10 a.m. to 4:00 p.m. for early voting. Foot patrols are needed within the facility's main entrances, stairwells and elevators.

CONTRACT DIVISIBILITY:

The Village reserves the right to divide the services sought in this request for proposals between two qualified Contractors.

1. Equipment:

The Contractor shall provide all vehicles, clothing, security equipment, cell phones, safety equipment and other related materials necessary to perform the services. Security officers must carry identification clearly showing they are Village authorized security. The cost to provide these materials shall be incorporated into the Contractor's proposed bid amounts.

2. Personnel Assignment:

The Village reserves the right to designate alternative personnel of the Contractor when the Village is dissatisfied with the performance of assigned personnel during the contract term or any renewals.

3. Village Training:

The Contractor's staff will be expected to attend training on various Village policies including, but not limited to software, procedures, Village Code requirements. Such training will be provided by or through the Village, at its cost.

4. Policy Compliance:

The Contractor and its employees will be required to execute and comply with certain Village policies regarding computer software and other user agreements.

VI. Qualifications

This section of the specifications sets forth the minimum qualifications that are acceptable to the Village of Oak Park for security services to be provided at the Holley Court, The Avenue, the OPRF High School, Lake & Forest parking garages and/or the Village Hall Facility. The section is broken down into specific sub-headed requirements and consideration will be given to those contractors that meet and/or exceed the criteria below.

AGE, EDUCATION, AND EXPERIENCE

All of the selected contractor's employees shall be at least 21 years of age and high school graduates. They must also be American citizens or legal residents.

EXPERIENCE

Preference will be given to those contractors whose staff has had at least two years of experience in the contract security field. Those contractors with employees who have a minimum of two years of experience with parking facilities, parking revenue control equipment, and/or have three years of military experience with an honorable discharge will be given special consideration.

A. QUALIFICATIONS FOR SUPERVISORS

The selected contractors will ensure that all site supervisors possess the qualifications set forth above, plus a minimum of two years of site supervision experience in parking facilities and public facilities similar to the Village's facilities.

Any available references or testimonials that relate to a contractor's supervisors should be submitted with the contractor's proposal. These references will be reviewed by the Village of Oak Park.

SCREENING EVALUATION AND RECRUITING

In addition to the educational and experience qualifications set forth above, contractors who submit a proposal shall ensure that the London House psychological survey (or

approved equal provider) is officially completed by each employee and that the results of these surveys are approved by London House or an approved equal provider.

All of a contractor's employees shall undergo the state legislated mandatory levels of training in basic security before assignment.

All of a contractor's employees shall be state licensed security officers and shall possess a State of Illinois Department of Professional Regulation Card.

The selected contractor shall ensure that all of its employees possess valid and current drivers' licenses.

The selected contractor shall ensure that a criminal background check has been conducted for each of its employees and that no employees have criminal convictions.

The selected contractor shall ensure that its employees are capable of performing in a security staff environment, have sound judgment, and are ethically responsible employees.

The selected contractor shall ensure that its employees have submitted to a drug test prior to or during employment with the contractor and is drug free.

The selected contractor must be a licensed independent security provider and must fully comply with all applicable state, federal and local codes, and laws.

The selected contractor must conduct reference checks and obtain the employment history of each applicant considered for the position of security officer at any of the Village's locations. A report on the history of each applicant will be submitted to the Village prior to any employee reporting for duty at a Village location upon the Village's request.

The Village shall be provided with the records and qualifications of any new employee of the selected contractor prior to a new employee being assigned to provided services at a Village facility. The Village reserves the right to reject any employee or supervisor of the selected contractor it deems unsuitable to provide such services.

The Village reserves the right to remove any employee or supervisor of the selected contractor that behaves in an inappropriate or unprofessional manner. Examples of such behavior include, but are not limited to, any of the following while on duty at a Village facility: making personal calls, sleeping, smoking outside of designated areas and allowing visits by friends/family. The selected contractor shall make immediate arrangements to replace such an employee in coordination with the Village.

Any additional qualifications that a contractor or its employees possesses over and above those called for in these specifications shall be provided to the Village for review and consideration. Examples are bilingual qualifications, parking equipment and revenue control experience, or other technical qualifications.

SUMMARY: In addition to the above, the selected contractor's employees assigned to Village locations shall demonstrate good written and verbal communications skills, speak English, have good work attendance records, and have excellent public relations skills. Training and experience in electronic security systems, such as closed-circuit TV and computerized intercom systems shall be considered by the Village.

INDUCTION AND ONGOING TRAINING PROGRAMS.

GENERAL: This section covers the minimum training practices acceptable for the selected contractor. It is mandatory that the selected contractor identify all other available training programs and submit a full description of those programs that exceed the standards set forth herein. Such programs may include public relations or other similar training relevant to the protection of high-rise parking and public facilities.

Where classroom and field training sessions apply, selected vendor will provide the Village with a signed certificate for each employee trained that certifies successful completion of the training. Certificate should also briefly describe the training and specify the date of the training and the hours the employee spent in said training.

PRIVATE DETECTIVE PRIVATE ALARM AND PRIVATE SECURITY ACT 1993. The contractor's employees shall have received the minimum state legislated course in basic security as per the above-mentioned act and / or the equivalent of private training by the contractor.

ONGOING TRAINING CATEGORIES. Contractors shall provide a list of training categories with a full category description and a schedule of their training program (field/class). Contractors shall provide a breakdown of the number of hours per month allocated to training, upon request.

Contractors shall submit copies of documentation that verifies training, minimum of 8 hours pre-assignment or formal training plus 32 additional hours within 3 months of assignment. The following training programs are considered to be minimal acceptable standards for this contract:

- Internal and external patrolling techniques
- Public relations and good communication skills
- Reducing criminal and civil liability
- Security in law enforcement
- Life safety and fire hazard
- Bomb threats and emergency procedures
- Report writing and administration skills
- Use of force and the law
- Company philosophy of grooming and deportment
- Post order book implementation
- Site policies and procedures (Those of vendor selected and of Village of Oak Park)
- Maintaining a safe working environment

- Powers of arrest and detaining procedures
- Defensive tactics and apprehension
- Certified First Aid / CPR
- Use of AED defibrillator
- Use of chair lift at Village Hall
- General crime prevention
- Control of hostile individuals and threatening situations
- General observation skills
- Incident investigations and crime scene preservation
- Conflict management
- Relationships with local law enforcement groups
- Basic Self Defense
- Court procedures and attorney relationships
- Conduct on witness stand
- Security awareness training techniques
- Surveillance security systems and radio communications

The Basic Self-Defense course shall be the P.P.C.T. course or equivalent and the Defense Tactics Systems course shall be the Monadnock Defensive Tactic or equivalent.

MULTILEVEL PARKING FACILITIES TRAINING

The contractor shall submit an outline of training courses given to its employees that relate specifically to parking applications and municipal facilities. Descriptions of each subject should be covered and included with this submission. Methods of patrolling internally and externally should be included together with policies and procedures.

SUPERVISOR TRAINING

Though it is a requirement that all supervisors receive the levels of training specified in of this RFP, all security agency vendors are requested to provide any specific managerial training that is offered to their supervisors, in addition to the training listed required.

This section should also include a summary of career path training and promotional levels achieved through the passing of examinations and training categories.

REPORTING PROCEDURES AND POST ORDERS

GENERAL: The contractor will provide reports outlined below to the Parking & Mobility Services Manager or his/her designee in electronic format. Reporting requirements are subject to change in the sole discretion of the Village, but will generally not change in terms of workload. The final form of report(s) shall be provided by contractor to the Village for review and approval.

REPORTS REQUIRED:

A. Incident Report

This report will be compiled for each incident experienced in the garage by contractor's staff involving public or private property damage, customer disputes, requests for Village Police Department assistance, law enforcement service requests. This includes reporting issues with technology and equipment.

B. Daily Security Checklist

This report is to be completed for each structure, by each shift noting physical condition of equipment within garage (a sample of required information is attached in the Appendix)

C. Statistical Data Sheet

This report is to be completed for each structure, by each shift, noting statistical data related to equipment failure, elevator failure and maintenance issues report to Village staff.

The contractor will gather the Incident Reports, Daily Security Checklist and Statistical Data Sheets for each week and provide them to the Parking & Mobility Services Manager or his/her designee by 11:00 A.M. every Monday. Incident Reports of a significant nature should be provided daily.

D. Monthly Incident Report

This report must be broken down by location and must include a summary of all incidents occurring at each location during the reporting month. The report must also sum the incidents recorded for each location in order to provide a total for each type of incident. Some examples of incidents include disturbances at any location, suspicious behavior, and break down or failure of equipment at any location (lights, parking ticket dispensers, etc.).

The contractor will provide the Monthly Incident Report to the Parking & Mobility Services Manager during the first week of the month following the month covered in the report.

E. Weekly Employee Schedule Report

This report will specify plans for full security coverage of all locations as well as which employees will be working which shifts for the following week. Selected vendor will submit this report by 11:00 A.M. on each Wednesday to the Parking & Mobility Services Manager or his/her designee prior to the week covered by the Weekly Employee Schedule Report being submitted.

POST ORDERS: The contractor will be required to compile a Post Order Manual, which will give a description of all duties of an employee specific to each location, specifically the entire internal and external patrolling procedures and methods used. In addition, the Post Order Manual must contain all security policies, directives, and procedures of both the contractor and the Village. A site plan for each location must be included in the Post Order Manual. Details of the CCTV and intercom systems will also be kept in the post order manual. Four (4) copies of the Post Orders will be provided to the Parking & Mobility Services Manager.

FIXED POINT COVERAGE FROM THE SECURITY ROOM AT THE HOLLEY COURT PARKING GARAGE

Holley Court Parking Garage

The contractor will provide fixed-point coverage from the Security Room at the Holley Court Parking Garage 24 hours a day, seven days per week. All mandated duties contained in the post/standing orders compiled by the contractor and the Village of Oak Park will be carried out by this supervisor during his/her shift.

It is anticipated that the supervisor's shifts will be during the critical hours of operation a minimum of five days per week. Supervisor shifts should overlap a Mon – Fri schedule and a Tuesday – Sat schedule to provide supervisors Mon-Sat. The security desk hourly coverage will be handled by trained security staff provided by the security vendor selected.

Avenue Parking Garage

A security officer will be required at the Avenue Parking Garage for a minimum of 16 hours per day, Monday through Friday. Initial hours of coverage will be 6:00 A.M. until 10:00 P.M. Coverage may be expanded if deemed necessary.

GARAGE PATROLS: The hours of operation for all four (4) garages are 24 hours per day, seven days per week, 52 weeks per year. Selected vendor will conduct 1 mobile and/or floor patrol each shift, 24 hours per day, 7 days per week at the 4 garage locations. Additional coverage may be necessary and may be added once the security operation has been established between the Village and the selected vendor. Additional coverage or locations added during the duration of contract awarded to selected vendor will be charged at the rate submitted by the vendor with this proposal.

ROVING SUPERVISION: The contractor shall ensure that the Village is also supported with roving supervision that is provided as part of the contractor's overhead and not as BILLABLE hours to any Village location. These individuals will be management staff and available to Village management staff to review questions or concerns with contractual services. In addition, they will carry out random checks at least three (3) times per month in order to monitor the security efficiency at all garage locations and ensure their familiarity with the operation.

VILLAGE HALL FACILITY: The contractor shall also provide staffing to cover regular schedule and occasional evening and weekend security at the Village Hall facility at the Village's discretion as set forth herein. Typical hours for staffing are Monday through Friday from 8:30 A.M. to 5:00 P.M. unless notified of changes. The vendor selected may need to provide coverage for special events on an as needed basis upon request. Event locations will be within the Village at Village Hall or the Public Works facility.

UNIFORMS

GENERAL: The security company selected will be responsible for providing cleaning and maintenance of all officers' uniforms. Each officer will be provided with sufficient quantities of each uniform item to ensure that a clean and professional appearance is maintained at all times. Uniforms will be as follows unless alternatives are requested by the Village of Oak Park.

- A. The contractor may elect to require all employees to wear a shirt with tie uniform or a polo shirt uniform. Due to the nature of the parking garage environment, the polo shirt uniform is preferred. In the event the shirt/tie option is elected, shirt shall be light in color (a consistent color for all staff) with a dark tie (again, same tie for all staff). Alternatively, if the polo shirt is elected, a dark color shall be selected consistent for all staff. Nameplates will be over the right breast pocket area. Security badge will be over the left breast pocket area and may alternatively be in the form of a patch that is a badge or the company logo. Should a tie be part of the uniform, it must be of the clip-on variety for officer safety.
- B. Shoes will be black lace-up and will be highly polished at all times.
- C. Belts will be single, dark colored leather.
- D. Harness duty belts will be single, dark colored leather.
- E. Military style jackets will be navy blue or of a color designated by the Village of Oak Park Parking & Mobility Services Manager.
- F. Pants will be navy blue or of a color designated by the Village of Oak Park Parking Garage Supervisors.

Winter wear will be provided by contractor to all employees and this will consist of Blauer waist length police jackets with a removable liner. Jackets should designate "security" or "customer service" so that individual employees of the contractor are easily identifiable.

The Village of Oak Park Development Customer Services Director must approve all uniform items.

EQUIPMENT: Unless otherwise stated by the client all officers will carry, and at all times be in possession of the following items of equipment:

- On duty supervisor will have a smart phone with email access to a Contractor email account.
- Vehicle or Segway provided by contractor for roving patrols of structures as set forth in this Request for Proposals:
 - Vehicle must be a late model vehicle.
 - Vehicle or Segway must be clearly marked and properly identified with the selected security vendor's name and/or logo.
 - Vehicle must be in good general condition, kept clean, and maintained for a professional appearance and reliable use.
 - If vehicle is selected, instead of Segway, must be able to transport materials such as sand, salt, traffic cones and barricades.

The Village of Oak Park Parking & Mobility Services Manager must approve all equipment. Note: Training and experience in the use of this equipment is mandatory.

VII. Licenses

Any Contractor that submits a proposal shall possess all necessary federal, state, and local licenses as are required by law, and shall, upon request, furnish satisfactory proof to the Village that the licenses are in effect during the entire period of the contract for each individual assigned to work under the contract.

VIII. Project Schedule/Term of Contract

The Village intends to review all proposals and select a Contractor in 2022. The anticipated timetable for the process is:

1. Questions due August 26th by 5:00 p.m.
2. Answers to questions will be published on August 30th at 5:00 p.m.
3. Proposals due September 6th, 2022 at 4:00 p.m.
4. Interviews, if needed, week of September 12th, 2022
5. Final award decision made by October 17th, 2022
6. Contract start date of November 1st, 2022

Proposals submitted shall be valid through 2022. A contract for services shall be executed between the Village and Contractor with contract services anticipated to become effective on November 1, 2022. All Contractor staff assigned to provide the required services shall have obtained their designated certificates and qualifications prior to the RFP submittal due date. The Village will enter into a contract with the selected Contractor for an initial term limit of twelve (12) months, with provisions for an option to renew/extend the contract for an additional two (2) years that are 12-month periods each.

IX. Proposal Requirements

All proposals must be received at the email address set forth herein no later than 4:00 PM CST on September 6th, 2022.

Late proposals shall not be accepted. Proposals must be submitted via email. Contractors are to submit all materials together in one (1) compiled PDF document, in accordance with the Instruction to Bidders, Attachment C.

Proposals must include, at a minimum, properly completed and executed all documents as required by the RFP. Proposals must be signed by an authorized official of the Contractor, along with the name of the official and his/her title typed below the signature.

The submission of the Proposal grants permission to the Village to make inquiries concerning the Contractor, its principals, officers, and directors to any persons or firms the Village deems appropriate.

The following information must be provided in the contractor's proposal:

[THIS SPACE LEFT INTENTIONALLY BLANK]

PRE – QUALIFICATION AND AGENCY EVALUATION

[Please attach more sheets for responses as needed.]

Company Name: Securitas Security Services USA, Inc.

Address: 150 South Wacker Drive, #50LL

City: Chicago State: IL Zip: 60606

Telephone #: Mobile: 630-660-2080 Contact: Sean Keating, Area Vice President

Email address: sean.keating@securitasinc.com

Note any and all names that the company has operated under since 2002.

N/A

State of Illinois License 123.000332
122.0008

Describe any licensing disciplinary action taken against the company since 2002.

None, to the best of our knowledge.

Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

What is the size and location of local office?

Securitas maintains a strong footprint throughout Illinois with several brick and mortar offices. We employ over 4,000 security officers throughout the state. Locally, Securitas USA employs over 1,200 security officers within the Chicago Suburban area based out of our Downers Grove Branch Office and over 2,500 out of Chicago. Our ability to immediately deploy strategic resources to your properties (including off duty law enforcement) is unmatched for any ongoing, emergency or special event/temporary coverage requirements you may have. Our local District offices possess multiple facets of support.

How long has this office been operating? over 100 years

1. Profile/Resume of Operations Supervisor, Supervisors and Senior Executives.

Management Resumes immediately follow: AVP, Sean Keating and District Manager, Olivia Gonzalez.

All Officers Registered and/or Licensed? ✓ Yes No

3. A copy of the Company's financial prospectus and a statement of any lawsuit or labor action to which the company is currently a party.

Statement has been provided with our RFP responses. Consolidated financial statements have been attached.

4. List 4 references of entities for which the company has performed services or continues to perform services:

	<u>Company</u>	<u>Contact Name</u>	<u>Telephone</u>
a.	<u>Lenovo, Robert Denecke 847-812-6866</u>		
b.	<u>Transwestern, Myrna Coronado, 312-917-4322</u>		
c.	<u>Lincoln Property, Leslee Lowe, 312-327-1079</u>		
d.	<u>MXD USA, Bill Hurley, 312-656-2858</u>		

State the number of years in this business over 100 years.

5. A written overview of the company's history. Include the number of years the company has been in business, the location of the corporate headquarters, and the total number of people employed by the company. Note any and all names that the company has operated under since 1999.

Details immediately follow.

6. A description of any licensing disciplinary action taken against the company since 2002.

Details immediately follow.

7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

Details immediately follow.

Describe the benefits package for employees assigned to this contract.

Details immediately follow.

8. A full description of initial training and ongoing training, including all subjects and categories.

Details immediately follow.

9. Any special training and special activities of company pertinent to parking facilities and public facilities.
Details immediately follow.
10. Proof of training and understanding of security surveillance equipment systems.
Details immediately follow.
11. An overview of the training programs for supervisors, including the frequency of such programs.
Details immediately follow.
12. A copy of all licenses, insurance certificates, and other pertinent information.
A copy of our State of Illinois Business License immediately follows.
13. A written overview of the company's experience in providing security at parking structures; this overview should name specific clients and the city and state in which they are located.
Details immediately follow.
14. Qualifications of all staff to be employed by the company who will provide services pursuant to this Request for Proposals, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.
Details immediately follow.
15. A copy of the contractor's pre-employment drug testing policy.
A copy immediately follows.
16. A copy of the company's random drug testing policy and post-accident drug testing policy.
Details immediately follow.
17. A description of the company's process for conducting pre-employment background checks and what steps are taken to during the course of employment to maintain and verify employee background information.
Details immediately follow.
18. An overview and description of the patrolling policies used at similar locations.
Details immediately follow.
19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.
Details immediately follow.
20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high-quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) surveillance detection, (F) personnel action prevention, (G) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:
Details immediately follow.

- proposed lines of responsibility, authority, and communication;
- proposed organizational structure;
- proposed transition plan
- client relationship management plan
- description of plans that identify and resolve problems;
- an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

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X. Evaluation of Proposals

The contract will be awarded to the Contractor who submits a proposal which is in the best interests of the Village. The bidder's qualifications described in Section VI will be used to evaluate the proposals.

XI. Fee

At a minimum, the cost proposal must be broken down, as provided in the Bid Sheets. Please be very explicit in listing and describing any services or items not included in the proposal fee amounts. The proposed fees in the Bid Sheets shall be for the first year period of the contract.

XII. Instructions to Bidders

Contractor shall comply with the Instruction to Bidders, attached hereto and incorporated herein. Contractor is expected to fully inform itself as to the conditions, requirements, and Specifications before submitting bids. Failure to do so will be at the Contractor's own risk. Submitting a proposal is an assumption that the Contractor is familiar with all conditions and intends to comply with them unless otherwise noted.

XIII. Inquiries

Any inquiries regarding this Request for Proposal shall be directed to Tammie Grossman, Director of Development Customer Services. She may be contacted via email at Development@oak-park.us. Subject line should be RFP 22-101 DCS PARKING AND MOBILITY SERVICES.

All inquiries/questions related to this RFP shall be submitted no later than Friday, August 26th, at 5:00 p.m. Written answers will be posted by end of day Tuesday, August 30th, at 5:00 p.m.

XIV. Formation of Contract

Upon selection, the final contract amount may be subject to negotiation to determine exact scope of services to be provided and final contract fee amount and a contract outlining all relevant terms shall be executed by both parties. Selection does not guarantee award of the contract. In the event the Contractor and the Village fail to execute a contract, the Village will choose from the remaining proposals or issue another Request for Proposals. Award of a contract shall not be final until a written contract has been approved by the Village of Oak Park Board of Trustees and entered into between the Parties.

The Village reserves the right, at its sole discretion, to cancel or modify this RFP in part or in its entirety. The Village will not reimburse Contractor for any costs incurred in preparation or submission of the proposal. All costs of preparing proposals, including site visits and preliminary analyses, are made at the sole cost of the Contractor, and will not be reimbursed in anyway. Proposed fees should not include or consider the costs incurred in preparation of the proposal.

Proposals shall become the property of the Village upon receipt.



PRE – QUALIFICATION AND AGENCY EVALUATION

Management Resumes

1. Profile/Resume of Operations Supervisor, Supervisors and Senior Executives.

The Village of Oak Park management team will consist of the following individuals:

Area Vice President (AVP) - Sean Keating

Sean has been employed by Securitas since 2006. He ensures the delivery of high-quality client service through regular contact with clients. He evaluates service quality to ensure that the Area office consistently and most effectively meets our clients' security needs. He also assists in the orientation of Area and District Managers. Sean ensures that the Area office and Districts have well-qualified individuals who are properly trained to carry out the organization's mission, coaches District Managers in strengthening their competencies used for developing and retaining business, and facilitates teamwork and the implementation of progressive services for each client.

District Manager - Olivia Gonzalez

Olivia is responsible for overall security operations and security management for the Chicago Area. She ensures clients feel secure and regularly evaluates service quality to ensure that it is consistent and effective at meeting our client's security needs. Olivia manages approximately 15 customer portfolios and is responsible for maintaining and developing customer relationships through valued partnerships in their security programs. Olivia's branch specializes in providing security services to clients within a variety of industries: education security programs, hospitality, commercial residential/real estate, healthcare, agriculture, and telecommunications.

The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Village of Oak Park. The district manager meets regularly with the client contact at Village of Oak Park to evaluate service levels, and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

- Client visits
- On-site training
- Maintaining contact
- Site development

***Management resumes have been provided and immediately follow.**

All Officers Registered and/or Licensed? ☒ Yes ☐ No

Securitas USA's Financial Prospectus

3. A copy of the Company's financial prospectus and a statement of any lawsuit or labor action to which the company is currently a party.

Growth History



In 1934, Securitas was founded in Sweden and quickly became the European benchmark for security. Securitas began entering the U.S. market with the acquisition of Pinkerton in 1999. Founded in 1850 by namesake, Allan Pinkerton, Pinkerton Detectives played an active role in sculpting America's history – from developing innovative hiring practices, to thwarting assassination attempts, to bringing outlaws to justice. In early 2000, Securitas acquired Burns International, which was founded in 1903 by William J. Burns. Burns had grown into the largest U.S.-based provider of security services. In October 2015, Securitas agreed to acquire the assets of Diebold Electronic Security in North America, making Securitas unique in the US market due to its ability to offer complete security solutions to customers in order to optimize their security.

- During 2016, Securitas conducted four major acquisitions in Europe, North America and Latin America:
- Diebold's Electronic Security, North America (electronic security solutions)
- Infratek Security Solutions, Norway (electronic security solutions)
- Draht+Shutz, Germany (electronic security solutions)
- JC Ingenieria, Chile (electronic security systems)

The acquisitions strengthened Securitas' ability and capacity within electronic security and helped to maintain the rapid pace of transition to security solutions that combine on-site and mobile guarding with various forms of electronic security.

Financial Strength and Stability

Securitas has seen steady growth over the past several years. Even during this past year and a half, our organization has been able to sustain consistent growth in sales. Our strong beginning and more recent acquisitions, together, have strengthened Securitas' ability and capacity to maintain consistency throughout turbulent times. Furthermore, our solid transition to security solutions that combine on-site, remote and mobile guarding has enabled us to provide our clients with the high-quality solutions that meet their changing needs.

Financial Summary

U.S. Financial Information	FY2020	FY2019	FY 2018
Financials are Shown In	Millions	Millions	Millions
Cash	1,699.6	1,470.1	1,328.9
Accounts Receivable	799.5	714.5	703.1
Notes Receivable			
Inventory			
Other Current Assets	246.5	201.1	154.5
Current Assets	2,745.6	2,385.6	2,186.5
Fixed Assets	204.0	183.0	64.1
Other non-Current Assets	1,378.1	1,392.1	1,400.1
Total Assets	4,327.7	3,960.7	3,650.7
Accounts Payable	11.9	11.2	12.6
Principal Due Next Year			
Short term portion of notes payable	32.1	28.0	7.6
Other Current Liabilities	409.4	321.0	316.6



Current Liabilities	453.4	360.2	336.8
Working Capital	2,292.2	2,025.5	1,849.7
Long Term Debt	618.3	606.0	518.9
Other Long-Term Liabilities	101.2	35.4	36.4
Deferred Credits			
Total Liabilities	1,172.9	1,001.6	892.1
Net Worth (Equity)	3,154.8	2,959.1	2,758.6
Total Liabilities & Equity	4,327.7	3,960.7	3,650.7
Net Sales	4,192.4	4,052.1	3,886.8
COGS	3,501.0	3,418.7	3,272.5
EBIT			
Before Tax Income	202.0	202.4	206.0
Net Profit	197.6	201.3	198.1
Gross Profit	16%	16%	15%
Net Profit	5%	5%	5%

NORTH AMERICA INFO	FY2021	FY2020	FY2019	FY2018
	Millions	Millions	Millions	Millions
Net Sales	\$5,349.0	\$5,220.0	\$5,120.0	\$4,844.0
WORLDWIDE INFO	FY2021	FY2020	FY2019	FY2018
	Millions	Millions	Millions	Millions
Net Sales	\$ 11,762.1	\$11,789.9	\$11,707.8	\$11,601.9
COGS	\$ 9,594.8	\$9,724.9	\$9,669.1	\$9,555.5
EBIT	\$ 473.0	\$363.6	\$487.5	\$460.6
Before Tax Income				
Net Profit	\$ 342.3	\$263.9	\$354.9	\$345.4

We recognize that audited financial statements may be requested, however, Securitas USA is a stand-alone, privately held subsidiary of a public corporation and is not publicly traded in the US and has no requirements for a stand-alone audit report. SUSA, however, is thoroughly audited each year and is reflected as part of the annual audit report at the group level. Meaning, Securitas USA results are included in the audited report that includes the entire company's results, worldwide. The audited reports in SEK (Swedish currency) can be found by following the link: <http://www.securitas.com/en/investors/financial-reports/annual-reports/>

For more information on our financials, please visit <https://www.securitas.com/investors/financial-reports/annual-reports/> to view our annual reports and financial statements.



Lawsuits/Litigation

From time-to-time Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in lawsuits as a result of its presence on the property and the assumption that Securitas USA is an additional insured party. These litigations are generally without merit and/or are unrelated to the nature of the services Securitas USA provides. These claims do not materially affect the company and are not an indication of performance problems.

Securitas Security has a book of business with over 11,000 clients, and, not surprisingly, occasionally a claim is brought against the company. Due to privacy issues, we do not disclose claims information.

Marsh Risk & Insurance Services is the broker for our insurance needs. We carry General & Auto Liability, as well as worker's compensation.

References

4. List 4 references of entities for which the company has performed services or continues to perform services:

Company Contact Name Telephone

- a. Lincoln Property, Leslee Lowe, 312-327-1079
- b. MXD USA, Bill Hurley, 312-656-2858
- c. Lenovo, Robert Denecke (847) 812-6866
- d. Transwestern, Myrna Coronado (312) 917-4322

State the number of years in this business over 100 years.

Company History & Overview

5. A written overview of the company's history. Include the number of years the company has been in business, the location of the corporate headquarters, and the total number of people employed by the company. Note any and all names that the company has operated under since 1999.

Introduction

- Securitas is the industry leader in Protective Services.
- **Local Focus** - Securitas has nearly 550 local district managers throughout the U.S. Each district manager offers the commitment of a small business owner, with P&L responsibility for his/her local business operation. Every client is equally important.
- **Global Presence** - Securitas is the world's largest provider of security officers and related services. We are established in 47 countries including the U.S., Canada, Mexico, Europe, South America and Asia.
- **World Class** - It is Securitas USA's ongoing goal to set the industry standard and continually raise the bar. To this end, we have implemented a comprehensive Total Quality Management approach to doing business.



- Securitas has over 81,000 employees in the U.S., approximately 120,000 North America employees, and 345,000 employees worldwide.
- Securitas has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America.
- Department of Homeland Security Designation - SAFETY Act

Company History

- Global revenues in 2021 were \$11.7 Billion.
- U.S. revenues in 2021 were \$4.2 Billion.
- Securitas acquired Pinkerton in 1999.
- Securitas acquired Burns International and smaller companies in 2000.
- In July 2003, all U.S. operations united under the single name of Securitas Security Services USA, Inc.
- In 2015, Securitas AB acquired the electronic assets of Diebold, becoming a leading provider of electronic security solutions and services to business customers.

Capabilities Overview

Securitas Security Services USA, Inc. provides Securitas Protective Services including On-site, Mobile and Remote Guarding; Electronic Security; Fire & Safety; and Corporate Risk Management through our parent company, Securitas AB.

Corporate Headquarters Address:

9 Campus Drive
Parsippany, NJ 07054
Phone: 973-267-5300
Fax: 973-397-2021
Website: www.securitasinc.com

Local Servicing District Office Address:

150 South Wacker Drive, #50LL
Chicago, IL 60606

Licensing Disciplinary Action

6. A description of any licensing disciplinary action taken against the company since 2002.

None known to the best of our knowledge.



Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

Screening, Evaluation and Hiring Policies

7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

Describe the benefits package for employees assigned to this contract.

Recruiting

Securitas utilizes a wide range of recruiting sources. Aside from the Talent Network, our recruiting resources include our recruiting web page, www.securitasjobs.com; local news media; college campus placement centers; state employment agencies; veterans' groups; senior organizations; local social service agencies; private industry councils; vocational centers; military organizations; law enforcement agencies; job fairs; specifically targeted groups; employee referrals (which provide referral bonuses); and many other qualified employment sources listed in our best practices. In low unemployment areas, we may offer sign-on bonuses (based on length of employment).

To complete our mission of attracting a talented workforce, Securitas developed the position of recruiter/retention specialist that is utilized at selected district offices. Once we have hired the best individuals, we must work to retain them. To help ensure that competitive wages are paid, Securitas uses wage survey data from the Economic Research Institute to validate officers' wages vs. those paid in each U.S. metropolitan area.

In cases where we assume responsibilities from incumbent providers or in-house personnel, our goal is to recruit and retain as many of these individuals as possible who are qualified for employment with Securitas. We take seriously our responsibility to select only those security officers who possess the appropriate skills, qualifications, and aptitudes for each client location. Every officer we hire has undergone personal interviews, reliability testing and reference checks to assist in evaluating the individual's ability to represent Securitas and our clients in a professional manner. In addition, all employees are subject to a criminal background screen and drug test. We then screen officers to help provide a good match between the officers' aptitudes and our client's site requirements.

Securitas takes a focused and consistent approach to increasing retention and making Securitas the employer of choice. Our commitment to retention begins as an applicant completes our hiring process. We strive to make every person who walks through our doors feel special. Retention efforts continue with individual visits (or calls) to newly hired security officers to discuss any concerns. Securitas also uses a series of district and region awards that recognize excellent performance and consistently promote on-going education and development.

The Securitas Talent Network

The Talent Network is an optimized career site to allow for easy job seeker interaction on any device. Once the job seeker submits a resume or subscribes our talent network, he or she is automatically enrolled to receive new, open positions as they become available. With some of the highest email open and click-through rates in the industry. The Securitas Talent Network has over 500,000 members and is one of the largest in the country.





With **The Talent Network** we are able to:

- Easily gain access to new candidate pools
- Capture vital contact information on interested candidates
- Automatically engage with top talent
- Create custom recruitment strategies geared toward individual client requirements

At Securitas, the foundation of our business is people. We have developed a detailed manual to support our local management teams in recruiting and hiring employees. Our recruiting guidelines include strategies, programs, and processes to effectively attract qualified people to our organization. Recruiting functions are handled by the human resources team of each local office servicing Village of Oak Park.

Equal Opportunity Employer

Securitas is committed to hiring and retaining a diverse workforce. Our goal is to increase diverse representation throughout our company. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race/ethnicity, color, national origin, ancestry, sex/gender, gender identity/expression, sexual orientation, marital/parental status, pregnancy/childbirth or related conditions, religion, creed, age, disability, genetic information, veteran status or any other status protected by local, state or federal law.

Women in the Security Industry

Securitas Security Services is honored to contribute to the accomplishments of women: past, present, and future! In addition to our 28,000 women security officers and managers, Securitas was the first in the industry to hire women as investigators. We are proud to continue our commitment to forge women's equality in the workplace.

Employing and Honoring Veterans

At Securitas, we proudly welcome our military heroes back to the workforce. Since 2012, Securitas has hired more than 50,000 veterans. Securitas USA seeks new ways to strengthen our support of veterans and honor their commitment to our country. Veterans are motivated by the same set of values that lead our company and can bring a unique and valuable skill set to Securitas USA.

Securitas is a proud member of the Veteran Jobs Mission. We have been a member of this private-sector coalition since 2012, formally known as 100,000 Jobs Mission. Because the coalition has far surpassed that goal, they have changed their name and set their goal to collectively hire a total of one million military veterans – with a strong focus on retention and career development of veterans.

Selection and Hiring of Personnel

The process begins with utilizing Oracle Recruiting Cloud (ORC)™ to hire and develop the best workforce in the industry. With ORC, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the ORC application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The ORC tool is a web-based product that includes an on-line employment application and an applicant tracking tool to assist our HR staff in managing the hiring process. It is fully integrated with our third-party vendors for background checks, drug screening, and WOTC tax credit screening.

The implementation of ORC in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of district office staff.



- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

ORC allows Securitas applicants to complete their applications on-line at any time Securitas recruiters can then evaluate fully screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess the traits we believe are critical to our organization; such as honesty, integrity, and a strong customer service orientation suited to the culture and operating environment of Village of Oak Park.

Our security personnel must meet the following minimum hiring standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read, and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.
- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.

Required security officer competencies include:

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully, and effectively with others, both in person and on the telephone.
- Initiative, integrity, and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.



Step 1: Job Application

This step provides information that will assist in:

- Pre-screening of applicants.



- In-depth interviews and background screening with emphasis on employment stability, work experience, and personal background. During this step, each candidate is required to complete the online application and an Evaluation of Report Writing Skills.

During the employment application process, the applicant is required to complete a pre-employment assessment to evaluate situational judgment traits. Candidates being considered for armed positions are subject to a second profile, the Securitas 16pf Protective Services Report (Securitas 16pf), which is designed to test for emotional adjustment, integrity/control, intellectual efficiency, and interpersonal relations and is widely used by military, law enforcement, and private security companies.

Step 2: Initial Interview

The first pre-employment interview is conducted to identify each applicant's skills, work style, personality, career interests, and suitability for the position.

Step 3: Background Verification

Securitas utilizes an accredited background screening company to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).
- Personal reference checks.
- Education verification.

Step 4: Drug Screening

Securitas USA prohibits the use, possession, consumption, manufacture, sale, purchase, transfer, dispensation, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances while on duty, on Company and/or client premises, or in Company or client vehicles.

Drug and alcohol testing may be conducted in the local Securitas office using an oral drug screening device or oral alcohol screening device where state laws permit. If the result is inconclusive, the donor will be directed to a lab-based collection facility to submit a urine specimen or a breath alcohol confirmatory test.

Where state law or client contract require lab-based testing, donors will be directed to a local collection facility to provide a 5-panel urine or hair follicle drug specimen and/or breath alcohol test.

Any employee or candidate who refuses to take an alcohol and/or drug test will be disqualified from the hiring process or separated from employment.

Our oral screening device is a six-panel screen that is designed to detect the presence of the most commonly used drugs:

- | | |
|-------------------|-------------------|
| • Marijuana (THC) | • Methamphetamine |
| • Cocaine | • Amphetamine |
| • Opiates | • Phencyclidine |



It provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

Securitas uses an accredited third-party agency to assist district offices through:

- Collection/test site identification, legal compliance, and management services.
- Random drug testing management and selection; data management, records retention, and education and training services.
- Quality control services and performance monitoring.
- After hours and post-injury/accident drug and alcohol testing services.
- An automated system to receive confidential test results quickly to help expedite the hiring process.

Securitas USA can utilize other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas USA's Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct DOT-regulated and random drug screening in accordance with client requirements and statutory regulations.

Step 5: Assignment/Scheduling Meeting

Final administrative processing and documentation is accomplished during this step, as well as the fitting and issuance of uniforms and equipment. The contingent employee meets with the scheduler to discuss specific issues and performance expectations of Village of Oak Park.

Step 6: Site Interview

Tentative assignment is made, and our client representative is notified. When requested by our clients, contingent employees are sent to the client site for a final review. We understand the importance that our clients desire us to place on the careful selection of security personnel.

Step 7: Security Officer Introduction/Examination

Contingent employees are required to complete an introduction session to review security-related video presentations. This program establishes a core base of security knowledge that enables our security officers to properly perform their duties from the first day at a client site.

An exam is given covering the following areas:

- Basic Security Officer Responsibilities
- Public Relations
- Communication and Reporting
- Safety Techniques of Patrol
- Emergency and Fire Prevention
- Basic First Aid; Safe Driving
- Client Relations
- Hazardous Material Communications

Step 8: E-Verify™ Work Confirmation

Securitas participates in E-Verify™. This program effectively allows Securitas to electronically compare information from an employee's Form I-9, Employment Eligibility Verification to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.



Resuming Operations Post-COVID-19



As organizations adapt to the "new normal" of administering both safe and secure access to their properties, Securitas is delivering COVID-19 specific expertise that is immediately available. COVID-19 presents both immediate and longer-term challenges to businesses attempting to make their workplaces accessible and safer to their employees and visitors. These access challenges will continue to evolve as information on COVID-19 regulations and public expectations progress in the weeks and months ahead. Securitas has developed and deployed an extensive knowledge base of best practices for COVID-19 access control screening. These practices are based on

Securitas' COVID-19 specific experiences across dozens of diverse industries and thousands of clients, including numerous Fortune 500 healthcare, manufacturing, consumer products and technology firms.

Securitas Access Control Solutions

- Consultation on screening layout configurations.
- Expertise and guidance on the implementation of screening questionnaires, temperature checks, officer self-screening procedures and social distancing protocols.
- Management of employee/guest entry and foot traffic with an emphasis on social distancing enforcement within critical areas such as entryways, lobbies, turnstiles, and elevators.
- Guidance on the use of plexiglass partitions, sanitizing stations and signage.
- PPE provisioning to employees and guests entering facilities, including proper disposal.
- Recommendations on various available screening tools, including handheld no-contact thermometers, portable and fixed thermal screening cameras, and other relevant technologies.
- Guidance on screening to ensure compliance with privacy laws and other legal considerations.
- Officer training specific to required screening protocols and critical health and safety practices.

Securitas is uniquely positioned to address your COVID-19 access control screening needs now. Our COVID-19 knowledge library is comprised of information collected from our broad network of field managers and more than 90,000 well-trained security officers who have been on the frontlines since day one of the crisis. Our leaders and field teams rely on, and continually contribute to, this dynamic, ever-evolving library of COVID-19 screening practices and protocols. We welcome the opportunity to speak with you and explore measures that will make your workplace safer.



Wellness Ambassadors: The Next Level in Security

The Securitas Wellness Ambassador program supports the growing demand for security standards to match new and on-going safety protocols across major industries. Securitas Wellness Ambassadors are selected, thoroughly screened, and trained to identify and de-escalate potential conflicts, resulting in a safer environment at your site. Wellness Ambassadors undergo scalable training in addition to traditional security officer certification and receive continuous refresher trainings as government agencies provide guidance and our internal guidelines evolve. Specialty training includes, but is not limited to:



- Reopening safely in changing times
- Concierge-level customer service
- Preventing & diffusing aggressive behavior
- Emergency response
- Terrorism awareness

Securitas USA's Comprehensive Training Program

8. A full description of initial training and ongoing training, including all subjects and categories.

Securitas Center for Professional Development

Our commitment to provide our clients with properly trained security officers was the driving force behind the creation of the Securitas Center for Professional Development (SCPD). This professional training management organization brings together dedicated trainers, cutting-edge courses, strategic business partnerships, and security industry experts to deliver world-class programs, products, and services. The value of SCPD to Village of Oak Park will be evidenced by a professional training capability that presents innovative and state-of-the-art training programs to our security personnel assigned to protect our clients' employees, visitors, and critical assets.

Securitas has made a substantial investment in SCPD and the related local and region training and development functions. An important service provided by Securitas is a dedicated training officer or selected supervisors to provide training at each Village of Oak Park location. Village of Oak Park trainers are supported by training staff and SCPD to help ensure the proper dissemination of new training programs, materials, and methods, and to keep trainers current regarding available resources. Each of Securitas' five regions is staffed with region, area and/or local trainers, whose role is to:

- Manage efforts in training, organizational improvement, and performance enhancement.
- Conduct training in a variety of settings and develop curricula that combine multiple existing and acquired resources.
- Analyze performance of individuals, programs, and organizational units; develop performance and competency models.
- Develop partnerships with clients by learning the clients' business and collaborating to identify learning opportunities that will enhance the delivery of security services.

Key competencies possessed by members of the training and development group are:

- Understanding of client business processes and success factors.



- The ability to conduct job task analyses in complex environments and develop corresponding curricula and performance and/or knowledge-based training modules based on varying needs.
- Planning, organizing and leadership skills; particularly as they relate to the development of annual training plans for a district office or a specific client.
- Presentation and group facilitation skills.

Area trainers are individuals who deliver training programs as requested by clients or required by Securitas. Our flat organization keeps training specialists close to the field to meet client-specific needs. With years of experience, many of these professionals hold security industry certifications as well as training credentials. This team is also responsible for updating the officers' training records and awarding corresponding recognition such as certificates and pins. These local professionals are responsible for delivering the local training curricula.

This team of trainers is supported by SCPD. In addition to being the primary driver of company-wide performance improvement initiatives, these professionals are dedicated to the development of field-requested curricula. Our training managers and curricula developers have backgrounds in training, education, instructional design, computer programming, graphic design, cognitive psychology, and communications, as well as security, law enforcement and military experience. They are guided by principles of human performance improvement and adult learning theory, and maintain membership in the Association for Talent Development (ATD) and ASIS International.

Through custom development and strategic partnership with industry content developers, SCPD provides curricula and lesson plans in multiple formats to meet the specific needs of our clients. Delivery platforms include online and instructor-led classroom courses with presentations, workbooks, and lecture notes, as well as video programs and self-study courses. We have built the leading e-learning program in the security industry. Proprietary interactive courses are available at anytime and anywhere there's a computer. Our LMS, the Securitas Online Academy, was designed in partnership with the same organization that provides services to government and global corporations and supports online training, testing, tracking, and reporting.

Securitas will bring Village of Oak Park the security industry's most innovative and professional capability with qualified local training professionals supported by world-class resources to implement the appropriate training at your facilities.

Security Officer Training and Certification

Professional Security Officer Training Development Path

Securitas provides each security officer with a clear training path. Our approach is based on three key elements:

- Certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations, and Securitas policies, are consistent regardless of an officer's assignment.
- Clients have unique situations that may require additional specialized training; therefore, we provide both general and client-specific training.
- We meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs.

The initial training requirements of Village of Oak Park will be completed within a mutually agreeable timeframe for all officers prior to permanent placement at Village of Oak Park sites. Retained incumbent officers, as applicable, will also receive Securitas-specific elements of this training in manageable groups after transition so as not to interfere with security operations.

We maintain training certifications that list all completed training modules in each officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered through the Securitas Online Academy, testing and record-keeping is instant and automatic.



Level One focuses on basic security officer skills and exceeds many state-mandated minimum requirements for entry-level security officers. The following general subjects are covered:

Hazard Communications & Globally Harmonized System	State Licensing & Additional Regulatory Requirements	Security Officer Handbook
Bloodborne Pathogens	Harassment Awareness	Acts of Terrorism
Client Service Skills	Active Shooter	Loss Prevention Techniques

Level Two Training

Level Two focuses on career development and includes site-specific training as well as Securitas' premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on your requirements will be developed for Village of Oak Park upon our selection as your security partner. On-the-job training, conducted mostly on-site, is designed to instruct the officer on the specific requirements of the job. Level Two training programs include:

Site Orientation	AED/CPR/First Aid
Post Orders	Vertical Market Certification
Safe Driving Program	Metal Detectors/Wanding
Advanced Certification Training (ACT) 1	Firearms Instruction (if applicable)
Advanced Certification Training (ACT) 2	Work Stoppage Security
Advanced Certification Training (ACT) 3	In-Service Training
Customer Service	

Level Three Training

Level Three offers rigorous, specialized training for officers who seek professional development beyond Level Two. Officer will work with their managers to select appropriate courses. Level Three training programs include:

Workplace Violence	Professional Ethics
Loss Prevention	Harassment and Discrimination
Security Surveys and Risk Assessments	Teamwork and Leadership
Advanced Customer Service	Hazmat Awareness Level
Homeland Security Issues	Advanced Guarding Technology
Emergency Response	

E-Learning and the Securitas Online Academy



Securitas meets training needs with advanced technology and sophisticated courseware design. The Securitas Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System (LMS) to create the finest e-learning program in the security profession.

E-courses offer security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback, coaching, and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This equates to improved performance and consistent training across the organization.

Our LMS facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

Securitas' e-learning program delivers training when and where it's needed, with 24/7 learning access to both custom and off-the-shelf courseware, and standardized training across the organization. It is the perfect solution for just-in-time training for compliance issues, industry standards, homeland security, and more. All of this results in lower training costs, more training opportunities, and a dedicated workforce of security professionals.

The Securitas Online Academy benefits clients with consistent training and performance across locations and dedicated officers with career paths in security. This effective and efficient training is available when and where you need it.

Securitas' commitment to excellence in training and development provides you with the knowledge and assurance that you have the best-trained and most highly motivated security team working for you.

Advanced Certification Training (ACT)



Securitas has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), which is designed to provide advanced training for each security officer. The ACT certification program is designed as three distinct curriculums, each with six to seven focused micro-learns. We will make these curricula available to all security officers at Village of Oak Park. We encourage our security officers to participate as an opportunity to further their security knowledge and to prepare them for advancement, both at Village of Oak Park and within Securitas.

Each ACT curriculum provides details of the security profession. Using the latest technology and solid learning theory, ACT e-Learning

courses can be delivered anytime and anywhere a computer is available. It allows officers to progress at their own pace to learn the materials while receiving immediate feedback on their understanding and application of the lessons. The state-of-the-art ACT e-Learning courses are fully interactive and based on the "tell, show, do" approach to learning that lets officers apply the principles they are learning in computer-simulated situations. Lessons are reinforced with online quizzes and a final exam that gives instant feedback.

Upon receiving a satisfactory passing grade on each micro-learn in for the ACT 1 curriculum, the security officer is awarded a certificate. Upon completing the ACT 2 curriculum, a certificate and engraved "ACT Certified" nameplate is awarded. Successful completion of the ACT 3 curriculum earns the officer a certificate and uniform pin with the designation of "Professional Security Officer."

Our ACT Program includes the following micro-learns in each curriculum:

ACT 1	ACT 2	ACT 3
About Securitas	Report writing	Workplace violence



The professional security officer	Access control	Traffic Control & Parking Lot Security
Professional image & teamwork	Telephone & radio communications	Crowd control
Customer Service (includes three micro-learns)	Patrol techniques	Bomb threats
Post orders	Perimeter control	Law & Order
Limits to authority	Vehicle access control	Fire safety
SecuritasVision (Proprietary Guard Management Tool)	Introduction to Remote Guarding (Security Technology)	Information & Data Security (Security Technology)
Emergency Response		

Ongoing Professional Development

Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication.

Ongoing development plans designed to meet the specific requirements of Village of Oak Park may include drills, exercises, audits and refresher training. In addition, Securitas provides continuing training and development opportunities through dynamic, proactive communication programs such as our monthly Security Spotlight and our flagship Excellence in ServiceSM program.

Security Spotlight

Distributed on a monthly basis, Security Spotlight examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, Security Spotlight proactively examines security issues relative to current events and risks, such as terrorism awareness and response, seasonal safety and security, and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather, identity theft, and travel security. Security Spotlight topics can also be produced in response to client requirements.

Excellence in ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate, and empower every security officer. Our quarterly Excellence in ServiceSM magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Securitas officers and events are featured to highlight the training and/or client service topic being emphasized. To help reinforce knowledge and proper procedures, officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly, and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for \$2,500 at a special ceremony.



Annual Refresher Training

Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training.



Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.

We are committed to working closely with Village of Oak Park to determine specific critical skills and knowledge that should be periodically reinforced and re-tested through annual training. In addition to standard refresher training (e.g. "Anti-Terrorism Awareness"), through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies, and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

The value to Village of Oak Park is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.

Additional Value-Added Training Solutions

In addition to our ACT and e-learning programs, Securitas has a wealth of training resources, from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from Securitas and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors, and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at each Village of Oak Park site.

Security Training Succession Plans

Securitas can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training.

We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers on the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.

The benefits of such a program include the following:

- Qualified individuals are identified as they proceed along the training succession path and their skills are identified.
- Participating in training provides the officer with a sense of value to Securitas and Village of Oak Park. This sense of value provides non-monetary reinforcement and contributes to good morale.
- Good morale through the investment of training leads to increased retention.

Specialized Training Led by Bill Phebus

Bill Phebus is a Safety and Security subject matter expert who provides engaging and impactful training seminars and tabletop exercises to the Chicago/Chicagoland market. Topics include all manner of emergency response, security protocol and "best practices" but also include leadership, management and team building training for supervisors and account managers. He has been working with Securitas in a training capacity since 2016.

****See attached sample specialized training curricula, which immediately follows.***

Additional Training Programs



At Securitas, we believe that knowledge is power and the best defense to top security threats is a well-trained, educated, and motivated security team. Our commitment to ongoing improvement places Securitas at the top of the security profession. This catalog outlines the extensive resources that sharpen employee security skills and expands their professional development. It also exemplifies our commitment of providing unsurpassed employee training and development. Our proprietary programs teach vital skills and reinforce the Securitas values of Integrity, Vigilance, and Helpfulness through:

- **Exclusive, stand-alone courses** that can be assigned on demand to meet industry, client, and employee-specific needs in real time.
- **Customized — and customizable — curricula** that provide on-going security training and career development for officers, supervisors, and managers.
- **Our learning management system**, which leads the security industry in providing online training, testing, and complete progress reporting.

A sample list of our additional training programs includes the following topics:

- Access Control Fundamentals
- Access Control Equipment
- Bomb Threats
- Crowd Control
- Customer Service Essentials
- Customer Service Excellence
- Dealing with Difficult People
- Documenting Discipline
- Emergency Response
- Fire Safety
- How to Get Everything Done
- Law and Order
- Limits to Authority
- Listen Up: Hear What's Really Being Said
- Maritime Transportation Security Act – MTSA
- Motivation in the Workplace
- Management of Aggressive Behavior MOAB®
- Patrolling Tips & Techniques
- Perimeter and Vehicle Access Control
- Radio Communications
- Report Writing
- Substance Abuse
- Telephone Excellence
- Traffic Control and Parking Lot Security
- Workplace Violence
- Writing for Business Results

9. Any special training and special activities of company pertinent to parking facilities and public facilities.



Securitas may provide the following training for officers at parking facilities:

- Management of Aggressive Behavior (MOAB)/Non-violent Physical Crisis Intervention (CPI) provides the techniques of how to recognize aggressive or changes in behavior about to become more aggressive, how to respond to such behavior and uses instructors certified by the companies authorized to teach either de-escalation technique.
- Class on Officer Safety
- Class on Basic Report Writing
- Class on Security Sensitive Areas
- Drive for Life
- Ritz Carlton Customer Service Training
- Proper Techniques on Security Patrols

10. Proof of training and understanding of security surveillance equipment systems.

Securitas provides site specific training based on the client's current technology systems. Officers will be required to learn these systems with their District Manager and or Training Officers. A test is issued at the end of training to test their knowledge on current equipment. An 80% grade or higher is required prior to an officer monitoring video surveillance equipment.

Securitas also offers video-based patrols form the basis of an all-encompassing security solution. Our remote officers can conduct patrols once or several times per night by utilizing remote patrol. By logging into the camera network, they are able to conduct a full exterior patrol, noting and responding to any unusual behavior in your parking lots, along fence lines and in places which the naked eye alone cannot detect activity. On an interior patrol, our remote officers can check for unauthorized after-hours activity, perform firewatches, and conduct health and safety inspections. A Smarter Way to Patrol Your Premises Remote patrol gives you a proactive security presence that's ready to help deter trouble 24/7. Remote patrolling via strategically placed cameras gives you eyes on your weak spots that can monitor more consistently and cost-effectively than security officers alone. Partner network brings together industry's best Securitas USA has global agreements with some of the security industry's top innovators. This allows us to deliver the best possible technology and services in simple, cost-effective packages. A knowledge leader in security Remote Guarding, managed by Securitas USA, gives you state-of-the-art security in innovative and cost-effective packages. Cutting edge cameras and software create real-time security that helps prevent incidents, optimizes security officers' time and reduces costs. Securitas USA can design, install and maintain the technology equipment used for this service. Securitas USA offers a broad range of services that include specialized guarding, technology solutions, mobile guarding and corporate risk management; we customize offerings that are suited to the individual customer's needs.

11. An overview of the training programs for supervisors, including the frequency of such programs.

Security Supervisor Training and Certification

Each of the below courses are taught as a seminar or mentored tutorial and is available online. In addition, supervisors receive four policy-oriented courses in human resources and risk management. The Certified Security Supervisor training program is designed to support lead officers and supervisors by providing the necessary skills and knowledge to lead and coach a team



of security officers. Successful completion of this series is also linked to our succession planning for Securitas supervisors and officers. Additional training in the Supervisor Development Path can be tailored to fit the individual requirements of Village of Oak Park.

Our Certified Security Supervisor training program focuses on the following:

Service Excellence	Role of the Supervisor	Counseling and Coaching	Managing Performance
Quality Customer Service is the Key	The Challenge Ahead	Counseling & Coaching	Why Manage Performance?
Identifying the Needs of Your Customers	Transition to Supervisor	When Should You Counsel or Coach?	Developing Performance Goals
Provide for the Needs of Your Customers	Delegation: A Critical Skill	Giving and Receiving Feedback	Building Commitment
Project a Positive Attitude	Building a Winning Team	Plan & Conduct Counseling & Coaching Sessions	Preparing for the Performance Review
Working with Clients	Making Better & Faster Decisions	Pulling It All Together	Effective Performance Reviews
Take the H.E.A.T. - Put Out the F.I.R.E.	Staying Upbeat		
Proactive Problem Solving			

Licenses and Insurance

12. A copy of all licenses, insurance certificates, and other pertinent information.



Full copies of our State of Illinois Business license and Evidence of Insurance Certificate have been provided and immediately follow.

ACOMIS CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT REPRESENT OR GUARANTEE THE ACCURACY, COMPLETENESS OR VALIDITY OF THE INFORMATION PROVIDED HEREIN. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE INSURED INSUREMENT, AUTHORIZED REPRESENTATIVE OR INTEREST, AND THE CERTIFICATE HOLDER.

INSURED: Laura Keating
150 S Wacker Dr Ste 1150
Chicago, IL 60606

COVERAGE: General Liability, Professional Liability, Directors & Officers Liability, Employment Practices Liability, Cyber Liability, Crime, Fidelity & Bond, and more.

COVERED PERIOD: 01/01/2023 to 12/31/2023

INSURANCE COMPANY: ACOMIS Insurance Company, Inc.

AGENCY: Securitas Security Services USA, Inc.



Parking Structure Security Experience

13. A written overview of the company's experience in providing security at parking structures; this overview should name specific clients and the city and state in which they are located.

Securitas has serviced the Village of Oak Park's Parking structures in the past for over 14 years. In addition, Securitas also services over 15 high-rise parking structures for Inter Park, LLC in the City of Chicago. These are similar in scope of services since all of their sites require a vehicle tour and static guarding.

Securitas also secures multiple corporate offices and residential buildings with attached parking garages and or structures located in the building itself. Some of our clients throughout Illinois include: the JLL Portfolio, the AON Building, The Richard J. Daley Center, Chase Towers, NBC Tower, Amtrak Parking Garage.

Qualifications of Staff

14. Qualifications of all staff to be employed at this location, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.



The following is a brief overview of Securitas USA's minimum qualifications for Securitas USA's security officers and supervisors. We will work closely with your team to ensure any additional requirements are met, as well.

Security Officers:

Our security officer personnel must meet the following minimum hiring standards

- at least age 18.
- a reliable means of communication.
- a reliable means of transportation.
- the legal right to work in the United States.
- the ability to effectively speak, read and write English.
- a high school diploma or GED.
- willingness to participate in the Company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- have a stable work history.
- have well-developed interpersonal communications skills and professional composure to fit the Village of Oak Park culture.
- can withstand the scrutiny of a thorough interview and background investigation.
- are drug free.
- able to qualify for and obtain a state security officer license, where applicable.
- Required security officer competencies include:
 - the ability to provide high quality customer service.
 - the capability to exercise good judgment and discretion in all business interactions with others.
 - the ability to be an effective team member.
 - neatness in dress and grooming.
 - the ability to deal courteously, tactfully and effectively with others, both in person and on the telephone.
 - the ability to communicate clearly in English with others, both verbally and in writing.
 - have initiative, integrity and high ethical standards.
 - the ability to maintain professional composure when dealing with unusual circumstances.

Supervisors:

- Must be at least 18 years of age.
- Must have a reliable means of communication (i.e., pager or phone).
- Must have a reliable means of transportation (public or private).
- Must have the legal right to work in the United States.
- Must have the ability to speak, read, and write English.
- Must have a High School Diploma or GED. If not, must be willing to complete the GED program within six months.
- Must be willing to participate in the Company's pre-employment screening process, including drug screen and background investigation.



Education/Experience:

H.S. diploma or G.E.D., and 2 years of security-related training or experience, including lead or supervisory experience, sufficient to meet the requirements of the assigned site, or an equivalent combination of education and experience, as determined by the company. Competencies (as demonstrated through experience, training, and/or testing):

- Must be able to meet and continue to meet any applicable state, county and municipal licensing requirements for Security Officers.
- Must be able to meet and continue to meet requirements for specific skills, certifications or authorizations specified for the assigned site.
- Knowledge of security operations and procedures.
- Knowledge of supervisory practices and procedures.
- Ability to supervise staff, including assigning work and providing training and discipline.
- Ability to provide positive direction and motivate performance.
- Understanding of a variety of security and safety devices and controls.
- Ability to learn quickly and carry out instructions furnished in written, oral, or diagrammatic form.
- Ability to track and maintain schedule assignments.
- Ability to be an effective team member.
- Ability to maintain professional composure when dealing with unusual circumstances.
- Courteous telephone manner.
- Ability to adapt to various sites and changes in post procedures.
- Ability to adapt to changes in the external environment and organization.
- Ability to write routine correspondence, including logs and reports.
- Good organizational skills.
- Strong customer service and results orientation.
- Strong interpersonal skills, with the ability to interact effectively with clients, at various social levels

Securitas USA's Drug and Alcohol Policy/Testing Program

15. A copy of the contractor's pre-employment drug testing policy.

Drug and Alcohol Policy -

Securitas Security Services USA, Inc. is committed to providing a healthy, productive and safe work environment for all of its employees. Securitas USA strives to hire and maintain high quality, motivated security professionals. Illegal drug use, possession and sales have no place in the Securitas USA organization. Illegal drugs and security services do not mix. In order to achieve a drug-free workplace, Securitas USA has adopted this drug-free workplace policy. This policy discusses drug abuse, provides useful information regarding illegal drugs and contains resource information on how to overcome drug abuse. Securitas USA's post-offer drug testing policy requires that all prospective employees successfully pass a drug screen prior to starting work. Securitas USA has expanded the drug-free workplace program to include: reasonable-cause drug/alcohol testing, postinjury/accident drug and alcohol testing and periodic drug/alcohol testing. Through education, training and enforcement of this policy, we will work toward our goal of providing a healthy, productive and safe environment for all employees.



Securitas USA prohibits the possession, use, consumption, manufacture, sale, purchase, transfer, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances during work hours, while performing Company business, while wearing a Company uniform, while on Company premises or Company work sites. Portions of this policy may vary due to individual state laws.

Drug and Alcohol Policy Table of Contents:

- Securitas USA Drug Testing Program
- Treatment and Prevention
- Confidentiality; Employee Responsibilities
- Department of Transportation Testing
- Definitions
- Abuse, Addiction and Dependence
- Symptoms of Drug Abuse
- Employee Assistance Program
- Facts About Drug and Alcohol Abuse
- Why Should You Get Involved?
- Alcohol
- Hallucinogens; Inhalants
- Marijuana
- Opiates or Narcotics; Sedatives
- Amphetamines; Cocaine
- Crack; Ecstasy; Tobacco
- Community Resources
- Employee Acknowledgement

Drug Screening and Alcohol Testing -

Securitas USA mandates a drug free workplace. This policy is widely published and communicated throughout our organization. One of the first things an applicant sees when entering a Securitas USA office is a sign that reads, "At Securitas USA, we screen for drugs." We partner with Pinkerton Global Screening Solutions, a leading provider of public record information and drug screening services to administer our drug screening program, using iScreen, an oral fluid-based point of contact screen for drugs of abuse.

iScreen is a six-panel screen and is designed to detect the presence of the most commonly used drugs:

- Marijuana (THC)
- Cocaine
- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

iScreen provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas USA utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.



Lab based drug screening is used in states where oral drug screening is not permitted or as a confirmatory test when the oral drug screen results are inconclusive. The standard 5 panel urine screens for the following substances:

- Amphetamines
- Opiates
- Cocaine
- Marijuana
- PCP (phencyclidine)

16. A copy of the company's random drug testing policy and post-accident drug testing policy.

Random Drug Testing –

Securitas USA can utilize various other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas USA's Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct random drug screening in accordance with client requirements and statutory regulations.

Background Checks

17. A description of the company's process for conducting pre-employment background checks and what steps are taken to during the course of employment to maintain and verify employee background information.

Our in-depth selection activities are standardized within an eight-step selection process that screens out unqualified candidates and identifies those with critical traits such as honesty, integrity, and a strong customer service orientation.

Every officer we hire at Securitas has successfully undergone personal interviews; reliability testing and reference checks to determine our comfort level with the individual's ability to represent Securitas and our clients in a professional manner. We screen officers to help to provide a good match between the officer's aptitudes and our client's site. Securitas takes a serious and consistent view on increasing retention and making Securitas the employer of choice.

Securitas utilizes an accredited background screening company to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).



- Personal reference checks.
- Education verification.

Patrolling Policies at Similar Facilities

18. An overview and description of the patrolling policies used at similar locations.

Below are some of the following patrolling policies at similar locations.

- Hourly vehicle patrols from top of every parking structure to the bottom.
- Patrols are to be completed around the exterior of every structure and interior
- Patrols are done systematically and unsystematically to diverting a common hourly pattern
- Officers check every round utilizing Vision 2.0 and Securitas Connect-Please see attached
- A vehicle count and pictures of license plates, make and model are required for unauthorized parkers

Securitas also utilizes our Mobile District to provide high quality, high value security solutions. Securitas Mobile enables all size entities to access security offerings such as patrols, property inspections, alarm systems and alarm response services – which are typically only available to larger entities. Mobile services combine mobile patrols and alarm and incident response with cutting edge technology to design a customized solution that meets your needs.

Securitas Mobile offers a variety of affordable security solutions for your business, including:

- Exterior patrol inspections
- Interior patrol inspections
- Alarm response
- Parking lot patrols
- ATM skimming device inspections
- Lighting checks and reporting
- Employee escorts
- Dedicated patrols between multiple properties

Policies, Procedures and Post Orders

19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.

Employee Policies and Procedures

Today we offer our clients the benefit of the best practices identified through years of hands-on experience as well as the talents of the best minds in security today. We believe in best practices and proactive change. While at Securitas USA, our employees will receive career opportunities, advanced training and support of leading-edge technology.

Our Employment Handbook aids employees in succeeding at their new job, which in turn benefits our clients. As a Securitas USA team member, our employees represent Securitas USA values of Integrity, Vigilance and Helpfulness to our customers



and the community that we service. These values play an important role in defining our business relationships, as well as our relationships with each other. In the employee handbook, we have included the Securitas Values and Ethics Code, which reinforces our core values and codifies what we stand for as a company. "The Code" sets forth the fundamental principles to which Securitas expects all of its employees to adhere to at all times.

This handbook has been prepared to acquaint our employees with Securitas Security Services USA, Inc. ("Securitas USA") and to give them a general understanding of our policies, procedures and benefit programs. We want our employees to be an informed, enabling them to fully participate in all aspects of the employment relationship.

Throughout our organization, People Make the Difference. Securitas USA's success depends upon each one of our employees working together as a team. In all our interactions, we seek to build relationships based on trust, teamwork, responsibility and open communication. We expect all of our employees to adhere to the principles set forth in the Securitas Values and Ethics Code.

Our Employee Handbook includes detailed procedures for various personnel and work-related topics. Our existing policies address the following personnel areas: hiring, training, scheduling performance, evaluation and discipline of all personnel categories in detail.

Standard Operating Procedures and Forms

Securitas Security Services USA, Inc. ("Contractor") will create and make available written security operating procedures unique to each of your properties in which Contractor is contracted to provide security services. Contractor will assist the local client in the development of site-specific post procedures and will utilize where appropriate existing policy and procedures as well as provide a client approval signatory page. The written document will be maintained by Contractor and be reflective of the current security need as determined by each individual property and its physical location.

Procedures

Contractor security operating procedures may contain but are not limited to include the following general scope outline:

- Qualification
- Hours of Security Operation
- Meal Periods
- Vacations, time off, absence from work
- Training
- Emergency Personnel Designation
- Schedules/overtime
- Reliefs
- Uniforms and Appearance
- Personal Protective Equipment
- Communication Equipment
- Vehicles
- Computers – Electronic and Voice Mail
- Use of Computer Software
- Security Officer – Performance Standards
- Business Ethics
- Confidentiality
- Public Relations
- Personal Conduct



- Removal of Company product or assets
- General Responsibilities
- Restricted Areas
- Lost, Found, Stolen Property
- Mechanical Equipment
- Elevators
- Fire and Safety Equipment
- Fire Doors
- Fire Exits/Emergency Egress Routes
- Alarm testing
- Reports
- Legal Matters
- General Post Order Procedures
- Housekeeping of security areas
- Fire emergency procedures
- Fire evacuation procedure
- Medical emergency
- Bomb Threat Received Procedure
- Elevator entrapment
- Customer Complaints
- Power Outage/Surge
- Trip and fall
- Civil Disturbance- Unrest or work stoppage
- Extreme weather – cold and hot
- Hurricane– high winds or tornado
- Water leak
- Noise complaint
- Food borne illness
- Infectious, Contagious Disease
- Earthquake Procedures
- Armed Robbery
- Crisis Communications
- Towing
- Telephone/Radio Communications Procedures
- CCTV Monitoring
- Maine Entrance/ Front Lobby Procedures
- Loading Dock and vendor delivery procedures
- Bomb Threat Procedure
- Emergency Phone Numbers
- Fire Extinguisher Inspection Procedure

Standard Operational Forms



Each client site serviced by the local branch office has a number of forms and programs for providing security officers and clients with the peace of mind that the security officers are prepared, the supervisors know and follow the structure and that expectations are being met. The following list outlines the basic Operational Form expectations:

- Post Orders as described in the PODS sections enclosed
- Post Duty Brief, which is an outline form that breaks the Post Orders down into the main tasks required each shift. This form is a good guide for new hires and Flex staff, can be used as a reminder of tasks performed by individual shifts, and provides a quick summary of key times and locations of Post Order critical duties
- Hiring Profile and/or Job Description completed for each Job Category
- Post Order Exams
- On the Job Training Checklist, as mentioned in the training portion. This form guides the newly assigned officer and his/her trainer through the site-specific training processes to assure that all details are trained on and that security officers commit to the tasks assigned.
- Safety Program and Injury and Illness Prevention Program consisting of:
 - Monthly Training topic from Safety Committee
 - Field Service Manager Monthly training bulletin
 - Safety Link monthly call-in topics and prizes for participation
 - Weekly Security Officer Safety Inspections
 - Bi-Annual Periodic Hazard Assessment Inspection

Field Service Managers, Site Managers, and Shift Supervisors become well versed in Branch expectations and Operational Forms. Securitas USA takes the training, supervision and safety of its security team very seriously. It is of the utmost importance to internal processes and client deliverable that our officers are aware of their role and safe in the performance of their duties.

Post Orders Distribution System (PODS)

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

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

****Sample Post Orders TOC, immediately follows.***

Management Plan

20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high-quality performance and achievement of deadlines. Elements of



the private security company's technical ability that must be addressed in the Management Plan include but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) surveillance detection, (F) personnel action prevention, (G) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:

- proposed lines of responsibility, authority, and communication;

Organization and Management Team -

Communication, Supervision and Oversight

Our off-site team provides active oversight of Village of Oak Park. The manager will facilitate decisions to effectively meet the security needs of Village of Oak Park. The District Manager meets regularly with the client contact to evaluate service levels and to discuss, implement, and develop our ongoing service plan. Securitas off-site management can set up weekly or bi-weekly meetings to assess the specific security needs. The Manager will also facilitate semi-annual training at the building and also host table tops with ownership and, tenants, officers and other building management to discuss important topics such as active shooter training, Ebola, bomb threats, etc.

In addition to our off-site management-

- Field Inspectors will conduct daily stops at the building on off hours.
- Manager will conduct weekly Key Performance Indicator assessments
- The Securitas District Manager is available to conduct on-site training and follow-up training in all basic and advanced security subjects.

Our Management will meet as necessary with client representatives and ownership to assist in carrying out our regular and special post orders.

Audits

The on-site management is required to conduct uniform and operational audits of its security staff on a daily basis. This information is compiled and submitted to the Corporate Office to ensure that the assigned security staff is maintaining a positive image while on duty and that the uniforms and equipment are being properly maintained.

The roving security managers/supervisors conduct audits each time they are in a facility interacting with the security staff. These reports are submitted to the Operations Manager at the end of their respective shift. Any discrepancies are noted and related to the on-site manager for that facility.

Field Inspections

We understand the importance of keeping our officers motivated and engaged in their roles and responsibilities. Our philosophy is to support our officers and create an environment that encourages career growth, personal development and open communication. This philosophy encourages officers to take ownership in the Village of Oak Park security program which leads to a safe and secure environment for the Village of Oak Park employees. To ensure this philosophy is successful we have established standardized field inspections and employee evaluations.

Random field inspections will be conducted by the supervisors and District Managers. We will work with Village of Oak Park to establish a quantitative goal on the frequency of supervisorial visits. We will track and measure this metric as a Key Performance Indicator (KPI) of our service.

- proposed organizational structure;



Account Management Structure/Key Personnel

Account Manager

The account manager interfaces with the security manager at Village of Oak Park on security services delivery, and is responsible for all Securitas personnel and services at Village of Oak Park. 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.

Account Supervisors

Account supervisors are responsible for the supervision of officers on their respective shifts. They build teamwork, cooperation and consistency on their shifts, and are fully trained and thoroughly knowledgeable of all post orders, operating logs, procedures, practices and site interior/exterior layout. They work under the direct supervision of a site manager, while working closely with Village of Oak Park security management personnel.

Area Vice President (AVP) - Sean Keating

The AVP helps to ensure the delivery of high-quality client service through regular contact with clients, evaluates service quality, supports area and district 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 district managers, helps to see that area offices and districts have well qualified individuals who are properly trained to carry out Securitas' mission, coaches area and district managers in strengthening their competencies and developing and retaining business, and facilitates teamwork and the implementation of progressive change.

District Manager - Olivia Gonzalez

The district manager actively manages all client sites in his/her area. The district manager facilitates decisions to meet the needs of Village of Oak Park. The district manager meets regularly with the client contact at Village of Oak Park to evaluate service levels, and implement and refine our ongoing service plan.

Some of the responsibilities of our district managers include:

Client visits: A Securitas district manager schedules regular visits with Village of Oak Park to ensure contract compliance and satisfaction with our service.

On-site training: The district manager conducts both on-site and follow-up training in all basic and advanced security subjects as necessary.

Maintaining contact: District managers meet as necessary with client representatives to assist in performing the duties of our regular and special post orders.

Site development: District managers supervise, monitor and respond to security officers' requests for assistance, support and development. It is the responsibility of every district manager to strive to see that the security officers working at Village of Oak Park have the skill sets, training, equipment, supplies and support necessary to fulfill their security responsibilities.

Field Supervisors

Spearheading field supervision and training for each district office are the field supervisors, who function as non-resident supervisors. Field supervisors administer continuing training of the officers assigned to each facility. Since they are an important extension of the management team, proper selection and training are important. We have developed formal programs that include seminars, classroom training, video instruction and manuals designed specifically for field supervisors. Some of the responsibilities of our field supervisors include:

Field supervisor visits: A Securitas supervisor schedules visits with each post, and monitors the quality of the security officers' performance and appearance.

Field supervisor on-site training: Field supervisors are available to conduct on-site and follow-up training in all security matters.

Field supervisor contact: Field supervisors meet frequently with a client representative to assist reviewing service levels.



Inspection reports: Field supervisors, when requested, inspect and leave reports on-site for the client's designated representative.

Incident reports: Field supervisors must respond to security officer requests for assistance and review each Incident Report. An "Action Taken Report" on the incident is left on-site for review by your management representative.

Human Resources Manager

The human resources manager leads the hiring and selection process for all employees; personally interviews each candidate for selection to work at Village of Oak Park; and manages benefits, employee relations and recruiting.

Recruiter

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

Training Manager

The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; reviews all operations at Village of Oak Park to determine the best methods of delivering the training; identifies the appropriate training materials; schedules and conducts the training; and is responsible for supervisory and refresher training.



Scheduling Manager

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

Accounts Payable/Accounts Receivable

This individual works with the client representative when a billing discrepancy arises, researches any billing issues, and tracks timely payment of all outstanding invoices. District office payables and invoices are also processed for approval and payment.

Flex Force

Securitas typically uses the flex force system to fill unscheduled vacancies (e.g., illness, vacation) at your facility. Additional officers are trained at each of our clients' sites to become fully knowledgeable of the required duties. They are on call 24 hours a day to be ready to respond to vacancies that may occur at your facility. Should the need arise for a large number of additional officers at a particular site, Securitas offices assist with a reserve force.

Region Support Teams

Securitas consists of five geographic regions. The purpose of the region office is to guide and support the local district offices that, in turn, support our officers at client sites. Placing resources at the local level, where they can be used most effectively, is part of our mission as the industry leader to add value by being closer to our clients and to our security officers.

While supervisors are the first point of contact for the security officer, they will, on rare occasions, have questions that need to be escalated to the region level by their supervisors.

Securitas North Central region support includes:

Region President (RP)

The Region President is essentially the chief executive officer for the region, providing the leadership and vision that drives the quality of our service and promotes the success of the region. The RP directly oversees each of the area vice presidents in their support of the local district offices. The RP develops client relationships, grows Securitas' business, and studies the industry. RPs work to improve both the financial performance of the region, as well as the level of service the region provides to its clients and officers.



Region Vice President (RVP)

The RVP is responsible for initiating and maintaining professional-level contacts with prospective clients. The RVP carries the Securitas message to promote Securitas' reputation in the security industry and engage prospective clients, as well as looking for best operating practices and networking to identify prospective clients.

Vice President of Human Resources (VPHR)

This team member oversees all aspects of human resources for the region. The VPHR is the first point of contact for all benefits, compensation and general employee welfare questions that cannot be resolved by the district office. The VPHR works closely with corporate employee relations staff and is a key point of contact for government agencies. Compliance, standards and auditing of personnel records are additional areas of responsibility.

Regional Director of Training and Development (RDTD)

The RDTD not only delivers training, but also trains the trainers. The RDTD meets with clients to help identify training needs, listens to suggestions and oversees all employee development programs in the region. In addition, RDTDs promote career development, administer the sweepstakes coupon program, and support all aspects of the "Excellence in Service" program.

Region Controller (RC)

This individual reviews the financial status of every Securitas client, and prescribes corrective measures, when necessary, based on the findings. However, far more often the RC acts proactively to build and maintain a quality business portfolio, robust offices, and strong regions. Many of the questions asked are directly related to compensation. By working to improve Securitas' financial management, the region controller helps to support everyone at Securitas.

- **proposed transition plan**

Transitions, regardless of scope, pose a variety of challenges. Identifying these challenges makes overcoming them a matter of process. Securitas has successfully executed transitions throughout the world at levels that are truly remarkable. To continuously improve our transition process, "best practices" and "lessons learned" are communicated to all levels of management to provide timely implementation.

Most new Securitas clients already have incumbent security personnel with whom the account transition team works with to ensure a successful change in service providers. We understand it is the face-to-face interactions, the relationships that are so very important during transitions. We work to provide confidence and assurance to all those involved.

Securitas Managers are experts in transitions. In 2021, they transitioned over \$500 million in services from in-house private security and other contract security providers using our **Excellence in Service** process (Transition references are available upon request). This was accomplished without any major issues or disruption to our client's operations.

Securitas is well aware of the negative impact an inadequately designed and implemented transition can have on the continuity of operations of a client. Our team and our proven processes will help to provide a seamless transition at each facility.

Transition, then transformation

Transformation, not transitioning, is our ultimate goal. To transition your current security staff to our practices and then transform them to our comprehensive security solution, a number of items are scheduled. We introduce our experienced transition team, consisting of the Area Vice President of Operations, District manager, Human Resources Manager, Recruiting Manager and Training Manager. These members oversee every area of the operation, helping to ensure all posts are understood, evaluated, and enhanced to our standards of protection. This team then works to develop a comprehensive transition and implementation plan for Village of Oak Park.

The transition plan is formalized approximately 30 days prior to the "start of service" date. The implementation plan typically takes an additional 60 days from the start of service, depending on the scope of the project. In addition to security officers, value added programs are identified and introduced where applicable.



The current security industry categorizes Officers (Guards), actual boots-on-the-ground, and Systems, various technologies, into two separate categories, Securitas does not. We see both of these as different tools utilized for the same purpose; to provide Village of Oak Park with the most secure and cost-efficient security program. A complete security plan is designed using both people and technology to create comprehensive security for your organization; thus, transforming your security program into a modern, cost-effective solution.

During the numerous transitions completed over many years, we have learned:

- To ask detailed questions in order to understand our clients' expectations.
- Communication with officers and key stakeholders regarding transition information is critical and must be timely. We create employee communications regarding transition activities to keep everyone informed.
- It is necessary to maintain flexibility regarding transition and implementation schedules. Clients' requirements and their environments are dynamic and periodic adjustments may need to be made.
- To fully document and disseminate internal transition reports in order to evaluate progress and make necessary improvements in our methodology.
- Performance measurement begins with transition; our clients expect to be kept fully informed regarding completion of critical transition milestones. At a minimum, weekly progress reviews are conducted with our clients.

Our transition plans have taken these "lessons learned" and incorporated them into a detailed schedule that becomes a living document. This framework represents our commitment to Village of Oak Park and provides a measurable tool by which all parties can follow Securitas' progress.

Our transition objectives are the following:

- Enter into contract negotiations with Village of Oak Park in good faith to efficiently and quickly finalize an executed service agreement.
- Establish communications with corporate and local Village of Oak Park security representatives to receive early guidance during transition and contract operations.
- Conduct a Risk Assessment to determine the quality and effectiveness of security policies and procedures at each site covered by our service agreement.
- Customize our transition plan and develop milestones for activities and responsibilities.
- Implement an ongoing communications plan with all team members.
- Implement our recruitment, screening, and selection programs for both new and incumbent employees.
- Conduct an assessment of job tasks, training needs and requirements and finalize our training program for Village of Oak Park review/approval.
- Establish property control records and conduct an orderly transfer of any client-furnished equipment.
- Establish administrative, logistic, and financial controls.
- Finalize our management and staffing plan with Village of Oak Park management input.
- Review and revise general and post orders and other directives as needed.
- Develop and/or revise detailed job descriptions.

Service Initiation – Implementation

Securitas helps to remove transition concerns through process and planning accountability. This proven, formal process is documented in our 72-page Securitas Service Excellence - Service Initiation Workbook. The workbook, along with its companion guidebook, helps to ensure service starts smoothly and provides a foundation for ongoing success.

Topics include:

- Transition Plan (from contract signing to service start)



- Implementation Plan (first 60 days after service start)
- Periodic Hazard Assessment Checklist
- Post Order Requirements Survey
- Client Service Plan

Post Orders Distribution System (PODS)

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

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

Account Management Team

Organization charts will be opened and filled with incumbent, Securitas personnel and any new-hires necessary to fulfill the contract commitment. Organization charts will help easily frame management and reporting structure.

Retaining Incumbent Personnel

We recognize the value of incumbents' knowledge, skills and abilities and will seek to retain those personnel you request. Incumbents who are retained must successfully pass Securitas interviews, reliability testing, drug screening and reference checks to determine their eligibility for employment with Securitas.

Proactive Communication with Incumbent Personnel

Incumbent concerns regarding the transition to Securitas are mitigated through proactive, personal communications. After contract award, and with your prior notification and approval, we will implement the following activities:

1. Team Meeting (town hall style)

- Brief introductory meeting to all available incumbents
- Announce Securitas contract award and transition timetable
- Introduction to Securitas and benefits of continuing employment
- Answer questions; e.g., benefits, grandfathering vacations, etc.
- Avenues of communication regarding transition concerns

2. Individual Meetings (one-on-one)

- Meet with incumbent personnel and walk them through the application process
- Introduce Securitas hiring process, timelines and hiring packet
- Answer questions and introduce possible retention offers

3. Follow-up Individual Meetings (one-on-one)

- Answer follow-up questions and discuss any concerns
- Face-to-face, email or phone-based meeting, incumbent preference



Transition Newsletter

Communication, shared regularly and clearly helps smooth many activities that can be otherwise stressful to a changing workforce. In addition to other communication tools, our newsletter provides for specific information to be shared for specific circumstances at any given site, post or unique location. Topics may include:

- Invitation to Apply
- Securitas Transition Team & Contact information
- Town Hall Meeting
- www.securitasjobs.com
- Transition Timeline
- Welcome to the Team
- Securitas Security Services USA, Inc.
- Rumor and Stress Control

Transition Process

The following activities help to deliver a contractually compliant, seamless transition:

- Ask critical questions to understand expectations, both corporate and local
- Communicate transition information in a timely manner (employee packets, newsletters)
- Maintain flexibility in transition timelines and implementation to changing needs
- Fully document and disseminate transition reports for evaluation and improvement
- Measure performance and provide you weekly progress reviews
- Solicit post-transition feedback for improvement opportunities
- Have a district team member present for the start of each shift including weekends
- Daily visits, including the first-time employees and visitors are on the site
- Review site specific training that has been performed
- Review personnel assigned to the site to ensure they meet standards
- Confirm all contract requirements met
- Meet weekly with Village of Oak Park representatives for the entire implementation period
- Area Vice President will contact Village of Oak Park representative twice during first two weeks
- Review first invoice with Village of Oak Park representative (face-to-face)
- Cross-train personnel and backup personnel
- Document transition milestones

The following major milestones highlight our transition process. A detailed listing is included in the Securitas Service Initiation Workbook.

- Enter contract negotiations to efficiently and quickly execute a contract
- Establish contact with your representatives for transition guidance
- Establish immediate contact with incumbent officers and distribute a custom Transition Newsletter to minimize uncertainty
- Finalize the transition and implementation plans
- Assess quality and effectiveness of all security operations as requested
- Conduct operational needs assessment of each site and post as requested
- Initiate recruitment, screening, and selection programs
- Assess job tasks, training needs and requirements, present final programs for your review/approval
- Setup property control records and transfer client-furnished equipment and material
- Initiate administrative, logistic, and financial controls
- Finalize supervision and staffing plan with your input



- Finalize directives, general and post orders as needed
- **an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner**

Management Tools and Technology

- **WFM** - Securitas has worked diligently to provide virtual platforms and modern approaches for the recruitment and onboarding processes which allow for flexibility and standardization across our organization. WFM gathers data from all branch locations, uploads weekly, and generates all payroll, billing, accounts receivable, accounts payable and financial records.
- **MySecuritas** – A secure Client Portal that gives instant access to your facility's critical information in real time. You have the capability to access this data 24 hours a day, 365 days a year.
- **SecuritasVision** – A secure scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization, and combines incident management, tour verification, task scheduling and incident alert notification in one easy-to-use application.
- **Post Confirmation System** – electronic, proprietary officer check-in system that verifies posts are staffed.
- **Proof of Visit System** – documents supervisor inspections.
- **National Communications Center** – 24/7 call center for clients and security officers.

24/7 Staff Coverage

Open Shift Coverage

When an open shift occurs, local Securitas USA management staffs the position with trained, qualified individuals from one of the following groups:

1. Full time, regularly assigned officers
2. Part time, regularly assigned officers
3. Flex Force officers previously trained for your site/s
4. Field supervisors trained for your site/s

Securitas USA makes its best effort to fill open shifts with trained officers who will not incur any overtime. However, if overtime hours occur, you will be billed at the regular, straight-time rate with Securitas USA absorbing the additional overtime costs.

Emergency/Special Event Coverage

As the largest provider of security services, Securitas USA is the company best equipped to meet your temporary security requirements on an immediate basis. We can typically provide coverage with 2-4 hours' notice. However, there are a number of variables that impact the response time in which we are able to provide coverage.

These variables include:

- Location of your facility
- Number of officers required



- Level of training required
- Length of assignment
- Type of emergency situation

During the NATO Summit in 2012 held in Chicago, Securitas USA provided a client briefing for over 150 clients in the Chicago Central Business District, deployed numerous cellular CCTV cameras throughout the city which were tied to the properties, DHS, City of Chicago OEMC, and other governmental agencies. Securitas USA worked with all governmental agencies, property managers, and security team members in the coordination, planning, training, and implementation of procedures for this event. Securitas USA provided hundreds of security officers and off-duty law enforcement officers for the summit.

In any event, Securitas USA will utilize all operational resources to meet your emergency requirements as quickly as possible after receiving the service request, whether to our branch offices during business hours or our National Communications Center after hours.

Access to Management

All of Securitas USA's branch operations are generally open Monday-Friday from 8 AM to 5 PM local time. Our offices are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All management/supervisory personnel, including your dedicated District Manager, are equipped with cellular telephones to allow for 24-hour/7-day access by customers and employees.

National Communications Center (NCC)

Securitas USA has a state-of-the-art, National Communications Center (NCC) in Parsippany, NJ. Operating 24 hours a day, 7 days a week, the NCC performs after-hours telephone support and alarm response functions for Securitas USA, manages the Company's Post Confirmation System (PoCo), and provides a single point of contact for the Company's National Temporary Service program. The NCC is staffed by well-trained operators who are employees of Securitas USA. The center is assured of continuous operation through its own uninterrupted power supply, back-up diesel electric generation, multiple telecommunication providers, and redundant database servers. Additionally, there is a full-capability disaster recovery hot site available for emergencies, so the Securitas USA National Communications Center should always be available and online. The NCC is equipped with cutting-edge telephone and computer technology; this helps calls be placed into proper priority queues and handled in accordance with operating procedures. All NCC activities conform to published service levels and are documented in a permanent database. Securitas USA branch offices receive computer generated detail of NCC activities on a daily and weekly basis. All calls are recorded and stored for one year. Recorded calls are available for individual review and can be sent via e-mail as WAV files.

Flex Force

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your facility.

- client relationship management plan
- description of plans that identify and resolve problems;

Service Excellence

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 Village of Oak Park 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 Village of Oak Park, 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 Village of Oak Park, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs by establishing:

- Clear performance expectations
- Client-specific job descriptions
- Clear procedures and job aids
- Tools to equip and enhance the performance of our officers
- Job-specific training and practice
- Regular performance feedback

This approach to managing performance utilizes our standard Service Excellence methods and tools for gathering data and assessing performance. The Securitas Service Excellence program is our national service platform that provides the framework for delivering world-class service. It tangibly demonstrates our commitment to service, service level management and performance management.

Service Excellence – Performance Management

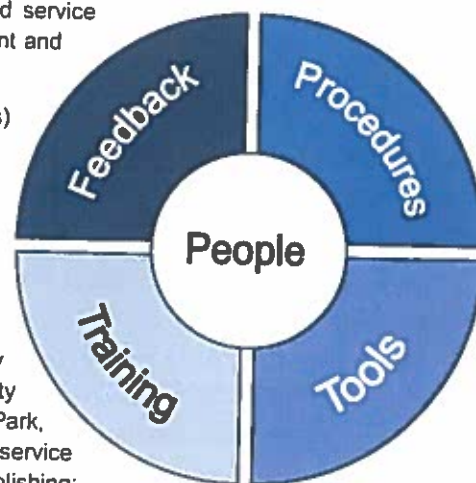
To assure consistency in the level of delivered service, Securitas builds the service requirements of Village of Oak Park into its local Client Service Plan and uses performance management and measurement tools to ensure quality control within our service offering.

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 client's 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.
 - Trust and Confidence in Security Officers.

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 Village of Oak Park. 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 Village of Oak Park for behaviors and results.

Commitment to Service Excellence through Performance Management and Measurement

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

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

Client Service Plan

In collaboration with Village of Oak Park local management representative, Securitas establishes a Client Service Plan that outlines specific service goals and defines supporting Key Performance Indicators (KPIs). This plan serves as a road map for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate.

The Client Service Plan is the primary tool used to measure and monitor the local delivery of security services. After defining specific Service Goals, KPIs are established to measure the attainment of the goal. KPIs are quantifiable measurements that help us monitor the results of our actions.



	Security Performance	Business Performance
Goals	Deploy Service Excellence	Premier provider, market by market
	Local offices, close to clients	Focus on security
	Client retention	Refine and specialize security services
	Security officer retention	Add value
	Service value drivers	Increase efficiency
Key Performance Indicators	Client-specific indicators	Sales of new contracts
	People	Development of contract portfolio
	Procedures	Total sales growth
	Training	Effective planning
	Technology	Control of expenses
	Feedback	Control of accounts receivable

We regularly track the KPIs to assess how we are performing against an agreed upon Service Goal. They become the measuring stick by which all service performance, across all service locations, is measured. Operating definitions for the KPIs are mutually determined with client stakeholder management input prior to implementation.

We use KPIs to track client service expectations and client requirements. They make the service delivery process effective for all of our clients:

- Client Service Plan Goals target specialization as a security services provider.
- One common set of measures gauges effectiveness and efficiency in business performance.

Service Enhancement Plan

Securitas uses a Service Enhancement Plan that is mutually developed with Village of Oak Park stakeholder management team.

Discussion in the regular service review meeting may sometimes identify areas requiring attention and follow up. Our local manager leads a discussion with Village of Oak Park management representative to mutually develop the Service Enhancement Plan. Progress is then reviewed and discussed in subsequent meetings.



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

Service Enhancement Plans are typically developed as a result of the service review process. This performance-based approach to controlling and reporting on service levels is built upon the premise that "it's what you do with what you learn" that is most important for developing a strong client partnership for security service delivery.



Securitas applies these tools to foster frequent, open communication (internally as well as externally), to maintain a client-focused approach to service delivery management and to advance the service relationship through mutual goal-setting and responsive action.

These tools help to ensure a consistent, common service level management approach across all client locations served. In this way, service quality methods and client-focused leadership are built into the service offering.

Service Review Meetings

Service delivery management methods are continually assessed by comparing the daily delivery of service against expectations and by conducting face-to-face client service review meetings. We regularly report KPI results for meeting client service expectations and contract requirements.

In this setting, the Securitas service delivery manager and the Village of Oak Park representative mutually discusses the following:

- *"What is going well?"*
- *"What do we need to do differently here?"*
- *"What are our next steps?"*

Examples of topics addressed in these service review meetings can include:

- Service team performance reviews (financial results, KPIs, goals and objectives, issues and concerns, lessons learned, security awareness, training client interaction).
- Service level assessment (performance against expectations and contract criteria, progress against annual Client Service Plan goals, trending and tracking of individual client KPIs across all Village of Oak Park locations served).
- Security officer assessment (appearance, client relations, quality of reports, tour compliance, training certifications).
- Service audit and risk assessment survey results.
- Service Enhancement Plans and related improvements.
- Sharing of best practices drawn from Securitas' client service experiences.
- Sharing of best-known methods drawn from all Village of Oak Park service locations (a best practice at one client site becomes common practice across all sites served)
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

Securitas is committed to empowering our clients with the knowledge they need to be secure. Securitas managers will work with you to help customize a security solution by utilizing a combination of technology tools to give your facility a modern security program.

MySecuritas (Client Portal)

Through MySecuritas, you can have full visibility and control over your security program. MySecuritas is your window to view your site's security, at any time of the day or night.



- **People:** Access schedule visibility, letting you see at a glance the officers who are scheduled to be on duty.
- **Procedures:** Gain real-time access to post orders, incident tracking, tour information and more.
- **Tools:** Unlock remote access to the technology utilized at your site.
- **Training:** Monitor officer training details and progress.
- **Feedback:** Monitor ongoing performance against Service Plan goals and defined KPIs.

Key Benefits of MySecuritas

- Easily customizable and scalable features.
- Real-time data collection, analysis, trends and metrics capabilities allow for continuous performance improvement.
- An eco-friendly solution that eliminates the need for paper.
- Customized smart-tours with reliable NFC token technology.
- Detailed reports and statistics to help mitigate risk through incident and trend analysis.
- Alert notifications when tours are late and smart monitoring around the clock.
- Officer training details: monitor officers' progress through the curriculum, including training program status.
- Information is encrypted and secure.

Tour Management and Inspection System - SecuritasVision (Officer Software)

SecuritasVision is a secure and scalable web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization.

Incident reports, daily activity reports and maintenance order requests can be immediately directed to appropriate departments. Pass-down information, changes to post orders and daily duties can be tracked easily to document security. Additionally, a security officer can easily take images to include with the Incident Report. With the smartphone, the officer can quickly make emergency phone calls to contact the police or fire department for emergency assistance.

SecuritasVision saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and information sharing.



Smart Tours

Smart tours allows officers to gather information about your facility and record relevant information on items important to you, such as room temperature, unlocked doors, and slip and fall hazards. Officers have instant access to their post orders. In the event they discover an unexpected issue, our officers are able to provide you with any requested data at multiple points across your facility, e.g., burned out light, required doors secured, etc.

The smartphone connects via wireless service to send text messages or email to all interested parties when an event is recorded. This means instant communication is provided to supervisors, managers, maintenance or others who need to be informed about a particular event. If more detail is needed, a full report can be viewed on MySecuritas.

GPS and Asset Tracking

GPS tracking for officer location, device tracking, GEO-fencing and incident location reporting verifies officer location and tour completion. Using the Asset Tracking feature within the Vision system, your assets such as fire extinguishers are easily tracked and safety compliance is made easier.

Post Orders



Paper post orders are often difficult to update and manage. A dynamic security environment requires procedure updates and changes that are clear and immediate. By deploying SecuritasVision, updates to post orders are fast and easy. Most importantly, the post orders are readily available on the tablet.

Daily Activity Reports

Often times Daily or Shift Activity Reports go unnoticed. Since officers can document their daily and shift activities electronically, scheduled task/tour completion and incident reports are automatically entered as a line item when there is an active DAR. By using SecuritasVision, we can automatically gather important information from the DAR/SAR.

Key Benefits of SecuritasVision

- Incident and exception alerts via mobile text messages and/or email.
- A metric building engine that allows you and your District Manager to analyze trends and develop proactive procedures based on real data.
- Electronic incident and daily activity reporting in real-time.
- Customized smart-tours.
- Multi-site deployment.
- Consistent performance of security officers using uniform procedures.
- An efficient, user-friendly interface.
- Step-by-step guidance resulting in fewer mistakes, therefore reducing liability.
- GPS – officer location, device tracking, geo-fencing and incident location reporting.
- Encrypted and secure information.
- 24/7 client access to reports, images, Key Performance Indicators (KPIs) and critical information via MySecuritas.
- Asset Tracking – for inventory and safety compliance.

SecuritasVision and MySecuritas will provide your organization with cutting-edge technology and industry leading 24/7 support to enhance your existing security program. With its dynamic and immediate reporting, you can always stay up to date with the security of your operations.

****Sample reports immediately follow.***

Sean Keating



Area Vice President: Downtown Chicago

Current Role

Sean ensures the delivery of high-quality client service through regular contact with clients in the Downtown Chicago area. He evaluates service quality to ensure that the Area office consistently and most effectively meets our clients' security needs. He also assists in the orientation of Area and District Managers. Sean ensures that the Area office and Districts have well-qualified individuals who are properly trained to carry out the Organization's mission, coaches District Managers in strengthening their competencies used for developing and retaining business and facilitates teamwork and the implementation of progressive services for each client.

Experience

- | | |
|---|-----------------------------|
| ➤ Area Vice President, Securitas Security Services USA, Inc. | Present |
| ➤ Director of Operations, Securitas Security Services USA, Inc. | January 2017 – January 2018 |
| ➤ District Manager, Securitas Security Services USA, Inc. | April 2011 – January 2017 |
| ➤ Security Manager, Securitas Security Services USA, Inc. | April 2006 – April 2011 |

Professional Affiliations, Training and Certifications

- Illinois Security Professionals Association, Board of Directors
- Building Owners Managers Association (BOMA), Member
- ASIS, Member
- Western IL University, Internship Program Mentor

Education

- BS, Business Administration & Management – University of Phoenix Chicago Campus



Olivia Gonzalez

District Manager: Downtown Chicago



Current Role

Responsible for overall security operations and security management for the Chicago Area. Olivia ensures clients feel secure and regularly evaluates service quality to ensure that it is consistent and effective at meeting our client's security needs. Olivia manages approximately 15 customer portfolios and is responsible for maintaining and developing customer relationships through valued partnerships in their security programs. Olivia's branch specializes in providing security services to clients within a variety of industries: education security programs, hospitality, commercial residential/real estate, healthcare, agriculture, and telecommunications.

Experience

- District Manager, Securitas Security Services USA, Inc.
- Multi-Unit Area Manager, National Vision Inc.

April 2022-Present

October 2018 – April 2022

Training and Certifications

- PERC card

Education

- DePaul University-pending
 - Bachelor's Degree in Business Administration
- Malcolm X Community College - Associate of Liberal Arts with Honors
 - September 2006-May 2009



Bill Phebus



Training and Development Manager: Downtown Chicago

Current Role

Bill Phebus is a Safety and Security subject matter expert who provides engaging and impactful training seminars and tabletop exercises to the Chicago market. Topics include all manner of emergency response, security protocol and "best practices" but also include leadership, management and team building training for supervisors and account managers.

Experience

Training and Development Manager, Securitas Security Services USA, Inc.

Present

Region Trainer, Securitas Security Services USA, Inc.

February 2017 – November 2020

Area Trainer, Securitas Security Services USA, Inc

January 2016 – Feb 2017

Security Site Supervisor, Burr Ridge Club

January 2014 – January 2016

Loss Prevention Manager, Belmont Technology

January 2010—January 2014

Professional Affiliations, Training and Certifications

- ASIS International, Member
- ASIS Certified Protections Professional
- SHRM, Member
- SHRM Certified Human Resources Management Professional
- AHA Heart Saver CPR/AED/First Aid, Certified Trainer

Education

- Bachelor's Degree in Human Resource Management,
- minor in Psychology
- Lewis University, Romeo IL.





Cut on Dotted Line

For future reference, IDFPR is now providing each person/business a unique identification number, 'Access ID', which may be used in lieu of a social security number, date of birth or FEIN number when contacting the IDFPR. Your Access ID is: 1003629



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/21/2021

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 CA License #0437153 633 W. Fifth Street, Suite 1200 Los Angeles, CA 90071 Attn: Securitas Certrequest@marsh.com CN101410269-ALL-GAUWC-22-23 SAMPL SAMPL		CONTACT NAME: PHONE (A/C, No., Ext): E-MAIL: ADDRESS: FAX (A/C, No.):															
INSURED Securitas Holdings, Inc. (See Page 2 for Additional Named Insureds) 4330 Park Terrace Drive Westlake Village, CA 91361		<table border="1"><thead><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: XL Insurance America Inc.</td><td>24554</td></tr><tr><td>INSURER B: ACE American Insurance Company</td><td>22667</td></tr><tr><td>INSURER C: Indemnity Ins Co Of North America</td><td>43575</td></tr><tr><td>INSURER D: ACE Fire Underwriters Insurance Company</td><td>20702</td></tr><tr><td>INSURER E: N/A</td><td>N/A</td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: XL Insurance America Inc.	24554	INSURER B: ACE American Insurance Company	22667	INSURER C: Indemnity Ins Co Of North America	43575	INSURER D: ACE Fire Underwriters Insurance Company	20702	INSURER E: N/A	N/A	INSURER F:	
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INSURER E: N/A	N/A																
INSURER F:																	

COVERAGES

CERTIFICATE NUMBER:

LOS-002202074-101

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	ADD'L SUBR INSD 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 Excess of \$500,000 SIR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		US00005451L122A	01/01/2022	01/01/2023	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ N/A PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> 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		ISA H25553123	01/01/2022	01/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
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C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		WLR C68924753 (AOS)	01/01/2022	01/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
D	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N N	SCF C68924790 (WI)	01/01/2022	01/01/2023	E L EACH ACCIDENT \$ 1,000,000
B		N/A	WLR C68924716 (MA,AZ)	01/01/2022	01/01/2023	E L DISEASE - EA EMPLOYEE \$ 1,000,000
B	If yes, describe under DESCRIPTION OF OPERATIONS below		WCU C68924832 (CA,OH,WA) \$1M SIR	01/01/2022	01/01/2023	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'l Services Company, LLC; Securitas Critical Infrastructure Services, Inc.; Securitas Electronic Security, Inc.

CERTIFICATE HOLDER

CANCELLATION

Securitas Holdings, Inc., Including:
(See Full Certificate Holder in Description Box)
4330 Park Terrace Drive
Westlake Village, CA 91361

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

Marsh Risk & Insurance Services

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AGENCY CUSTOMER ID: CN101410269

LOC #: Los Angeles

**ADDITIONAL REMARKS SCHEDULE**

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AGENCY Marsh Risk & Insurance Services		NAMED INSURED Securitas Holdings, Inc. (See Page 2 for Additional Named Insureds) 4330 Park Terrace Drive Westlake Village, CA 91361
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

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.

Section of Sample Posts orders used by Securitas, customized to client specifications and locations.



SECURITAS SECURITY SERVICES USA, Inc.

Post Orders
Client Name
Client Address
Client Telephone Number

Approved by:

Insert Client's Name
Insert Client's Title

Insert Manager's Name
Insert Manager's Title

Date

Date

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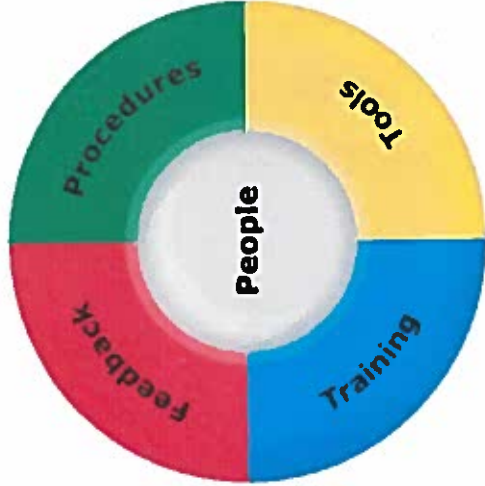
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Margarita Berrio@seguritasdemo.com

Site: All

Refresh Tables



INCIDENT STATUS

Date	Building	Location	Category
Mon Jul 26 13:58	ABC Co East	Main Lobby	Badging Assistance
Mon Jul 26 09:14	ABC Co East	Parking Garage E	Police Activity
Mon Jul 26 08:47	ABC Co West	front desk	Access Request

EXCEPTION STATUS

Date	Building	Location	Category
Mon Jul 26 09:05	ABC Co East	Basement \ Boiler R...	Boiler Room>>Pum...
Mon Jul 26 08:46	ABC Co West	Server Room	Temperature Checks
Mon Jul 26 08:46	ABC Co West	Server Room	Door(s) Not Secure

DAILY ACTIVITY REPORTS

Name	Building	Post	Start	End
Ashley Gomez	ABC Co East	Patrol Officer	07-26 08:58	07-26 11:00
Elsa Esperanza	ABC Co West	Security Officer	07-26 08:45	07-26 08:47

Security Team My Information Resources

Vigilance Why Vigilance? »

Joe Biden, Iraqi leader to discuss U.S. troops, Iran-linked drone strikes
Iraqi leader to push Biden on withdrawal of U.S. forces
Florida unemployment continues to rise as state warns of
Biden to press Iraqi leader to help stop Iran's drone strikes on U.S. troops

Daily Activity Report

Employee: Elsa Esperanza

Account: ABC Co West

Started on: 07/26/2021 08:45am

Ended on: 07/26/2021 08:47am



Time	Action	Details
08:45am 07/26/2021	#84134368 *Activity Log Entry ABC Co West	Comments Officer on duty Officer Signature
08:46am 07/26/2021	Checkpoint Scan ABC Co West	Checkpoint Name: Building 1 / First Floor / Shipping Room Instructions: No (exc) Extra Scan Option: Exception Verification - Yes/No Question. (No is an Exception)
08:46am 07/26/2021	Checkpoint Scan Question	Building 1 / First Floor / Shipping Room Checklist
08:46am 07/26/2021	Is the door locked?	Yes
08:46am 07/26/2021	Checkpoint Scan ABC Co West	Checkpoint Name: SB2 - Benefits Department Access Door Instructions: No (Exc) Extra Scan Option: Exception Verification - Yes/No Question. (No is an Exception)
08:46am 07/26/2021	Checkpoint Scan Question	SB2 - Benefits Department Access Door Checklist
08:46am 07/26/2021	Is the door locked, closed and secured?	Yes
08:46am 07/26/2021	Checkpoint Scan ABC Co West	Checkpoint Name: Server Room 2 Instructions: No (exc) Yes (exc) Extra Scan Option: Exception Multi-Question
08:46am 07/26/2021	Checkpoint Scan Question	Server Room 2 Checklist
08:46am 07/26/2021	Is temp under 70?	No
08:46am 07/26/2021	Was the gate unlocked?	Yes
08:46am 07/26/2021	#84134393 Tour Multi Exception ABC Co West	Checkpoint Server Room 2 Exception Questions Is temp under 70?: no Was the gate unlocked?: yes Location Server Room Temperature Checks
08:46am 07/26/2021	#84134392 Tour Multi Exception ABC Co West	Checkpoint Server Room 2 Exception Questions Is temp under 70?: no Was the gate unlocked?: yes Location Server Room Category Door(s) Not Secure

08:46am
07/26/2021

Tour Comment
ABC Co West

08:47am
07/26/2021

#84134427 *Incident Report
ABC Co West

NFC token is missing

Incident Type

Access Request

Date

07/26/2021

Time

08:46am

**Incident Location (area,
apt number, et cetera)**

front desk

Narrative

Visitor needs badge

Photo 1



Officer's Signature

2

Securitas Security Services, Inc.
9 Campus Drive
Parsippany New Jersey 07054
United States



ABC Co East
9 Campus Drive
Parsippany New Jersey 07054
United States

Tour Exception	
Report #	83932490
Report Date	07/22/2021
Report Time	01:51pm
Created By	Zendaya Morales #06051976
Client	ABC Co East

Information

Checkpoint	2 Fl \ Break room \ Closet Door
Location	2 Fl \ Breakroom \ Closet Door
Category	Storage Room Check
Exception Question	What is the temperature of the freezer? (0 - 30)
Exception Answer	45
Comments	

Securitas Security Services, Inc.
9 Campus Drive
Parsippany New Jersey 07054
United States

ABC Co West

4330 Park Terrace Drive

Westlake Village California

91361

United States



Securitas

Incident Report

Report #	83926556
Report Date	07/22/2021
Report Time	07:50am
Created By	Elsa Esperanza #5000000005
Client	ABC Co West

Information

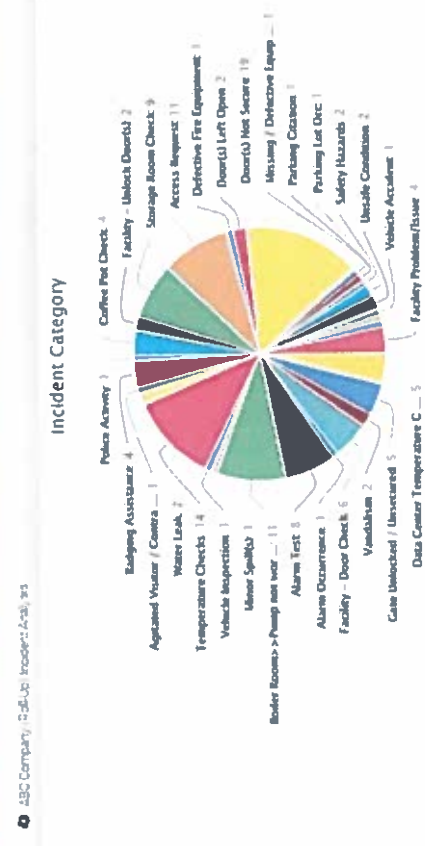
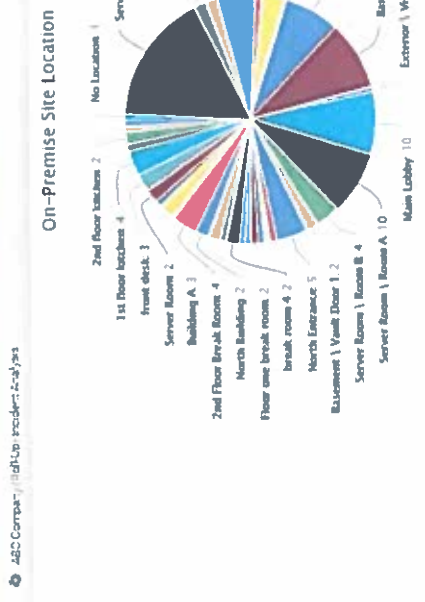
Incident Type	Alarm Test
Other Incident Type:	
Date	07/22/2021
Time	12:02am
Incident Location (area, apt number, et cetera)	Break Room
Which Supervisor was Notified	
Which Property Manager was Notified	
Police Involved	
EMS Involved	
Fire Involved	
Arrest Made	
Narrative	Alarm test completed

Photo 1



Officer's Signature

GE





Securitas

LMS Site Curriculum

NE Region - NJ Area - CPR/AED/FA due in 90 Days

SecuritasVision 2.0 (On-Site) for Officers - Android Curriculum

ACT 1, 2, and 3 OLTs with 30/60/90 requirements

Site: ABC Co. East

Courses in Curriculum

American Heart Assoc. Heartsaver® First Aid CPR AED - Classroom

Description: Heartsaver® First Aid CPR AED is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use.

Credit Hours: 7.5

Delivery Method: Instructor-led
Training

Completion Time Frame: 90 Days

Retraining Requirement: 730 Days

KPI		2021-Q1	2021-Q2	2021-Q3	2021-Q4
Officer Training Classes Completed within 90 days of start Provide Consistent and Reliable Service		100% EXCEEDS	95% MEETS	98% EXCEEDS	90% MEETS
		#3 MEETS	#2 MEETS	#2 MEETS	#0 MEETS
Management Site/Welfare Visits: Monthly meeting with onsite Client, random onsite visits and inspections with Officers Provide Consistent and Reliable Service		#1 MEETS	#0 MEETS	#2 EXCEEDS	#1 MEETS
		#7 EXCEEDS	#5 MEETS	#9 EXCEEDS	#8 MEETS
# Post Order Reviews with Client per Quarterly Update Ensure knowledge of post orders		YES EXCEEDS	YES EXCEEDS	YES EXCEEDS	NO DO NOT MEET
		95% EXCEEDS	87% MEETS	85% MEETS	87% MEETS
# Security Measures Working - per monthly audit including, but not limited to: tours, checkpoints, and access control procedures Ensure knowledge of post orders		YES EXCEEDS	YES EXCEEDS	YES EXCEEDS	YES EXCEEDS
		#3 MEETS	#3 MEETS	#3 MEETS	#2 MEETS
Incident Resolution Provide Officers who Convey Trust and Confidence		YES EXCEEDS	YES EXCEEDS	YES EXCEEDS	YES EXCEEDS
		95% EXCEEDS	87% MEETS	85% MEETS	87% MEETS
# Time spent in training on appearance Provide Officers who Present a Professional Image		YES EXCEEDS	YES EXCEEDS	YES EXCEEDS	YES EXCEEDS
		95% EXCEEDS	87% MEETS	85% MEETS	87% MEETS
Zero uniform violations found on inspection Provide Officers who Present a Professional Image		YES EXCEEDS	YES EXCEEDS	NO DO NOT MEET	YES EXCEEDS
		#3 MEETS	#3 MEETS	#3 MEETS	#2 MEETS



Patrol Report
Confidential

ABC Co East

Data Center Temperature Tour

Route: Data Center Temperature Tour

Employee: Ashley Gomez

Start: 07/19/2021 09:00am

End: 07/19/2021 09:01am

Duration: 1 Minutes



Checkpoint

Result

Patrol Time

Patrol Date

Server Room \ Room A

09:00am

Scanned

07/19/2021

1 FI \ Data Ctr \ Exit door to IT Ops

09:00am

Scanned

07/19/2021

1 FI \ IT Ops \ Emergency Exit

Missed

Server Room \ Room B

09:00am

Scanned

07/19/2021

North Gate

09:00am

Scanned

07/19/2021

Trash/Recycling

Missed

Tour Incomplete Reason: Called by my supervisor.

Checkpoints

66.67%

Scanned

6

Missed

4

2

104

Map Satellite

Google

Ashley Gomez
ABC Co East - Patrol Officer
07/26 09:07 Accuracy 48.66 meters Phone 8622199126

Map data ©2021 Imagery ©2021 Mapbox Technologies, USDA, Farm Service Agency Terms of Use Report a map error

2021 Jul 25 00 09 25 Jul 25 00 09 25 Jul 25 00 09 25





Seminars, Trainings and Tabletops Provided by Bill Phebus, CPP

Securitas offers a variety of high-quality instructor-led training to support our Account Managers, Supervisors and Officers. Securitas also Extends the same high quality to seminars and tabletops provided to client staff and tenants. Below is a list of instructor-led training currently being provided.

Active Shooter Seminars:

Active shooter training is offered in both presentation and tabletop forms. The Active Shooter Presentation focuses on the individual's response to an active shooter as in "Run, Hide, Fight." This presentation also discusses how to best handle police response, what to expect as far as building lock down and it also provides a framework of best practices to apply to any workplace.

The tabletop version is best suited for building management, head of security lead engineer, and lead custodian as well as a few other key people management would like to include. In the tabletop version I provide several scenarios and we discuss in detail how the building will respond. The idea is to clarify expectations and procedures as well as possibly explore slightly different ways of preparing for and handling the threat.

Fire Life Safety:

This is a basic presentation that covers fire safety in a high-rise building. It focuses on individual safety, building safety measures, tenant safety team responsibilities and what to expect during a fire drill or actual event as far as evacuation

Shelter in Place:

Shelter in place is offered in presentation and tabletop forms.

This presentation goes over best practices in the event of a shelter in place situation. It covers Active Shooter, Severe Weather, or some threat outside of the building making leaving the building unsafe.

Workplace Violence:

Workplace violence is also offered in presentation and tabletop forms.

The discussion is similar in that it offers best practices concerning how to create an environment of communication, how to report and assess, as well as defining possible sources of workplace violence and the importance of taking any threat seriously.

Safety Awareness:

Safety awareness is a presentation that focuses on various "Active Threats," developing personal protection plans, that can be used wherever you may find yourself, and workplace violence awareness and prevention "Best Practices."

Sensitivity and Awareness Training:

This training is made up of three modules and is appropriate for any of our field staff. It consists of Ethics, Harassment and discrimination. We will also cover protected class, Securitas policies and reporting avenues. This training goes well beyond the "Golden Rule" and what not to say. It focuses to a large degree on looking inside and seeing where our pre-determined responses and opinions come from and how we can move past them. This is a particularly important training in our current climate.



When Customer Service is not Enough:

This training combines customer service skills, some basic verbal de-escalation techniques as well as some personal management techniques. The focus of this training is to explore ways of dealing with very difficult or upset people in a way that is effective but still provides high end customer service.

Own the Lobby:

This is a customer service training that is on more of a concierge level. It is a time efficient way to not only brush up on customer service basics but to polish them to a much higher level.

Succeed Together:

This training aims at strengthening teamwork by making the officers understand that diversity in a team is a strength and that what irritates them about those on their team is most likely tell-tale signs of actual strengths in that person's personality type as it relates to a team. This training uses a personality test to show the officers what categories they fit into and how they can best relate and interact with those of different personality types.

The Decision-Making Process:

The training focuses on decision making. It does have some critical thinking training to it, but it focuses on clarifying expectations and realizing that as officers we have to make our decisions based on what those who will be evaluating those decisions want us to do. This means aligning with the client and Securitas's goals, vision and ideals.

Officer Development/Expectations Sessions:

This is training where I partner with the Account Manager in order to tackle specific short comings of teams as well as to clearly communicate the expectations at the specific site. This is also an opportunity for officers and supervisors alike to communicate in a safe environment if they are unclear on how to perform specific duties or simply to get clarity on anything at all that is site specific or security related in general.

Professionalism, the Key to our Success:

This training explores what it is to be a professional and how we can apply professionalism to the worksite as Security Officers and Supervisors. It covers a wide range of topics and skills and can be given as a standalone training or as a first step in a series of sessions that focus more deeply on one or more of the topics covered.

Being an Ambassador:

This training takes customer service to the next level by discussing how to embody the experience that the client is providing to site visitors. It's about becoming an Ambassador for not only the site but the experience of the site. It covers being proactive, presence/demeanor and concierge level customer service.

CPR/AED/First Aid:

This is the American Heart Association's Heart Saver training program which results in the participant being certified by the AHA for two years. This training is not offered to tenants or residents.



Tabletops for Building Management and key staff:

Tabletops can be given on nearly any applicable topic, but some popular ones are as follows.

Other than the topics above...

- Active Shooter
- Workplace Violence
- Civil Disturbance
- Severe Weather
- Bomb Threat/suspicious packages/Suspicious Activity
- Water Leaks
- Power Outages

Supervisor/Account Manager Seminars:

Setting Expectations -

This training helps the supervisor define and communicate the expectations of the client and Securitas as the officers cannot succeed by meeting and exceeding expectations if they are not perfectly clear.

Train Now or Pay Later -

This training teaches supervisors to build, implement and maintain onsite training programs for officers

The Art of Accountability -

This training teaches supervisors how to properly conduct an accountability session with officers who have had expectations explained to them, have had proper training yet are still not meeting expectations

Business writing -

This training focuses on writing professional emails but can be applied to any work-related writing.

Individualized Account Manager Coaching as needed -

Sometimes the best training can be a one-on-one coaching session.

Seminars Planned for Future Development:

MOAB--Verbal de-escalation training

Consolidated financial statements

STATEMENT OF INCOME

MSEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Sales	26 143	28 125	106 642	109 560
Sales, acquired business	334	132	1 312	1 339
Total sales²⁾	26 477	28 257	107 954	110 899
Organic sales growth, % ³⁾	1	2	0	4
Production expenses	-21 543	-23 355	-89 046	-91 588
Gross income	4 934	4 902	18 908	19 311
Selling and administrative expenses	-3 550	-3 428	-14 100	-13 637
Other operating income ²⁾	11	8	39	34
Share in income of associated companies	9	15	45	30
Operating income before amortization	1 404	1 497	4 892	5 738
Operating margin, %	5.3	5.3	4.5	5.2
Amortization of acquisition related intangible assets	-79	-68	-286	-271
Acquisition related costs ⁵⁾	-47	-28	-137	-62
Items affecting comparability ⁶⁾	-422	-83	-640	-209
Operating income after amortization	856	1 318	3 829	5 196
Financial income and expenses ^{7, 8)}	-118	-140	-500	-578
Income before taxes	738	1 178	3 329	4 618
Net margin, %	2.8	4.2	3.1	4.2
Current taxes	-362	-202	-1 048	-1 200
Deferred taxes	148	-104	135	-56
Net income for the period	524	872	2 416	3 362
Whereof attributable to:				
Equity holders of the Parent Company	527	869	2 419	3 357
Non-controlling interests	-3	3	-3	5
Earnings per share before and after dilution (SEK)	1.45	2.38	6.63	9.20
Earnings per share before and after dilution and before items affecting comparability (SEK)	2.38	2.54	8.02	9.61

STATEMENT OF COMPREHENSIVE INCOME

MSEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Net income for the period	524	872	2 416	3 362
Other comprehensive income for the period				
Items that will not be reclassified to the statement of income				
Remeasurements of defined benefit pension plans net of tax	-97	89	-78	31
Total items that will not be reclassified to the statement of income⁹⁾	-97	89	-78	31
Items that subsequently may be reclassified to the statement of income				
Remeasurement for hyperinflation net of tax ⁷⁾	24	2	62	79
Cash flow hedges net of tax	27	14	-22	36
Cost of hedging net of tax	-4	-5	34	12
Net investment hedges net of tax	556	309	528	-346
Other comprehensive income from associated companies, translation differences	-25	-23	-40	14
Translation differences	-2 143	-1 147	-3 087	405
Total items that subsequently may be reclassified to the statement of income⁹⁾	-1 565	-850	-2 525	200
Other comprehensive income for the period⁹⁾	-1 662	-761	-2 603	231
Total comprehensive income for the period	-1 138	111	-187	3 593
Whereof attributable to:				
Equity holders of the Parent Company	-1 135	109	-180	3 587
Non-controlling interests	-3	2	-7	6

Notes 2-9 refer to pages 21-25.

STATEMENT OF CASH FLOW

Operating cash flow MSEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Operating income before amortization	1 404	1 497	4 892	5 738
Investments in non-current tangible and intangible assets	-673	-723	-2 787	-3 010
Reversal of depreciation	653	689	2 690	2 690
Change in accounts receivable	-166	-145	123	-239
Change in other operating capital employed	309	535	2 289	-277
Cash flow from operating activities	1 527	1 853	7 207	4 902
Cash flow from operating activities, %	109	124	147	85
Financial income and expenses paid	-46	-58	-401	-443
Current taxes paid	-61	-367	-862	-1 191
Free cash flow	1 420	1 428	5 944	3 268
Free cash flow, %	154	124	178	83
Cash flow from investing activities, acquisitions and divestitures	-1 291	-185	-1 801	-574
Cash flow from items affecting comparability ⁽⁸⁾	-188	-106	-405	-303
Cash flow from financing activities	-2 329	-685	-2 752	-1 699
Cash flow for the period	-2 388	452	976	692
Cash flow MSEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Cash flow from operations	1 820	1 992	8 072	5 747
Cash flow from investing activities	-1 677	-640	-3 438	-2 534
Cash flow from financing activities	-2 531	-900	-3 658	-2 521
Cash flow for the period	-2 388	452	976	692
Change in net debt MSEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Opening balance	-13 535	-19 415	-17 541	-14 513
Cash flow for the period	-2 388	452	976	692
Change in lease liabilities	-62	143	-139	-3 332
Change in loans	577	685	1 010	93
Change in net debt before revaluation and translation differences	-1 873	1 280	1 847	-2 547
Revaluation of financial instruments ⁽⁸⁾	29	11	17	60
Translation differences	1 044	583	1 342	-541
Change in net debt	-800	1 874	3 206	-3 028
Closing balance	-14 335	-17 541	-14 335	-17 541

Notes 6 and 8 refer to pages 23-24

CAPITAL EMPLOYED AND FINANCING

MSEK	Dec 31, 2020	Dec 31, 2019
Operating capital employed	8 893	13 100
Operating capital employed as % of sales	8	12
Return on operating capital employed, %	39	50
Goodwill	21 414	22 157
Acquisition related intangible assets	1 424	1 563
Shares in associated companies	311	320
Capital employed	32 042	37 140
Return on capital employed, %	13	15
Net debt	-14 335	-17 541
Shareholders' equity	17 707	19 599
Net debt equity ratio, multiple	0.81	0.89

BALANCE SHEET

MSEK	Dec 31, 2020	Dec 31, 2019
ASSETS		
Non-current assets		
Goodwill	21 414	22 157
Acquisition related intangible assets	1 424	1 563
Other intangible assets	1 788	1 813
Right of use assets	3 334	3 489
Other tangible non-current assets	3 262	3 546
Shares in associated companies	311	320
Non-interest bearing financial non-current assets	1 835	1 799
Interest-bearing financial non-current assets	686	437
Total non-current assets	34 054	35 124
Current assets		
Non-interest bearing current assets	20 209	22 984
Other interest-bearing current assets	144	134
Liquid funds	4 720	3 948
Total current assets	25 073	27 066
TOTAL ASSETS	59 127	62 190

MSEK	Dec 31, 2020	Dec 31, 2019
SHAREHOLDERS' EQUITY AND LIABILITIES		
Shareholders' equity		
Attributable to equity holders of the Parent Company	17 697	19 569
Non-controlling interests	10	30
Total shareholders' equity	17 707	19 599
Equity ratio, %	30	32
Long-term liabilities		
Non-interest-bearing long-term liabilities	265	361
Long-term lease liabilities	2 554	2 610
Other interest-bearing long-term liabilities	11 694	17 216
Non-interest-bearing provisions	2 477	2 484
Total long-term liabilities	16 990	22 671
Current liabilities		
Non-interest-bearing current liabilities and provisions	18 793	17 686
Current lease liabilities	876	944
Other interest-bearing current liabilities	4 761	1 290
Total current liabilities	24 430	19 920
TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES	59 127	62 190

CHANGES IN SHAREHOLDERS' EQUITY

MSEK	Dec 31, 2020			Dec 31, 2019		
	Attributable to equity holders of the Parent Company	Non-controlling interests	Total	Attributable to equity holders of the Parent Company	Non-controlling interests	Total
Opening balance January 1, 2020 / 2019	19 569	30	19 599	17 632	25	17 657
Total comprehensive income for the period	-180	-7	-187	3 587	6	3 593
Transactions with non-controlling interests	-	-13	-13	-	-1	-1
Share-based incentive schemes	60	-	60 ¹⁾	-44	-	-44
Dividend paid to the shareholders of the Parent Company	-1 752	-	-1 752	-1 606	-	-1 606
Closing balance December 31, 2020 / 2019	17 697	10	17 707	19 569	30	19 599

¹⁾ Refers to share-based remuneration for the Group's participants in the share-based incentive schemes 2020 of MSEK 170 and a swap agreement in Securitas AB shares of MSEK -110, hedging the share portion of Securitas share-based incentive scheme 2019.

DATA PER SHARE

SEK	Oct-Dec 2020	Oct-Dec 2019	Jan-Dec 2020	Jan-Dec 2019
Share price, end of period	132.75	161.45	132.75	161.45
Earnings per share before and after dilution ^{1, 2, 3)}	1.45	2.38	6.63	9.20
Earnings per share before and after dilution and before items affecting comparability ^{1, 2, 3)}	2.38	2.54	8.02	9.61
Dividend	-	-	4.00 ⁴⁾	4.80
P/E ratio after dilution and before items affecting comparability	-	-	17	17
Share capital (SEK)	365 058 897	365 058 897	365 058 897	365 058 897
Number of shares outstanding ^{1, 3)}	364 933 897	364 933 897	364 933 897	364 933 897
Average number of shares outstanding ^{1, 3, 4)}	364 933 897	364 933 897	364 933 897	364 993 486

¹⁾ There are no convertible debenture loans. Consequently there is no difference before and after dilution regarding earnings per share and number of shares.

²⁾ Number of shares used for calculation of earnings per share includes shares related to the Group's share-based incentive schemes that have been hedged through swap agreements.

³⁾ On June 24, 2019, 125 000 shares were repurchased.

⁴⁾ Used for calculation of earnings per share.

⁵⁾ Proposed dividend.

Segment overview October–December 2020 and 2019

OCTOBER–DECEMBER 2020

MSEK	Security Services North America	Security Services Europe	Security Services Ibero-America	Other	Eliminations	Group
Sales, external	11 553	11 321	3 002	601	-	26 477
Sales, intra-group	15	0	1	0	-16	-
Total sales	11 568	11 321	3 003	601	-16	26 477
Organic sales growth, %	4	-1	-1	-	-	1
Operating income before amortization	740	682	160	-178	-	1 404
of which share in income of associated companies	1	-1	-	9	-	9
Operating margin, %	6.4	6.0	5.3	-	-	5.3
Amortization of acquisition related intangible assets	-18	-32	-4	-25	-	-79
Acquisition related costs	-12	-22	-3	-10	-	-47
Items affecting comparability	-44	-251	-35	-92	-	-422
Operating income after amortization	666	377	118	-305	-	856
Financial income and expenses	-	-	-	-	-	-118
Income before taxes	-	-	-	-	-	738

OCTOBER–DECEMBER 2019

MSEK	Security Services North America	Security Services Europe	Security Services Ibero-America	Other	Eliminations	Group
Sales, external	12 383	12 056	3 263	555	-	28 257
Sales, intra-group	6	1	0	-2	-5	-
Total sales	12 389	12 057	3 263	553	-5	28 257
Organic sales growth, %	2	1	10	-	-	2
Operating income before amortization	752	730	156	-141	-	1 497
of which share in income of associated companies	1	-	-	14	-	15
Operating margin, %	6.1	6.1	4.8	-	-	5.3
Amortization of acquisition related intangible assets	-18	-39	-5	-6	-	-68
Acquisition related costs	-90	63	-1	0	-	-28
Items affecting comparability	-59	-14	-2	-8	-	-83
Operating income after amortization	585	740	148	-155	-	1 318
Financial income and expenses	-	-	-	-	-	-140
Income before taxes	-	-	-	-	-	1 178

Segment overview January–December 2020 and 2019

JANUARY–DECEMBER 2020

MSEK	Security Services North America	Security Services Europe	Security Services Ibero-America	Other	Eliminations	Group
Sales, external	47 773	45 188	12 551	2 442	-	107 954
Sales, intra group	28	0	1	1	-30	-
Total sales	47 801	45 188	12 552	2 443	-30	107 954
Organic sales growth, %	2	-2	2	-	-	0
Operating income before amortization	2 800	2 069	570	-547	-	4 892
of which share in income of associated companies	4	-1	-	42	-	45
Operating margin, %	5.9	4.6	4.5	-	-	4.5
Amortization of acquisition related intangible assets	-80	-144	-16	-46	-	-286
Acquisition related costs	-37	-25	-55	-20	-	-137
Items affecting comparability	-140	-319	-36	-145	-	-640
Operating income after amortization	2 543	1 581	463	-758	-	3 829
Financial income and expenses	-	-	-	-	-	-500
Income before taxes	-	-	-	-	-	3 329

JANUARY–DECEMBER 2019

MSEK	Security Services North America	Security Services Europe	Security Services Ibero-America	Other	Eliminations	Group
Sales, external	48 480	47 247	13 098	2 074	-	110 899
Sales, intra group	19	1	1	2	-23	-
Total sales	48 499	47 248	13 099	2 076	-23	110 899
Organic sales growth, %	4	2	14	-	-	4
Operating income before amortization	3 003	2 582	614	-461	-	5 738
of which share in income of associated companies	-11	-	-	41	-	30
Operating margin, %	6.2	5.5	4.7	-	-	5.2
Amortization of acquisition related intangible assets	-68	-159	-23	-21	-	-271
Acquisition related costs	-99	43	-1	-5	-	-62
Items affecting comparability	-119	-54	-3	-33	-	-209
Operating income after amortization	2 717	2 412	587	-520	-	5 196
Financial income and expenses	-	-	-	-	-	-578
Income before taxes	-	-	-	-	-	4 618

The background of the page is a dark blue gradient. It features several layers of abstract patterns. In the upper half, there are wavy, undulating lines in a lighter blue color, resembling a topographical map or a signal waveform. Below these, there is a dense grid of small, light blue dots. The dots are arranged in a regular pattern, but their brightness or size varies slightly, creating a sense of depth and movement. The overall effect is a complex, layered digital or scientific aesthetic.

SECTION III - XII

SECTION III
RFP SUBMITTAL REQUIREMENTS

At a minimum, the following submittal requirements shall be included in the response to the RFP:

- a. **Cover Letter**. Cover letter signed by an authorized representative of the contractor committing the contractor to provide the services as described in the RFP in accordance with the terms and conditions of this RFP and any contract awarded pursuant to the RFP process. The cover letter must include:
 1. The number of years the contractor has been in business.
 2. An overview of the experience and background of the contractor.
 3. The legal name of the entity, its principal place of business, its legal form (corporation, partnership, limited liability company, etc.), the name of all principals and/or owners and/or partners, and authority to do business in Illinois.
 4. The name and telephone number of the principal contact.
 5. A commitment to comply with all OSHA and other federal, state, and city safety standards.
- b. **Narrative** demonstrating the exact type and nature of the Contractor's proposed services and how they accomplish the objectives of the work as well as the ability to rapidly respond to the needs of the Village. The Village will also evaluate the completeness and reasonableness of the firm's set forth above. The narrative should describe the role of and introduce each key individual in the contractor's organization that will actively be involved in the performance of the services requested herein.
- c. **Professional Licenses**. Contractor shall provide evidence and copies of any and all required licenses from the State of Illinois. All documents shall be kept current and valid. At Contractor's sole expense, it shall procure all necessary licenses, certifications and permits needed to conduct the required work.

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SECTION IV
PROPOSAL FORM (Pricing)

The undersigned contractor agrees to all terms and conditions of the preceding specifications in the attached Personal Services Agreement and will furnish all the insurance documents and security deposits as stipulated. Please provide unit prices listed below for 2022.

We undertake to provide a qualified security and support staffing services at **Parking Garage Structures and Village Hall (optional)** in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be provided, and all terms and conditions contained in the contractual documents of the Village of Oak Park for the annual sum of:

*Vehicle pricing not included in the amounts shown below. Vehicle will be direct billed at \$1,071.50/month; \$12,858/year..

Services for Village Parking Garage Structures

Holley Court, The Avenue, Lake & Forest and OPRF High School parking garages:

For a Total of: \$ 57,557 per month

(Fifty-seven thousand, five hundred fifty-seven Dollars 0 Cents). (per month)

Total Annualized amount \$ 690,686 for a twelve-month period.

*Average bill rate for these services = \$29.47

Village Hall Security Services: We undertake to provide a qualified **security guard operation at Village Hall** in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be provided, and all terms and conditions contained in the contractual documents of the Village of Oak Park for the hourly price of:

\$ 28.13 per hour.

(Twenty-eight Dollars thirteen Cents) per hour.

We further agree that the hourly rates and other costs specified in this proposal will remain in force for a period of 12 months from the date that the security operation commences and that all specified training will be carried out, documented and confirmed to the client on a monthly basis.

HOURLY RATE FOR ADDITIONAL SERVICES DURING THE TERM OF CONTRACT

STAFF	
Officers Gross Hourly Rate	\$ 28.13
Supervisors Gross Hourly Rate	\$ 35.10

*Additional hours are billed at 1.5X overtime 2.0X for holidays.

This contract may be canceled by either party subject to sixty (60) days written notice.

Security Company:

Securitas Security Services USA, Inc.

Authorized Signature:



Position/Title: Sean Keating, Area Vice President

Date: September 6, 2022

Our bid is subject to the enclosed Exceptions. *S.K.*

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SIGNATURE PAGE

Proposal Signature:

Sean Keating

State of Illinois)

County of Cook)

Sean Keating, Area Vice President

(Type Name of Individual Signing)

Amanda Carter being first duly sworn on oath deposes and says that the contractor on the above proposal is organized as indicated below and that all statements herein made on behalf of such contractor and that their deponent is authorized to make them, and also deposes and says that deponent has examined and carefully prepared their proposal from the Agreement Specifications and has checked the same in detail before submitting this Proposal; that the statements contained herein are true and correct.

Signature of contractor authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of contractor shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Dated: 09 / 06 / 2022

Sean Keating

Organization Name

(Seal - If Corporation)

By:

Sean Keating

150 South Wacker Drive, #50LL, Chicago, IL 60606

Authorized Signature

Address

630-660-2080 (Cell)

Telephone

Subscribed and sworn to before me this 6th day of September, 2022.

2022

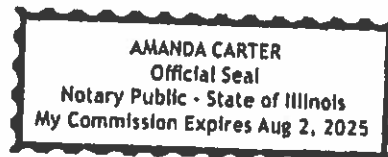
in the State of Illinois. My

Commission

Notary Public

Expires on 08/02/2025 PROPOSAL FORM continued

Complete Applicable Paragraph Below



(a) Corporation

The contractor is a corporation, which operates under the legal name of Securitas Security Services USA, Inc. and is organized and existing under the laws of the State of Delaware. The full names of its Officers are:

President Greg Anderson, Chief Executive Officer and President

Secretary Jose Castejon, Chief Operating Office

Treasurer Rod Musser, Executive VP Human Resources

The corporation does have a corporate seal. (In the event that this proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

We have attached a Letter of Authorization/Secretary Certificate for AVP signature.

(b) Partnership

Names, Signatures, and Addresses of all Partners

N/A

The partnership does business under the legal name of _____, which name is registered with the office of _____ in the county of _____.

(c) Sole Proprietor

The contractor is a Sole Proprietor whose full name is

N/A

_____. If the contractor is operating under

a trade name, said trade name is _____,

which name is registered with the office of _____

in the county of _____.

Signed: _____
Sole Proprietor


In compliance with the above, the undersigned offers and agrees, if his/her proposal is accepted within ninety (90) calendar days from date of opening, to furnish any or all of the items upon which prices are quoted, at the price set opposite each item, delivered at the designated point within the time specified above.

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SECTION V
VENDOR/CONTRACTOR CERTIFICATION

Securitas Security Services USA, Inc., as part of its proposal on agreement for 2022 DCS Parking and Mobility Services for the Village of Oak Park Village Hall, hereby certifies that said contractor selected is not barred from proposing on the aforementioned agreement as a result of a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 et seq., or Section 2-6-12 of the Oak Park Village Code.

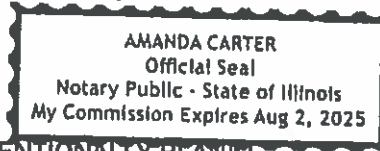
Sean Keating, Area Vice President
(Authorized Agent of contractor selected)



Subscribed and sworn to before me this 6th day of September, 2022.

Amanda Carter
Notary Public's Signature

- Notary Public Seal -



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SECTION VI
TAX COMPLIANCE AFFIDAVIT

Sean Keating, being first duly sworn, deposes and says:

that he/she is Area Vice President of
(partner, officer, owner, etc.)

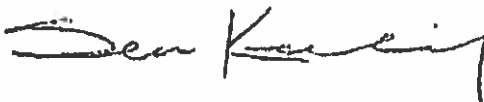
Securitas Security Services USA, Inc.
(contractor selected)

The individual or entity making the foregoing proposal or proposal certifies that he/she is not barred from entering into an agreement with the Village of Oak Park because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. The individual or entity making the proposal or proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the municipality to recover all amounts paid to the individual or entity under the agreement in civil action.

Securitas Security Services USA, Inc.

By:
Its:

Sean Keating, Area Vice President
(name of contractor if the contractor is an individual)
(name of partner if the contractor is a partnership)
(name of officer if the contractor is a corporation)

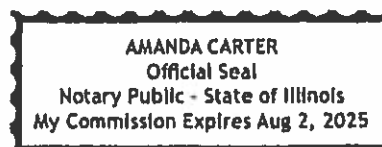


The above statement must be subscribed and sworn to before a notary public.

Subscribed and sworn to before me this 6th day of September, 2022.

Amanda Carter
Notary Public's Signature

- Notary Public Seal -



Minority Business and Women Business Enterprises Requirements

The Village in an effort to reaffirm its policy of non-discrimination, encourages and applauds the efforts of contractors and subcontractors in taking affirmative action and providing equal employment opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status as more fully set forth in the attached Professional Services Agreement.

Reporting Requirements

The following forms must be completed in their entirety, notarized and included as part of the proposal document. Failure to respond truthfully to any question on the list or failure to cooperate fully with further inquiry by the Village will result in disqualification of your proposal.

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SECTION VII
ORGANIZATION OF FIRM

Please fill out the applicable section:

A. Corporation:

The Contractor is a corporation, legally named Securitas Security Services USA, Inc. and is organized and existing in good standing under the laws of the State of Delaware. The full names of its Officers are:

President Greg Anderson, Chief Executive Officer and President

Secretary Jose Castejon, Chief Operating Officer

Treasurer Rod Musser, Executive VP Human Resources

Sean Keating, AVP. Address: 150 South Wacker Drive, #50LL, Chicago, IL 60606

Registered Agent Name and Address: _____

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

We have included a letter of authorization for Area Vice President signature.

B. Sole Proprietor:

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is N/A, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:

The Contractor is a Partnership which operates under the name N/A

The following are the names, addresses and signatures of all partners:

_____ _____ Signature	_____ _____ Signature
-----------------------------	-----------------------------

(Attach additional sheets if necessary.) If so, check here ____.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

D. Affiliates: The name and address of any affiliated entity of the business, including a description of the affiliation: N/A

Signature of Owner

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SECTION VIII
COMPLIANCE AFFIDAVIT

I, Sean Keating, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) Area Vice President of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;
2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;
3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;
5. Neither the Proposing Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to Bid rigging and Bid rotating, or Section 2-6-12 of the Oak Park Village Code relating to "Proposing Requirements".
6. The Proposing Firm has the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Proposing Firm nor its affiliates is barred from agreeing with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.
8. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. **Also complete the attached EEO Report or Submit an EEO-1.**
9. I certify that the Contractor is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

¹ Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.

Signature: Sean Keating

Name and address of Business: Securitas Security Services USA, Inc.

Telephone Mobile: 630-660-2080 E-Mail sean.keating@securitasinc.com

Subscribed to and sworn before me this 6th day of September, 2022.

Amanda Carter
Notary Public

- Notary Public Seal -

AMANDA CARTER
Official Seal
Notary Public - State of Illinois
My Commission Expires Aug 2, 2025

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SECTION IX
M/W/DBE STATUS AND EEO REPORT

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. For assistance in completing this form, contact Development Customer Services at 708-358-5420.

1. Contractor Name: Securitas Security Services USA, Inc.
2. Check here if your firm is:
- ☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
 - ☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
 - ☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
 - ☒ None of the above

Securitas USA is classified as a Large, C corporation.

[Submit copies of any W/W/DBE certifications]

3. What is the size of the firm's current stable work force?
- | | |
|---------------|-------------------------------|
| <u>70,469</u> | Number of full-time employees |
| <u>10,547</u> | Number of part-time employees |
4. Similar information will be requested of all sub-contractors working on this agreement. Forms will be furnished to the lowest responsible Contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: 

Date: September 6, 2022

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EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. An incomplete form will disqualify your Bid. For assistance in completing this form, contact the Purchasing Department at 708-358-5473.

An EEO-1 Report may be submitted in lieu of this report.

Contractor Name Securitas Security Services USA, Inc.
Total Employees 81,016 (in US as of 4/2022)

Job Categories	Total Employees	Total Males	Total Females	Males				Females				Total Minorities
				Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	
Officials & Managers	1,664											
Professionals												
Technicians												
Sales Workers												
Office & Clerical	1,220											
Semi-Skilled												
Labors												
Service Workers	78,132											
TOTAL	80,016	19%	10%	3.8%	2.4%	14%	4%	1.3%	0.9%			
Management Trainees												
Apprentices												

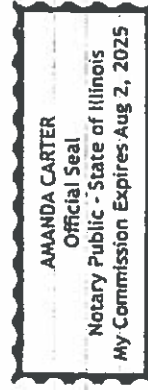
This completed and notarized report must accompany your Bid. It should be attached to your Affidavit of Compliance. Failure to include it with your Bid will be disqualify you from consideration.

Sean Keating, being first duly sworn, deposes and says that he/she is the Area Vice President
(Name of Person Making Affidavit) (Title or Officer)

of Securitas USA and that the above EEO Report information is true and accurate and is submitted with the intent that it

be relied upon. Subscribed and sworn to before me this 14th day of September, 2022

9/16/22 (Date)



SECTION XI

**VILLAGE OF OAK PARK LETTER OF INTENT FROM MBE /WBE
TO PERFORM AS A SUBCONTRACTOR, SUPPLIER AND/OR CONSULTANT**

We will not be utilizing a MBE/WBE Subcontractor in the course of this security contract.

M/WBE Firm: _____ contract #: _____

Address: _____ City/State/Zip: _____

Contact Person: _____ Phone: _____ Fax: _____

Certification Expiration Date: _____

Race/Gender: _____

Will the M/WBE firm be subcontracting any of the performance of this contract to another firm?

☐ No

☐ Yes - Please attach explanation.

Proposed Subcontractor:

The undersigned M/WBE is prepared to provide the following Commodities and or Services for the above named Project/contract:

Indicate the Total Dollar Amount, the Percentage, and the Terms of Payment for the above-described Commodities/Services:

(If more space is needed to fully describe the M/WBE Firm's proposed scope of work and/or payment schedule, attach additional sheets.)

Prime bidder declares and affirms that the facts and representations set forth herein are true and correct and no material facts have been omitted.

Signature (M/WBE)

Print Name

Firm Name



Signature (Prime bidder)

Sean Keating, Area Vice President

Print Name

Securitas Security Services USA, Inc.

Firm Name

SCHEDULE C (continued)

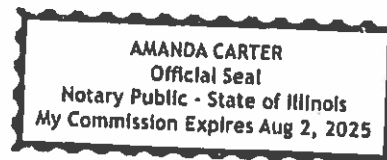
Date

September 6, 2022
Date

Subscribed and sworn before me this 6th day of September, 2022,

Amanda Carter (SEAL)
Signature of Notary Public

My Commission expires on 08/02/2025



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SECTION XII

NO PROPOSAL EXPLANATION

If your firm does not wish to propose on the attached specifications, the Village of Oak Park would be interested in any explanation or comment you may have as to what prevented your firm from submitting a Proposal.

NOT APPLICABLE

Thank you.

RFP Name: Village of Oak Park 2022 SECURITY & SUPPORT STAFFING SERVICES

Comments:

Signed: _____

Phone: _____

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APPENDIX

Daily Security Checklist Report

Holley	
Structure Name <i>circle one</i> :	<input type="radio"/> Ct <input type="radio"/> Avenue <input type="radio"/> L & F <input type="radio"/> OPRF
Date:	Shift:
Performed by:	
Activity	Detail
Ticket Spitters	<input type="radio"/> Marion <input type="radio"/> Ontario <input type="radio"/> Alley <input type="radio"/> Avenue
Gates	
Pay Station	
Intercom	
Stairwell	
Vandalism	
Main Office Cleanliness	
Doors	
Trash Removal	
Garage Lights Checked	
Elevator Intercom Checked	
Snow and Ice Cleared	
Supervisor Signature	Date:

Example Only
(actual report may be different)



PROFESSIONAL SERVICES AGREEMENT

THIS PROFESSIONAL SERVICES AGREEMENT (hereinafter referred to as the "Agreement") is entered into this _____ day of _____, 2022, between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the "Village"), _____, a _____ (hereinafter referred to as the "Contractor").

RECITAL

WHEREAS, the Village intends to have the Contractor provide staffing and security services at the Villa's parking garage structures and at Village Hall pursuant to the Village's Request for Proposals dated _____, 2022, attached hereto and incorporated herein by reference and the Contractor's Proposal dated _____, 2022, attached hereto and incorporated herein by reference (hereinafter referred to as the "Services").

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

1. RECITAL INCORPORATED.

The above recital is incorporated herein as though fully set forth.

2. SERVICES OF THE CONTRACTOR.

2.1. The Contractor shall provide its Services pursuant to this Agreement, the Village's Request for Proposals (hereinafter referred to as the "RFP") and the Contractor's Proposal (hereinafter referred to as the "Proposal"). The Village shall approve the use of any subcontractors by the Contractor to perform any of the Services that are the subject of this Agreement.

2.2. The Contractor shall submit to the Village all reports, documents, data, and information set forth in the Project. The Village shall have the right to require such corrections as may be reasonably necessary to make any required submittal conform to this Agreement. The Contractor shall be responsible for any delay in the Services to be provided pursuant to this Agreement due to the Contractor's failure to provide any required submittal in conformance with this Agreement.

2.3. In case of a conflict between provisions of the Contractor's Proposal and this Agreement or the Village's Request for Proposals, this Agreement and/or the Village's Request for Proposals shall control to the extent of such conflict.

2.4. Village Authorized Representative. The Village's Development Customer Services or the Director's designee shall be deemed the Village's authorized representative, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Agreement. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The Village shall have the right to change its authorized representative by providing the Contractor with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.5. Contractor's Authorized Representative. In connection with the foregoing and other actions to be taken under this Agreement, the Contractor hereby designates _____ as its authorized representative who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding the Contractor. The Village is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Contractor as having been properly and legally given by the Contractor. The Contractor shall have the right to change its Authorized Representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.6 The Contractor shall be an independent Contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Services. Nothing contained in this Agreement shall create a contractual relationship with or a cause of action in favor of a third party against Contractor. The Contractor's services under this Agreement are being performed solely for the Village's benefit, and no other party or entity shall have any claim against the Contractor because of this Agreement or the performance or nonperformance of services hereunder.

3. COMPENSATION FOR SERVICES.

3.1. The Village shall compensate the Contractor for the Services in an amount not to exceed \$_____ ("Contract Price") on annual basis for the initial term of this Agreement. The Contractor shall be paid installments not more frequently than once each month ("Progress Payments"). Payments shall be made within thirty (30) days of receipt by the Village of a pay request/invoice from the Contractor. Payments shall be due and owing by the Village in accordance with the terms and provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.*, except as set forth herein.

3.2. The Village may, at any time, by written order, make changes within the general scope of this Agreement in the Services to be performed by the Contractor. If such changes cause an increase or decrease in the amount to be paid to Contractor or time required for performance

of any Services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and this Agreement shall be modified in writing accordingly. No service for which additional compensation will be charged by the Contractor shall be furnished without the written authorization of the Village.

3.3. The Contractor shall, as a condition precedent to its right to receive a progress payment, submit to the Village an invoice accompanied by such receipts, vouchers, and other documents as may be necessary to establish costs incurred for all labor, material, and other things covered by the invoice and the absence of any interest, whether in the nature of a lien or otherwise, of any party in any property, work, or fund with respect to the Services performed under this Agreement. In addition to the foregoing, such invoice shall include (a) employee classifications, rates per hour, and hours worked by each classification, and, if the Services are to be performed in separate phases, for each phase; (b) total amount billed in the current period and total amount billed to date, and, if the Services are to be performed in separate phases, for each phase; (c) the estimated percent completion, and, if the Services are to be performed in separate phases, for each phase.

3.4. Notwithstanding any other provision of this Agreement and without prejudice to any of the Village's rights or remedies, the Village shall have the right at any time or times to withhold from any payment such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to: (1) Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete; (2) damage for which the Contractor is liable under this Agreement; (3) claims of subcontractors, suppliers, or other persons performing Contractor's Services; (4) delay in the progress or completion of the Services; (5) inability of the Contractor to complete the Services; (6) failure of the Contractor to properly complete or document any pay request; (7) any other failure of Contractor to perform any of its obligations under this Agreement; or (8) the cost to the Village, including reasonable attorneys' fees and administrative costs, of correcting any of the aforesaid matters or exercising any one or more of the Village's remedies set forth in this Agreement. The Village must notify the Contractor of cause for withholding within fourteen (14) days of receiving invoice.

3.5. The Village shall be entitled to retain any and all amounts withheld pursuant to this Agreement until the Contractor shall have either performed the obligations in question or furnished security for such performance satisfactory to the Village. The Village shall be entitled to apply any money withheld or any other money due the Contractor under this Agreement to reimburse itself for any and all reasonable costs, expenses, losses, damages, liabilities, suits, judgments, awards, reasonable attorneys' fees, and administrative expenses incurred, suffered, or sustained by the Village and chargeable to the Contractor under this Agreement.

3.6. The Contractor's Services shall be considered complete on the date of final written acceptance by the Village as applicable during the term of this Agreement, which acceptance shall not be unreasonably withheld or delayed. As soon as practicable after final acceptance, the Village shall pay to the Contractor the balance of any amount due and owing under this Agreement, after deducting therefrom all charges against the Contractor as provided for in this

Agreement ("Final Payment"). The acceptance by Contractor of Final Payment with respect to the Services shall operate as a full and complete release of the Village of and from any and all lawsuits, claims, demands, damages, liabilities, losses, and expenses of, by, or to the Contractor for anything done, furnished for, arising out of, relating to, or in connection with the Services, except for such claims as the Contractor reserved in writing at the time of submitting its invoice for final payment.

4. TERM AND TERMINATION.

4.1. This Agreement shall take effect upon the Effective Date as defined herein and shall expire on the one-year anniversary of the Effective Date at 11:59 a.m.

4.2. The Village shall have the right to renew this Agreement in writing on annual basis after the Initial Agreement term for two (2) optional one (1) year terms. The Contractor may request an adjustment in its rates for a renewal term subject to the price increase being generally accepted in the industry. In this event, written notification stating the requested increase and supporting document justification must be provided to the Village for the renewal period forty-five (45) days prior the expiration of an applicable term of this Agreement. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below) as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than the lesser of five percent (5%) or the above referenced CPI multiplied by the previous year's cost for services provided under this Agreement. If the Contractor fails to justify the requested increase, the Village reserves the right to reject the request and not renew this Agreement. If any price reductions are announced during any period this Agreement is in effect by the Contractor, the Village shall receive benefit of such price reduction. The Contractor shall provide the Village with notice of any such price reduction and it shall become effective thirty (30) days from the date the notice was served upon the Village.

4.3. This Agreement may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party. The Village may terminate this Agreement, in whole or in part, for its convenience. No such termination may be affected unless the terminating party gives the other party not less than ten (10) calendar days written notice pursuant to Section 18 below of its intent to terminate.

4.4. If this Agreement is terminated by either party, the Contractor shall be paid for Services performed to the effective date of termination, including reimbursable expenses. In the event of termination, the Village shall receive reproducible copies of drawings, specifications and other documents completed by the Contractor pursuant to this Agreement.

5. INDEMNIFICATION.

5.1. To the fullest extent permitted by law, the Contractor hereby agrees to defend, indemnify and hold harmless the Village and its officers, officials, agents, employees and volunteers against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, including, but not limited to, reasonable attorney's fees and court costs (hereinafter referred to as "Claims") which may accrue against the Village or its officials, agents, employees and volunteers to the extent caused by the negligent performance of the work by the Contractor, its employees, or subcontractors, except for the negligence of the Village or its officers, officials, agents, employees and volunteers.

6. INSURANCE.

6.1. The Contractor shall, at the Contractor's expense, secure and maintain in effect throughout the duration of this Agreement, insurance of the following kinds and limits set forth in this Section 6. The Contractor shall furnish Certificates of Insurance to the Village before starting work or within ten (10) days after the notice of award of the Agreement, whichever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed or authorized to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy by the insurer unless fifteen (15) days prior written notice is given to the Village. This provision (or reasonable equivalent) shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date by the insurer, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The Contractor shall require any of its subcontractors to secure and maintain insurance as set forth in this Section 6 and indemnify, hold harmless and defend the Village, officers, officials, agents, employees and volunteers as set forth in this Agreement.

6.2. The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(A) Commercial General Liability:

- i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.
- ii. Limits:

General Aggregate	\$ 2,000,000.00
Each Occurrence	\$ 1,000,000.00
Personal Injury	\$ 1,000,000.00
- iii. Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor.

(B) Workers' Compensation:

- i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who work on the Project, and in case work is sublet, the Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Agreement are not protected under workers' compensation insurance, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(C) Comprehensive Automobile Liability:

- i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.
- ii. Limits:
Combined Single Limit \$1,000,000.00

(D) Umbrella:

- i. Limits:
Each Occurrence/Aggregate \$5,000,000.00

- (F)** The Village and its officers, officials, agents, employees and volunteers shall be named as additional insureds on all insurance policies identified herein except workers' compensation and professional liability. The Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village and its officials, agents, employees and volunteers.

6.3. The Village and the Contractor agree to waive against each other all claims for special, incidental, indirect, or consequential damages arising out of, resulting from, or in any way related to the Project.

6.4. The Contractor understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided. The Contractor waives and agrees to require its insurers to waive its rights of subrogation against the Village, its officers, officials, employees, agents and volunteers.

7. SUCCESSORS AND ASSIGNS.

7.1. The Village and the Contractor each bind themselves and their partners, successors, executors, administrators and assigns to the other party of this Agreement and to the

partners, successors, executors, administrators and assigns of such other party in respect to all covenants off this Agreement. Except as above, neither the Village nor the Contractor shall assign, sublet or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of any public body that may not be a party hereto, nor shall it be construed as giving any right or benefits hereunder to anyone other than the Village and the Contractor.

8. FORCE MAJEURE.

8.1. Neither the Contractor nor the Village shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to: acts of nature, war or insurrection, strikes or lockouts, walkouts, fires, natural calamities, riots or demands or requirements of governmental agencies.

9. AMENDMENTS AND MODIFICATIONS.

9.1. This Agreement may be modified or amended from time to time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of the Contractor.

10. STANDARD OF CARE.

10.1. The Contractor is responsible for the quality, technical accuracy, timely completion, and coordination of all Services furnished or required under this Agreement, and shall endeavor to perform such Services with the same skill and judgment which can be reasonably expected from similarly situated providers of such Services.

10.2. The Contractor shall be responsible for the accuracy of its Services under this Agreement and shall promptly make corrections resulting from its errors, omissions, or negligent acts without additional compensation. The Village's acceptance of any of Contractor's Services shall not relieve Contractor of its responsibility to subsequently correct any such errors or omissions, provided the Village notifies Contractor thereof within one year of completion of the Contractor's Services.

10.3. The Contractor shall respond to the Village's notice of any errors and/or omissions within seven (7) days of written confirmation by the Contractor of the Village's notice. Such confirmation may be in the form of a facsimile confirmation receipt by the Village, or by actual hand delivery of written notice by the Village to the Contractor.

10.4. The Contractor shall review laws, regulations, codes and standards in effect as of the date of this Agreement that applicable to Contractor's Services and shall exercise professional care and judgment to comply with said requirements imposed by governmental authorities having jurisdiction over Contractor's Services, included, but not limited to the Village.

10.5. The Contractor shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, and other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including, but not limited to, the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting discrimination because of, or requiring affirmative action based on race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* The Contractor shall also comply with all conditions of any federal, state, or local grant received by the Village or the Contractor with respect to this Agreement.

10.6. The Contractor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of or in connection with the Contractor's, or its subcontractors', performance of, or failure to perform, the Services required pursuant to this Agreement or any part thereof.

11. DRAWINGS, DOCUMENTS AND BOOKS AND RECORDS.

11.1. Drawings, plans, specifications, photos, reports, information, observations, calculations, notes and any other reports, documents, data or information, in any form, prepared, collected, or received by the Contractor in connection with any or all of the Services to be provided pursuant to this Agreement ("Documents") shall be and remain the property of the Village upon completion of the project and payment to the Contractor all amounts then due under this Agreement. Notwithstanding the foregoing, the Contractor shall maintain all rights to reuse standard details and other design features on other projects. At the Village's request, or upon termination of this Agreement, the Documents shall be delivered promptly to the Village. The Contractor shall have the right to retain copies of the Documents for its files. The Contractor shall maintain files of all Documents unless the Village shall consent in writing to the destruction of the Documents, as required herein.

11.2. The Contractor's Documents and records pursuant to this Agreement shall be maintained and made available during performance of Project Services under this Agreement and for three (3) years after completion of the Project. The Contractor shall give notice to the Village of any Documents to be disposed of or destroyed and the intended date after said period, which shall be at least ninety (90) days after the effective date of such notice of disposal or destruction. The Village shall have ninety (90) days after receipt of any such notice to give notice to the Contractor not to dispose of or destroy said Documents and to require Contractor to deliver same to the Village, at the Village's expense. The Contractor and any subcontractors shall maintain for a minimum of three (3) years after the completion of this Agreement, or for three (3) years after the termination of this Agreement, whichever comes later, adequate books,

records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with the Agreement. All books, records and supporting documents related to the Agreement shall be available for review and audit by the Village and the federal funding entity, if applicable, and the Contractor agrees to cooperate fully with any audit conducted by the Village and to provide full access to all materials. Failure to maintain the books, records and supporting documents required by this subsection shall establish a presumption in favor of the Village for recovery of any funds paid by the Village under the Agreement for which adequate books, records and supporting documentation are not available to support their purported disbursement. The Contractor shall make the Documents available for the Village's review, inspection and audit during the entire term of this Agreement and three (3) years after completion of the Project as set forth herein and shall fully cooperate in responding to any information request pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.* by providing any and all responsive documents to the Village.

11.3. The Contractor shall have the right to include among the Contractor's promotional and professional materials those drawings, renderings, other design documents and other work products that are prepared by the Contractor pursuant to this Agreement (collectively "Work Products"). The Village shall provide professional credit to the Contractor in the Village's development, promotional and other materials which include the Contractor's Work Products.

11.4. The Contractor shall furnish all records related to this Agreement and any documentation related to the Village required under an Illinois Freedom of Information Act (5 ILCS 140/1 *et. seq.*) ("FOIA") request within five (5) business days after the Village issues notice of such request to the Contractor. The Contractor shall not apply any costs or charge any fees to the Village regarding the procurement of records required pursuant to a FOIA request. The Contractor agrees to defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and agrees to pay all reasonable costs connected therewith (including, but not limited to reasonable attorney's and witness fees, filing fees, and any other expenses) for the Village to defend any and all causes, actions, causes of action, disputes, prosecutions, or conflicts arising from the Contractor's actual or alleged violation of the FOIA, or the Contractor's failure to furnish all documentation related to a request within five (5) days after the Village issues notice of a request. Furthermore, should the Contractor request that the Village utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, the Contractor shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees, and any other expenses) to defend the denial of the request. The defense shall include, but not be limited to, challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction. Contractor shall defend, indemnify, and hold harmless the Village, and its officers, officials, employees, agents, and volunteers, and shall pay all costs connected therewith (such as reasonable attorney's and witness fees, filing fees and any other expenses) to defend any denial of a FOIA request by the Contractor's request to utilize a lawful exemption to the Village.

12. SAVINGS CLAUSE.

12.1. If any provision of this Agreement, or the application of such provision, shall be rendered or declared invalid by a court of competent jurisdiction, or by reason of it requiring any steps, actions or results, the remaining parts or portions of this Agreement shall remain in full force and effect.

13. NON-WAIVER OF RIGHTS.

13.1. No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

13.2. This Agreement shall not prohibit the Contractor from providing engineering Services to any other public or private entity or person. In the event that the Contractor provides Services to a public or private entity or person, the Village, at its sole discretion, may determine that such Services conflict with a service to be provided to the Village by Contractor, and the Village may select another civil engineer and/or land surveyor to provide such Services as the Village deems appropriate.

14. THE VILLAGE'S REMEDIES.

14.1. If it should appear at any time prior to final payment that the Contractor has failed or refused to prosecute, or has delayed in the prosecution of, the Services to be provided pursuant to this Agreement with diligence at a rate that assures completion of the Services in full compliance with the requirements of this Agreement, or has attempted to assign this Agreement or the Contractor's rights under this Agreement, either in whole or in part, or has falsely made any representation or warranty, or has otherwise failed, refused, or delayed to perform or satisfy any other requirement of this Agreement or has failed to pay its debts as they come due ("Event of Default"), and has failed to cure, or has reasonably commenced to cure any such Event of Default within fifteen (15) business days after Contractor's receipt of written notice of such Event of Default, then the Village shall have the right, at its election and without prejudice to any other remedies provided by law or equity, to pursue any one or more of the following remedies:

14.1.1. The Village may require the Contractor, within such reasonable time as may be fixed by the Village, to complete or correct all or any part of the Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete and to take any or all other action necessary to bring Contractor and the Services into compliance with this Agreement;

14.1.2. The Village may accept the defective, damaged, flawed, unsuitable, nonconforming, incomplete, or dilatory Services or part thereof and make an equitable reduction in the Contract Price;

14.1.3. The Village may terminate this Agreement without liability for further payment of amounts due or to become due under this Agreement except for amounts due for Services properly performed prior to termination;

14.1.4. The Village may withhold any progress payment or final payment from the Contractor, whether or not previously approved, or may recover from Contractor, any and all costs, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default or as a result of actions taken by the Village in response to any Event of Default; or

14.1.5. The Village may recover any damages suffered by the Village as a result of the Contractor's Event of Default.

15. NO COLLUSION.

15.1. The Contractor hereby represents and certifies that the Contractor is not barred from contracting with a unit of state or local government as a result of: (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless Contractor is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax, as set forth in 65 ILCS 5/11-42.1-1; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 *et seq.* The Contractor hereby represents that the only persons, firms, or corporations interested in this Agreement are those disclosed to the Village prior to the execution of this Agreement, and that this Agreement is made without collusion with any other person, firm, or corporation. If at any time it shall be found that Contractor has in procuring this Agreement, colluded with any other person, firm, or corporation, then the Contractor shall be liable to the Village for all loss or damage that the Village may suffer thereby, and this Agreement shall, at the Village's option, be null and void and subject to termination by the Village.

16. ENTIRE AGREEMENT.

16.1. This Agreement sets forth all the covenants, conditions and promises between the parties, and it supersedes all prior negotiations, statements or agreements, either written or oral, with regard to its subject matter. There are no covenants, promises, agreements, conditions or understandings between the parties, either oral or written, other than those contained in this Agreement.

17. GOVERNING LAW AND VENUE.

17.1. This Agreement shall be governed by the laws of the State of Illinois both as to interpretation and performance.

17.2 Venue for any action brought pursuant to this Agreement shall be in the Circuit Court of Cook County, Illinois.

18. NOTICE.

18.1. Any notice required to be given by this Agreement shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or by electronic transmission to the persons and addresses indicated below or to such other addresses as either party hereto shall notify the other party of in writing pursuant to the provisions of this subsection:

If to the Village:

Village Manager
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302
Email: villagemanager@oak-park.us

If to the Contractor:

Email: _____

18.2. Mailing of such notice as and when above provided shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

18.3. Notice by electronic transmission shall be effective as of date and time of fa electronic transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event electronic notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

19. BINDING AUTHORITY.

19.1. The individuals executing this Agreement on behalf of the Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Agreement.

20. HEADINGS AND TITLES.

20.1. The headings or titles of any provisions of this Agreement are for convenience or reference only and are not to be considered in construing this Agreement.

21. COUNTERPARTS; FACSIMILE OR PDF SIGNATURES.

21.1. This Agreement shall be executed in counterparts, each of which shall be considered an original and together shall be one and the same Agreement.

21.2. A facsimile or pdf/email copy of this Agreement and any signatures thereon will be considered for all purposes as an original.

22. EFFECTIVE DATE.

22.1. As used in this Agreement, the Effective Date of this Agreement shall be the last date of its execution by one of the parties as set forth below.

23. AUTHORIZATIONS.

23.1. The Contractor's authorized representatives who have executed this Agreement warrant that they have been lawfully authorized by the Contractor's board of directors or its by-laws to execute this Agreement on its behalf. The Village Manager warrants that he has been lawfully authorized to execute this Agreement. The Contractor and the Village shall deliver upon request to each other copies of all articles of incorporation, bylaws, resolutions, ordinances or other documents which evidence their legal authority to execute this Agreement on behalf of their respective parties.

24. EQUAL OPPORTUNITY EMPLOYER.

24.1. The Contractor is an equal opportunity employer and the requirements of 44 Ill. Adm. Code 750 APPENDIX A and Chapter 13 ("Human Rights") of the Oak Park Village Code are incorporated herein as though fully set forth. The Contractor shall not discriminate against any employee or applicant for employment because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work, and further that it will examine all job classifications to determine if minority persons or women are

underutilized and will take appropriate affirmative action to rectify any such underutilization. The Contractor shall comply with all requirements of Chapter 13 ("Human Rights") of the Oak Park Village Code.

24.2. In the event of the Contractor's noncompliance with any provision of Chapter 13 ("Human Rights") of the Oak Park Village Code, the Illinois Human Rights Act or any other applicable law, the Contractor may be declared non-responsible and therefore ineligible for future Agreements or subcontracts with the Village, and the Agreement may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

24.3. In all solicitations or advertisements for employees placed by it on its behalf, the Contractor shall state that all applicants will be afforded equal opportunity without discrimination because of race, sex, gender identity, gender expression, color, religion, ancestry, national origin, veteran status, sexual orientation, age, marital status, familial status, source of income, disability, housing status, military discharge status, or order of protection status or physical or mental disabilities that do not impair ability to work.

25. CERTIFIED PAYROLL

25.1. Contractor shall be solely responsible to maintain accurate records reflecting its payroll for its employees who perform any of the Work for the Village pursuant to this Contract and shall submit certified payroll records to the Village's Director of Public Works at any time during the term of this Contract. Contractor shall provide said certified payroll records within seven (7) days upon the request of the Director of Public Works.

26. LIVING WAGE/MINIMUM WAGE

26.1. The Contractor shall comply with the Village's living wage requirements as set forth in Section 2-6-20 ("Living Wage") of the Oak Park Village Code, as amended. The Contractor shall further comply with the Cook County Minimum Wage Ordinance, codified as Sections 42-7 through 42-19 of the Cook County Code, as amended, and the minimum wage requirements of the State of Illinois set forth in 820 ILCS 105/4, as amended. The Contractor shall pay its employees the greater of the Village's living wage, the minimum wage set forth in the Cook County Minimum Wage Ordinance or the minimum wage set forth in 820 ILCS 150/4 as applicable during the term of this Contract. The Contractor shall provide any and all certified payroll records pursuant to Section 25 of this Contract above in order to determine whether the Contractor is meeting said requirement.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK -
SIGNATURE PAGE FOLLOWS]**

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

By: Kevin J. Jackson
Its: Village Manager

By: _____
Its: _____

Date: _____, 2022

Date: _____, 2022

ATTEST:

ATTEST:

By: Christina M. Waters
Its: Village Clerk

By: _____
Its: _____

Date: _____, 2022

Date: _____, 2022

EXCEPTIONS

We appreciate the generally fair and common-sense approach in the Request for Proposal (22-101 DCS), but we do have a few concerns, especially with the allocation of risk. Accordingly, we would like to clarify the following items in connection with our bid. Our bid is submitted with the understanding that these items will be incorporated into any agreement (the "Agreement") between Village of Oak Park ("Village") and Securitas Security Services USA, Inc. ("Contractor") and be controlling. Please note these items are important but negotiable.

Thank you. We look forward to working with you towards a mutually acceptable contract.

1. Contractor will defend, controlling such defense, and indemnify Village, and others to be defended or indemnified under the Agreement, against any claim or loss only to the extent the claim or loss is caused by the negligence of Contractor while acting within the scope of its specified duties. However, Contractor's liability will in no event exceed \$5 million. Further, Contractor will not be liable for any (a) punitive or consequential damages, (b) damages arising from events beyond Contractor's reasonable control, or (c) injuries or deaths arising from any conditions of Village's premises. Additional insureds will only be covered by Contractor's insurance for liability assumed by Contractor in these Exceptions, subject to the terms of Contractor's insurance.
2. Notwithstanding anything to the contrary, in connection with the US Safety Act, each party waives all claims against the other for damages arising from or related to an act of terrorism, and the parties intend for this waiver to flow down to their respective contractors and subcontractors.
3. Contractor may raise its rates on 30 days' written notice to account for any increases in (a) health care, benefit, or insurance costs, (b) labor or fuel costs, (c) costs arising from changes to laws, regulations, or insurance premiums, (d) SUI or similar taxes, or (e) any other taxes, fees, costs or charges related to Contractor's services.
4. Contractor only agrees to assign to Village intellectual property rights to items generated or developed specifically and exclusively for Village under the Agreement. All other intellectual property related to Contractor's performance under the Agreement will remain the exclusive property of Contractor.
5. Any equipment/software provided by Contractor, and information gathered therewith, in connection with Contractor's services is for Contractor's use and will always be Contractor property. Contractor is not selling or leasing any of the equipment/software to Village, and Contractor will remove its equipment/software upon termination of the Agreement.
6. Contractor may terminate the Agreement, in whole or in part, without cause or penalty upon thirty days' written notice.

CERTIFICATE OF ASSISTANT SECRETARY
OF
SECURITAS SECURITY SERVICES USA, INC.,
a Delaware corporation

The undersigned, Michael Luke, hereby certifies that:

1. He is the duly elected and acting Assistant Secretary Securitas Security Services USA, Inc., a Delaware corporation (the "Company").
2. The following resolutions were duly adopted by the Board of Directors of the Company as of November 7, 2019:

RESOLVED, that the Company authorizes the Region Presidents, Area Vice Presidents, Area Directors, Area Managers and District Managers of the Company to approve and execute bids, proposals, contracts, license applications and bonds, in connection with the furnishing of security services and other services, including implementing documents in furtherance of those items specifically enumerated above, which shall be binding upon this Company, subject to compliance with the Company's Contracts Policies and Procedures in effect from time to time; and

FURTHER RESOLVED, that the Secretary or any Assistant Secretary of the Company may certify and provide a copy of these resolutions upon request to interested parties, and that such certification shall be evidence without further action being required on the part of the recipient, that the person executing the bid, proposal, contract, license application, bond, or implementing document, to which such certification refers or is attached, was properly authorized or designated to sign such bid, proposal, contract, license application, bond, or implementing document and that the same is binding upon this Company in all respects.

3. Said resolutions have not been amended or rescinded and remain in full force and effect as of the date hereof.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Assistant Secretary as of the 26th day of March, 2020.





Michael Luke, Assistant Secretary

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