

ORIGINAL

**RESPONSE TO INVITATION TO BID**

**NO. 13-020**

**THE CITY OF KEY WEST**

**PORT AND MARINA SECURITY SERVICES**



<b>To:</b> City Clerk The City of Key West 3126 Flagler Avenue Key West, FL 33040	<b>By:</b> Best Protective Services, LLC 500 S. Australian Avenue Suite 600 West Palm Beach, FL 33401 Telephone: (561) 876-3243 Contact: Robert L. Best, III, CEO
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## 1. The City of Key West Bid Forms

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## A. Bid (Bidder's Information)

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Notice to Bidder: Use Black Ink or Type For Completing the Form.

**BID**

To: CITY CLERK  
CITY OF KEY WEST, FLORIDA  
3126 FLAGLER AVE  
KEY WEST, FLORIDA 33040

Project Title: PORT AND MARINA SECURITY SERVICES

Project No.: ITB No. 13-020


**BIDDER'S INFORMATION**

Name: Best Protective Services, LLC

Address: 500 S. Australian Ave.

Suite 600

WPB, FL 33401

Contact Name: Robert Best 

Email: robertbest@bestprotectiveservices.com

Telephone: 561-659-9323

Fax: 561-659-9043

**BIDDER'S DECLARATION AND UNDERSTANDING**

The undersigned, hereinafter called the Bidder, declares that the only persons or parties interested in this Bid are those named herein, that this Bid is, in all respects, fair and without fraud, that it is made without collusion with any official of the Owner, and that the Bid is made without any connection or collusion with any person submitting another Bid on this Contract.

The Bidder further declares that he/she has carefully examined the Contract Documents for the project that he/she has personally inspected the site that he/she has satisfied himself/herself as conditions of work involved.

The Bidder further agrees that he/she has exercised his/her own judgment regarding the interpretation of job conditions and has utilized all data, which he/she believes pertinent from the Project Manager, Owner, and other sources in arriving at his/her conclusions.



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## **B. Bid Form**

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BID FORM

PORT AND MARINA SECURITY SERVICES

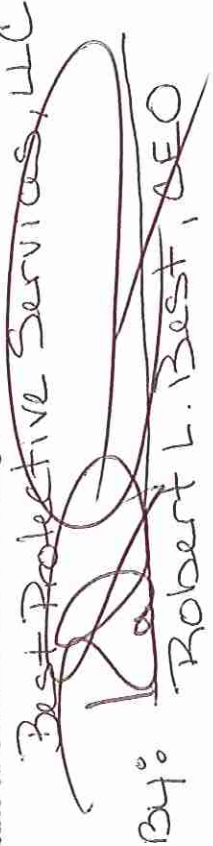
The security services for each facility is outlined in the Scope of Work section

LOCATION	UNBURDENED HOURLY RATE (\$) <sup>1</sup>	RATE IN WORDS	BURDENED HOURLY RATE (\$) <sup>2</sup>	RATE IN WORDS	YEARLY TOTAL (\$)
Mallory Square	\$ 15.00	Fifteen Dollars	\$ 23.75	Twenty three Dollars and 75/cents	Not Applicable
Outer Mole Pier	\$ 15.00	Fifteen Dollars	\$ 23.75	Twenty three Dollars and 75/cents	Not Applicable
Key West Bight	\$ 15.00	Fifteen Dollars	\$ 23.75	Twenty three Dollars and 75/cents	\$ 121,030.00
City Marina	\$ 15.00	Fifteen Dollars	\$ 23.75	Twenty three Dollars and 75/cents	\$ 86,687.50
Key West Bight Ferry Terminal	\$ 15.00	Fifteen Dollars	\$ 23.75	Twenty three Dollars and 75/cents	Not Applicable

<sup>1</sup> Direct Labor Cost

<sup>2</sup> Direct Labor Cost, O/H, G&A, Profit

Note: The City reserves the right to request a Certificate of Current Cost or Pricing Data to certify the hourly rates above

  
 By: Robert L. Best, CEO





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## C. Anti-Kickback Affidavit

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## **D. Public Entity Crimes Affidavit**

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**SWORN STATEMENT UNDER SECTION 287.133(3)(a)  
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

PROJECT ITB #13-020: PORT AND MARINA SECURITY SERVICES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICE  
AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Bid or Contract No. ITB No. 13-020 for  
City of Key West Port + Marina Security Services
2. This sworn statement is submitted by Best Protective Services, LLC  
(Name of entity submitting sworn statement)  
whose business address is 500 S. Australian Ave., Ste 600,  
WPB, FL 33401 and (if applicable) its Federal  
Employer Identification Number (FEIN) is 26-1677291 (If the entity has no FEIN,  
include the Social Security Number of the individual signing this sworn statement.)
3. My name is Robert L. Best and my relationship to  
(Please print name of individual signing)  
the entity named above is CEO + Managing Member  
Sole
4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including but not limited to, any Bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, material misrepresentation.
5. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means
  1. A predecessor or successor of a person convicted of a public entity crime: or
  2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a "person" as defined in Paragraph 287.133(1)(8), Florida Statutes, means any natural

person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Bids or applies to Bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)

There has been a proceeding concerning the conviction before a hearing of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

The person or affiliate has not been put on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)

Best Protective Services, LLC  
Robert Best  
(Signature) 9/20/13  
(Date)

STATE OF Florida  
COUNTY OF Palm Beach

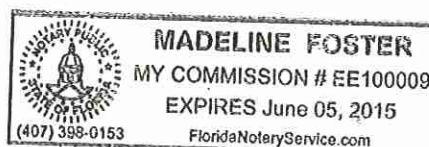
PERSONALLY APPEARED BEFORE ME, the undersigned authority,

Robert L. Best who, after first being sworn by me, affixed his/her signature in the  
(Name of individual signing)

space provided above on this 20<sup>th</sup> day of September, 2013

My commission expires:

[Signature]  
NOTARY PUBLIC





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## **E. Domestic Partnership Affidavit**

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## **F. Cone of Silence Affidavit**

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## **G. City of Key West Indemnification Form**

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CITY OF KEY WEST INDEMNIFICATION FORM

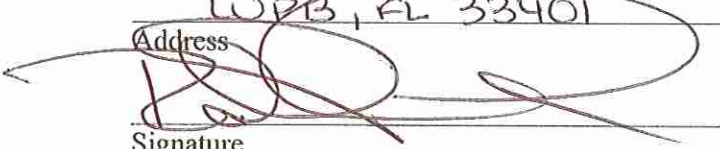
To the fullest extent permitted by law, the Contractor expressly agrees to indemnify and hold harmless the City of Key West, their officers, directors, agents, and employees (herein called the "indemnities") from liabilities, damages, losses and costs, including, but not limited to, reasonable attorney's fees and court costs, such legal expenses to include costs incurred in establishing the indemnification and other rights agreed to in this Paragraph, to persons or property, to the extent caused by the negligence, recklessness, or intentional wrongful misconduct of the Contractor its Subcontractors or persons employed or utilized by them in the performance of the Contract. Claims by indemnities for indemnification shall be limited to the amount of Contractor's insurance or \$1 million per occurrence, whichever is greater. The parties acknowledge that the amount of the indemnity required hereunder bears a reasonable commercial relationship to the Contract and it is part of the project specifications or the bid documents, if any.

The indemnification obligations under the Contract shall not be restricted in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for the Contractor under workers' compensation acts, disability benefits acts, or other employee benefits acts, and shall extend to and include any actions brought by or in the name of any employee of the Contractor or of any third party to whom Contractor may subcontract a part or all of the Work. This indemnification shall continue beyond the date of completion of the work.

CONTRACTOR: Best Protective Services, LLC SEAL:

500 S. Australian Ave, #600  
WPB, FL 33401

Address

  
Signature

Robert L. Best  
Print Name

CEO  
Title

9/20/13  
Date



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## H. Subcontractors Form

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**If Corporation**

IN WITNESS WHEREOF the undersigned corporation has caused this instrument to be executed and its seal affixed by its duly authorized officers this 20 day of September, 2013

(SEAL)

Name of Corporation Best Protective Services, LLC

By: Robert L. Best

Title: CEO

Attest: [Signature]

Secretary

**If Sole Proprietor or Partnership**

IN WITNESS hereto the undersigned has set his/her/its hand this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Signature of Bidder \_\_\_\_\_

Title \_\_\_\_\_



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## 2. Addendum No. 1

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BPS hereby acknowledges receipt of Addendum No. 1 and agrees that the addendum is hereby made part of the Contract Documents. BPS further agrees its Bid includes all impacts resulting from said addendum.



**THE CITY OF KEY WEST**

3126 Flagler Ave.  
Key West, FL 33040

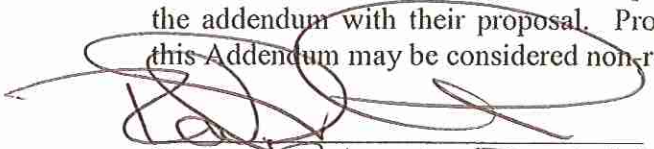
**ADDENDUM 1:  
PORT AND MARINA SECURITY SERVICES  
INVITATION TO BID # 13-020  
September 10th, 2013**

This addendum is issued as supplemental information to the bid package for clarification of certain matters of both a general and a technical nature. The referenced bid package is hereby addended in accordance with the following items:

1. Mandatory Prebid Sign-In sheet.
2. Aerial View and Boundary Map of City Marina at Garrison Bight and Key West Bight Marina

All Proposers shall acknowledge receipt and acceptance of this Addendum No. 1 by submitting the addendum with their proposal. Proposals submitted without acknowledgement or without this Addendum may be considered non-responsive.

Signature

  
Robert L. Best, CEO

Name of Business

Best Protective Services, LLC



Mandatory Pre-Bid Meeting Sign-In Sheet. Security BID 13-020. September 10, 2013 @ 11:30 a.m. Location Ferry Terminal 100 Grinnell St. Key West, FL. 33040

Name of Company & Email Address:

Date:

1. John Security Inc Isabelp84@gmail. 9/10/13
2. KEYS Security Jessie.Simons@comcast.net 9/10/13
3. DSI Security Services ebarrrios@dsisecurity.com 9/10/13
4. Best Protective Services robertbest@bestprotectiveservices.com
5. Andy Frain Services RSANWOOD Andyfrain.com 09/10/13
7. North Star Security raguilar@northstarsecurity.us 9/10/13
8. Davededson1@gmail.com Dave Dodson 9/10/13
9. BLACKWATER Agency Joe@A4U.COM 9/10/13
10. Samson security SamsonP1@aol.com 9/10/13
11. DIAMOND INVESTIGATIONS + SECURITY DAVID@MASU:JEVANS INC.COM 9/10/13
12. \_\_\_\_\_

Representing City:

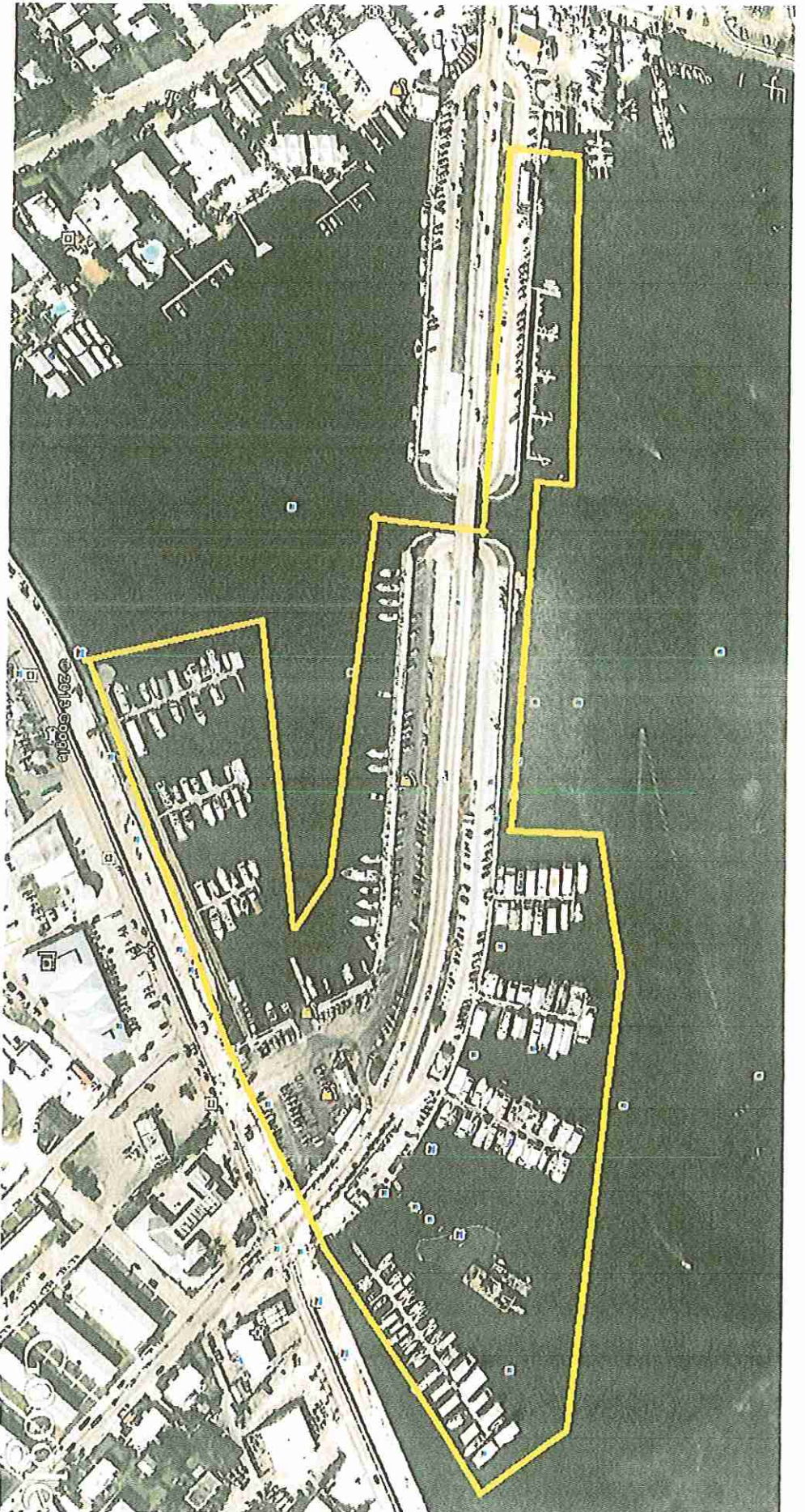
Mable O'neal

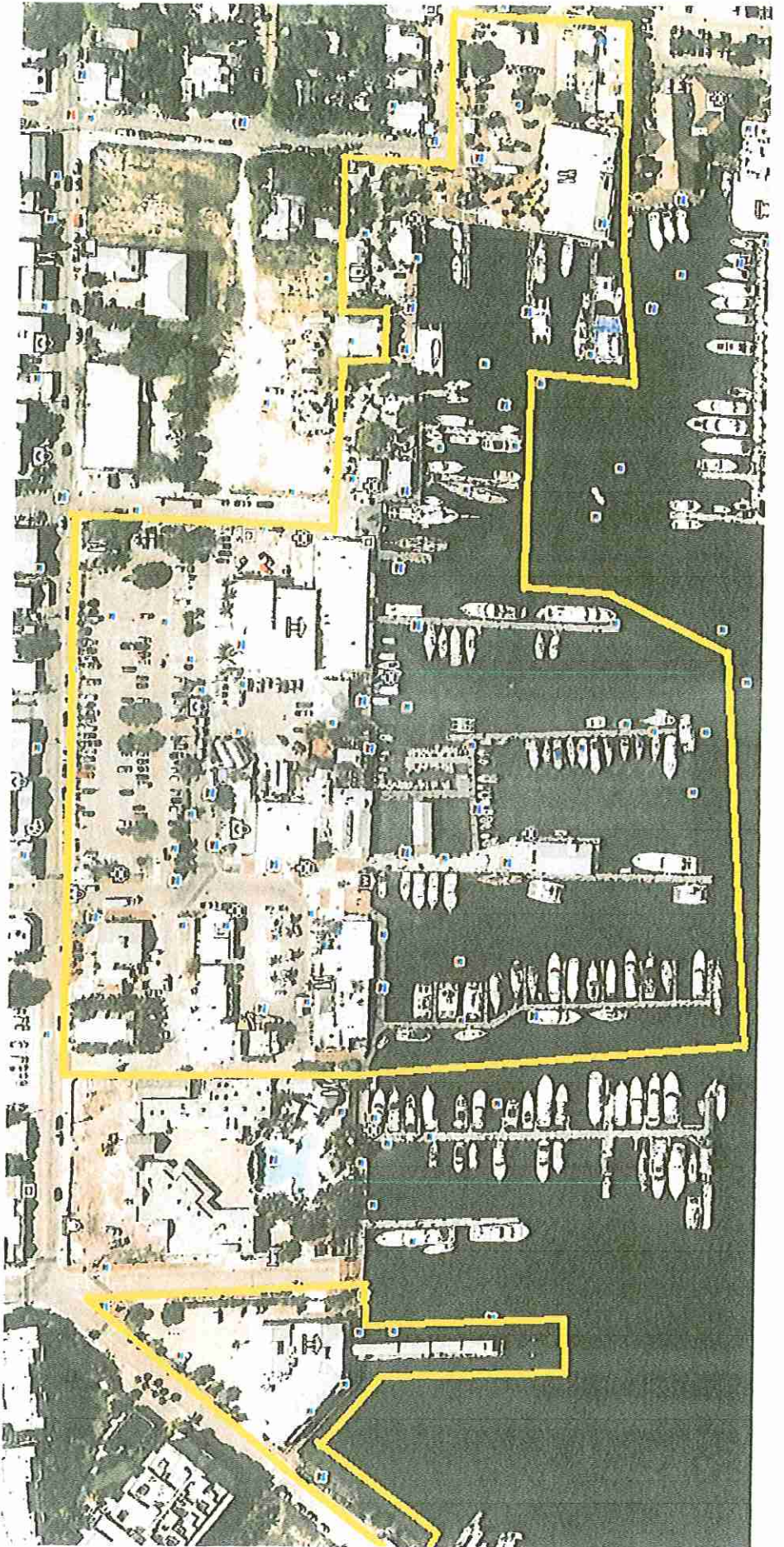
John Paul Castro

Nick Revoredo

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

GB





KWB



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### **3. Qualifications, Local Business Tax Receipts and Licenses**

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#### **Qualifications**

- A. Articles of Organization of Florida LLC dated January 1, 2008  
(substantiates experience requirement)**
- B. Articles of Amendment to Articles of Organization**
- C. 2013 LLC Annual Report**

#### **Local Business Tax Receipts**

- D. Palm Beach County Local Business Tax Receipt**
- E. City of West Palm Beach Local Business Tax Receipt**

#### **Licenses**

- F. Class "B" Security Agency License**



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**A. Articles of Organization of Florida LLC dated January 1, 2008**

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**Electronic Articles of Organization  
For  
Florida Limited Liability Company**

L08000001125  
FILED 8:00 AM  
January 03, 2008  
Sec. Of State  
btadlock

**Article I**

The name of the Limited Liability Company is:  
BROTHER'S PROTECTIVE SERVICES, LLC

**Article II**

The street address of the principal office of the Limited Liability Company is:  
350 W. 13TH STREET  
RIVIERA BEACH, FL. US 33404

The mailing address of the Limited Liability Company is:  
350 W. 13TH STREET  
RIVIERA BEACH, FL. US 33404

**Article III**

The purpose for which this Limited Liability Company is organized is:  
ANY AND ALL LAWFUL BUSINESS.

**Article IV**

The name and Florida street address of the registered agent is:  
ROBERT BEST III  
4230 BEAR LAKES COURT  
203  
WEST PALM BEACH, FL. 33409

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

Registered Agent Signature: ROBERT BEST III

## Article V

The name and address of managing members/managers are:

Title: MGRM  
ROBERT BEST III  
4230 BEAR LAKES COURT APT 203  
WEST PALM BEACH, FL. 33409 US

Title: MGRM  
PERCELL PORTER III  
4230 BEAR LAKES COURT APT 203  
WEST PALM BEACH, FL. 33409 US

Signature of member or an authorized representative of a member

Signature: ROBERT BEST III.

L08000001125  
FILED 8:00 AM  
January 03, 2008  
Sec. Of State  
btadlock



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## **B. Articles of Amendment to Articles of Organization**

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**ARTICLES OF AMENDMENT  
TO  
ARTICLES OF ORGANIZATION  
OF**

Brother's Protective Services, LLC

(Name of the Limited Liability Company as it now appears on our records.)  
(A Florida Limited Liability Company)

The Articles of Organization for this Limited Liability Company were filed on 01/03/2008 and assigned Florida document number L08000001125.

This amendment is submitted to amend the following:

**A. If amending name, enter the new name of the limited liability company here:**

Best Protective Services, LLC

The new name must be distinguishable and end with the words "Limited Liability Company," the designation "LLC" or the abbreviation "L.L.C."

Enter new principal offices address, if applicable:

(Principal office address MUST BE A STREET ADDRESS)

Enter new mailing address, if applicable:

(Mailing address MAY BE A POST OFFICE BOX)

FILED  
12 MAY 31 PM 12:01  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

**B. If amending the registered agent and/or registered office address on our records, enter the name of the new registered agent and/or the new registered office address here:**

Name of New Registered Agent: \_\_\_\_\_

New Registered Office Address: \_\_\_\_\_

Enter Florida street address

\_\_\_\_\_, Florida \_\_\_\_\_  
City Zip Code

**New Registered Agent's Signature, if changing Registered Agent:**

*I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, F.S. Or, if this document is being filed to merely reflect a change in the registered office address, I hereby confirm that the limited liability company has been notified in writing of this change.*

\_\_\_\_\_  
If Changing Registered Agent, Signature of New Registered Agent

If amending the Managers or Managing Members on our records, enter the title, name, and address of each Manager or Managing Member being added or removed from our records:

MGR = Manager  
MGRM = Managing Member

<u>Title</u>	<u>Name</u>	<u>Address</u>	<u>Type of Action</u>
			<input type="checkbox"/> Add <input type="checkbox"/> Remove
			<input type="checkbox"/> Add <input type="checkbox"/> Remove
			<input type="checkbox"/> Add <input type="checkbox"/> Remove
			<input type="checkbox"/> Add <input type="checkbox"/> Remove
			<input type="checkbox"/> Add <input type="checkbox"/> Remove
			<input type="checkbox"/> Add <input type="checkbox"/> Remove


D. If amending any other information, enter change(s) here: *(Attach additional sheets, if necessary.)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**FILED**  
**12 MAY 31 PM 2:31**  
**SECRETARY OF STATE**  
**TALLAHASSEE, FLORIDA**

Dated

May 24 2012



Signature of a member or authorized representative of a member

Robert Best III

Typed or printed name of signee



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## C. 2013 LLC Annual Report

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**2013 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT**

DOCUMENT# L08000001125

**Entity Name:** BEST PROTECTIVE SERVICES, LLC

**FILED**  
**Apr 22, 2013**  
**Secretary of State**

**Current Principal Place of Business:**

500 AUSTRALIAN AVE. SOUTH  
600  
WEST PALM BEACH, FL 33401

**Current Mailing Address:**

500 AUSTRALIAN AVE. SOUTH  
600  
WEST PALM BEACH, FL 33401 US

**FEI Number:** 26-1677291

**Certificate of Status Desired:** No

**Name and Address of Current Registered Agent:**

BEST, ROBERT III  
500 N. CONGRESS AVE.  
211  
WEST PALM BEACH, FL 33401 US

*The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.*

**SIGNATURE:** \_\_\_\_\_

Electronic Signature of Registered Agent

Date

**Manager/Member Detail Detail :**

Title MGRM  
Name BEST, ROBERT III  
Address 500 N. CONGRESS AVE. APT 211  
City-State-Zip: WEST PALM BEACH FL 33401

*I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 608, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.*

**SIGNATURE:** ROBERT BEST III

**CEO**

**04/22/2013**

Electronic Signature of Signing Manager/Member Detail

Date



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**D. Palm Beach County Local Business Tax Receipt**

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**ANNE M. GANNON**  
CONSTITUTIONAL TAX COLLECTOR  
*Serving Palm Beach County*

P.O. Box 3353, West Palm Beach, FL 33402-3353  
www.taxcollectorpbc.com Tel: (561) 355-2272

**\*\*LOCATED AT\*\***

500 S AUSTRALIAN AVE  
WEST PALM BEACH, FL 33401

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
56-0035 SECURITY GUARD - PATROL SERVICE	BEST ROBERT	B2700286	U13.193664 - 11/30/12	\$59.13	B40080152

This document is valid only when receipted by the Tax Collector's Office.

BEST PROTECTIVE SERVICES LLC  
BEST PROTECTIVE SERVICES LLC  
500 AUSTRALIAN AVE STE 516 ST  
WEST PALM BEACH, FL 33401



B3 - 2

**STATE OF FLORIDA  
PALM BEACH COUNTY  
2012/2013 LOCAL BUSINESS TAX RECEIPT**

**LBTR Number: 201100988  
EXPIRES: SEPTEMBER 30. 2013**

This receipt does not constitute a franchise, agreement, permission of authority to perform the services or operate the business described herein when a franchise, agreement or other county commission, state or federal permission of authority is required by county, state or federal law.



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**E. City of West Palm Beach Local Business Tax Receipt**

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**F. Class “B” Security Agency License**

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**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

ADAM H. PUTNAM  
COMMISSIONER

**DIVISION OF LICENSING**

**10/24/12**  
DATE ISSUED

**05/28/14**  
DATE OF EXPIRATION

**B 2700286**  
LICENSE NUMBER

**BEST PROTECTIVE SERVICES, LLC**

500 SOUTH AUSTRALIAN AVENUE  
SUITE-600  
WEST PALM BEACH, FL 33401

BEST, ROBERT L., PRESIDENT

THE SECURITY AGENCY NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF  
CHAPTER 493, FLORIDA STATUTES.



A handwritten signature in black ink, appearing to read 'Adam H. Putnam', written in a cursive style.

ADAM H. PUTNAM  
COMMISSIONER



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## 4. Scope of Work

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Should **BPS** be awarded the Contract, **BPS** hereby agrees to provide security services for cruise ship passengers and crew arriving at the Outer Mole Pier at the Truman Waterfront and Mallory Square, and security services for the Key West Bight and City Marina facilities. It is understood that the City of Key West receives an annual average of 100 ships at the Outer Mole Pier and 30 ships at Mallory Square. **BPS** agrees to perform the following security services should **BPS** be awarded The City of Key West Contract for Port and Marina Security Services:

**BPS** will provide unarmed security to selected City of Key West owned and leased properties which may include, but are not limited to, the Outer Mole Pier at the Truman Waterfront, Mallory Square, Key West Bight Marina, Key West Bight Ferry Terminal and City Marina. All services will be under the supervision of the Key West Police Department (KWPD) or authorized City representatives. Each property will require specific security services and may be modified by the KWPD or City representative as necessary. It is anticipated that additional services may be required of **BPS** from time to time at other city properties or events.

**BPS** understands that cruise ship schedules are subject to change/modification which requires the Supervisor to provide flexible scheduling. Mr. Best, along with the Supervisor assigned to this project will be reachable by cellular phone 24 hours a day, 7 days a week.

**BPS** agrees to comply with local, state, and federal requirements and all security services shall be coordinated with the City of Key West Police Department. Where applicable the security service shall also comply with the City of Key West Port Security Plan or as designated by the Director of Port Operations and/or the Facility Security Officer (FSO) for the City of Key West. Mr. Best and the local Site Supervisor will participate in monthly operations meetings with City Staff and Key West Police Department officers.

The anticipated security requirements for each facility are as follows:

### Outer Mole Cruise Ship Pier

- Five (5) Guards for nine (9) hour shifts for approximately 100 port calls per year
- Guards will be manning a security checkpoint conducting access control



### Mallory Square

- Two (2) guards for nine (9) hour shifts for approximately 30 port calls per year
- Guards will be manning a security checkpoint conducting access control.

### Key West Bight/Key West Ferry Terminal

- One (1) guard from 8:00pm until 6:00am. Monday – Friday
- One (1) guard for 24 hours 6:00am Saturday – 6:00am Monday

### During Periods of Heightened Security

- Two (2) guards from 12 noon to 2:00pm and from 4:00pm until 6:00pm at Ferry Terminal

### Garrison Bight

- One (1) guard daily from 6:00pm until 4:00am

All Security Personnel assigned to the City of Key West Port and Marina sites will meet all of BPS requirements as outlined in Section 11 of this proposal. They will also be required to meet the City of Key West requirements as follows:

- Maintain a valid State of Florida Class D Security License
- Maintain a valid Transportation Workers Identification Card (TWIC)
- Carry a cell phone that can be called at all times during the officers shift
- Be proficient in speaking and understanding English
- Wear company issued uniform approved by the City Facility Security Officer
- Show up on time for scheduled shifts, multiple tardiness or failure to show up will not be tolerated
- Limit cell phone usage to work related matters, no other electronic devices allowed
- Maintain City issued equipment and be responsible for any lost or damaged items

Supervisor will reside in the City of Key West or within 35 miles of Key West. Supervisor will be required to be flexible and have the ability to provide for additional security within a minimum of twelve (12) hours notification by the City. Supervisor will not be a full time standing Supervisor. He or she will be required to respond to any incident in person within two (2) hours.

Security personnel working at the Key West Bight will be required to support calls to the Keys West Park and Ride on Grinnell Street and throughout the Key West Bight and shall report general maintenance issues such as lights being out or doors left unlocked.



In the event of security personnel “no show,” BPS hereby agrees to fill the position within thirty (30) minutes in order to avoid penalty.

BPS hereby confirms that each officer assigned to The City of Key West will receive the Key West Bight / City Marina Security Policy and be trained in accordance with the Policy. All officers will be required to comply with said Policy. Various measures will be put into place to make sure that all BPS officers abide by City Policy.

All BPS Security Officers will:

- Patrol their respective properties in a random manner throughout their scheduled shift(s) enforcing all rules and regulations. Violations or infractions of these rules will be corrected, documented to the Dockmaster or Supervisor of the property and if necessary will be reported to a law enforcement agency. Any ongoing or suspected problems that the Officers are informed of will be given special attention during their shift(s).
- Maintain a uniform dress code specified by the City. Uniforms will be worn in a professional manner at all times. The appearance of security is of the utmost importance.
- Always be courteous to all users of City properties that they are responsible for during their watch.
- Be tactful in making rounds and should not consider the rounds to be routine or follow the same pattern. It is the responsibility of every Officer to adjust the pattern or routine each shift unless otherwise specified by their Supervisor.
- Not engage in any hostile, verbal or physical contact with any user of the properties. Officers are restricted to observing, warning, recording the incident, and contacting local, state or government law enforcement if necessary.
- Receive and use as necessary, a current employee phone contact list and will be advised by their Supervisor who to call for different types of emergencies. A complete phone list of all tenants will also be provided for Officers.
- Record all irregular activities during their tour of duty in the security log book, answer and make record of all incoming phone calls that are received on cell phone.
- Explain any check point gaps of more than 15 minutes in the log book (i.e. breaks, lunches, dinners).
- Receive a daily slip matrix indicating all occupied, reserved and vacant boat slips in the marina. Direct incoming vessels to their reserved slips. Record names of boat, registration numbers, location in marina, time of arrival and name of owner with phone number (if possible) of all vessels without reservations. Record and note for attention of the Dockmaster all boats found in vacant locations. Return the slip matrix to the Dockmaster office or other area as determined by the supervisor at the end of each shift.



- Warn, record and report to the Dockmaster any vessel that is over the 2 hour dockage limit allowed behind the Half Shell Raw Bar.
- Be watchful for any vessel or building on the property that shows signs of distress. Smoke, sparks, warning sirens, obvious vandalism or signs of break in will be reported to Fire or Police agencies immediately followed up by notifying the Supervisor or Supervisor's designee if necessary. Notify Supervisor or designee immediately if any vessel other than dinghies shows signs of sinking. Sinking dinghies will be pumped out if possible and noted on the slip matrix. Officers will have knowledge of and access to an emergency pump that can be placed in a sinking vessel until additional help arrives.
- Document any and all lights that are out on the property as well as what could be considered safety hazards so they can be addressed by staff the following day.
- Become familiar with the people occupying tenant vessels and those staying at the marina for extended periods of time. If there is any doubt whether a person should be on any vessel the person or people shall be questioned and asked to produce identification which will be recorded. Further suspicion will result in contacting Key West Police Department and the owner of the vessel. The incident will be recorded. All officers will be made aware that this is a very important function.
- Guard the property as a whole. No preferential treatment shall be given to individual tenants and spending time in tenant businesses will not be tolerated.
- Perform their tour of duty alone. Even if two officers are on duty at the same time, their tours will be performed separately. Allowing friends, relatives, spouses, etc. to accompany officers during their tours will not be tolerated and will be grounds for disciplinary action.
- Only use golf carts or other means of transportation with the knowledge and authority of the Supervisor.
- Daytime officers will patrol both Key West Bight and City Marina at Garrison Bight. Officers will use the scooter that has been provided by the City to go back and forth between marinas only. Officers will not be permitted to use the scooter elsewhere without permission of the Marina Manager. Officers will be required to wear a helmet at all time while the scooter is used. The daytime officer shall have the responsibility of securing the scooter during the tour of duty and at the end of the shift to prevent theft or vandalism.
- Not use mp3 devices (or equivalent), blue tooth phones or any other device that will distract the officers attention. The use of personal cellular phones shall be kept at an absolute minimum.
- Supervisors/Dockmasters will review log books, slip matrix's and download security wands daily at the beginning of their shifts and take action as necessary upon review. Unusual activity from the previous day will be forwarded to the Marina Manager via E-mail after review.



- Be expected to report for their tour of duty on time and remain on the property for their entire shift. If an emergency occurs and Security Officers cannot report for their shift, they must contact their Supervisor as far in advance as possible. The Supervisor will then contact another Officer or staff member to cover that shift. In the unlikely event that the shift cannot be covered, Key West Police Department will be contacted, notified of the absence of a guard on the property and asked to provide additional coverage for the property during that shift. The Marina Manager will be notified if this occurs who in turn will notify the Port Director. Notification must take place before the unattended tour of duty commences. If an Officer does not show up for work without notifying their Supervisor it will be considered job abandonment and equivalent disciplinary action will be enacted.

- All complaints, concerns, suggestions provided to staff will be directed to the Supervisor immediately so they can be considered or relayed to Officers as soon as possible.



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## **5. Insurance Requirements / Certificate of Insurance**

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# CERTIFICATE OF LIABILITY INSURANCE

BESTP-1

OP ID: SN

DATE (MM/DD/YYYY)

09/19/13

<b>PRODUCER</b> DesChamps, Gregory & Hayes Inc Main Office 1812 Manatee Ave. W. Bradenton, FL 34205-5927 Alex Chavez		941-748-1812	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.																	
<b>INSURED</b> Best Protective Services LLC Robert Best 500 S Australian Ave Ste 516 West Palm Beach, FL 33401		<table border="1"> <tr> <th colspan="2">INSURERS AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A:</td> <td>Star Insurance Company</td> <td>18023</td> </tr> <tr> <td>INSURER B:</td> <td>Steadfast Insurance Co</td> <td>26387</td> </tr> <tr> <td>INSURER C:</td> <td>American Guarantee &amp; Liability</td> <td>26247</td> </tr> <tr> <td>INSURER D:</td> <td>The Travelers</td> <td>25658</td> </tr> <tr> <td>INSURER E:</td> <td></td> <td></td> </tr> </table>		INSURERS AFFORDING COVERAGE		NAIC #	INSURER A:	Star Insurance Company	18023	INSURER B:	Steadfast Insurance Co	26387	INSURER C:	American Guarantee & Liability	26247	INSURER D:	The Travelers	25658	INSURER E:	
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INSURER D:	The Travelers	25658																		
INSURER E:																				

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADDL INSR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
B	X	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	EOL4645695-02	10/17/12	10/17/13	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
D		<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	BA4C81844A-12-SEL	11/11/12	11/11/13	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		<b>GARAGE LIABILITY</b> <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
C		<b>EXCESS / UMBRELLA LIABILITY</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE  <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$	UMB9246502-01	10/17/12	10/17/13	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$ \$ \$
A		<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under SPECIAL PROVISIONS below	WC0682307	07/20/13	07/20/14	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
		OTHER				

### DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Certificate holder is named as additional insured as pertains to general liability coverage.

### CERTIFICATE HOLDER

KEYWEST

THE CITY OF KEY WEST  
 PO BOX 1409  
 KEY WEST, FL 33041-1409

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

*W Stewart Singson*



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## 6. Qualifications and Experience

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**BPS** is a qualified Security Agency licensed by the State of Florida Department of Agriculture and Consumer Services. **BPS** is a Public Housing and Community Development Section 3 Certified Business. **BPS** is also certified by Palm Beach County, the School Board of Palm Beach County and the South Florida Water Management District as a Small/Minority Business Enterprise.

The principal of **BPS** is certified by the State of Florida as a Security Officer and Firearm License Holder (“D” and “G” Licenses, respectively).

The Principal is a graduate of the U.S. Military Police Training Academy and is qualified in the following: First Aid, CPR, Asperton, Baton, Chemical Spray, Verbal Judo, Martial Arts, Defensive Driving, Crowd Control, NYS Municipal Police Academy Certified, Anti-Terrorist Leadership Development, Stress under Fire, Escape Tactics, Evasion Tactics, Drill Instruction Training and Survival Training.

The Operations Directors of **BPS** are certified by the State of Florida as Security Officers and Firearm License Holders (“D” and “G” Licenses, respectively). They are also qualified in the following: Advanced Security Officer Training, Management Training, CPR and Customer Service.



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## 7. Recent Projects or Similar Services

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### Recent Projects / Similar Services: Current Accounts

\*\*(More information regarding this project can be found in Section 8)\*\*

Riviera Beach Municipal Marina  
City of Riviera Beach  
200 East 13<sup>th</sup> Street  
Riviera Beach, Florida 33404  
Dates of Service: 7/2013 to Present  
Vehicle & Foot Patrol  
Contact Name: Ben Guy  
Contact Phone: 561-845-4180  
Contact E-mail: [bguy@rivierabch.com](mailto:bguy@rivierabch.com)

Riviera Beach City Hall Building  
City of Riviera Beach  
600 W. Blue Heron Blvd.  
Riviera Beach, FL 33404  
Dates of Service: 7/2013 to Present  
Access Control and Patrol  
Contact Name: Ben Guy  
Contact Phone: 561-845-4180  
Contact E-mail: [bguy@rivierabch.com](mailto:bguy@rivierabch.com)

Hampton House  
Miami, Florida  
Dates of Service: 2/2012 to Present  
Access Control and Patrol – 150 Unit Apartment Complex  
Contact Name: Justin Gilbert  
Contact Phone: 305-538-9552  
Contact E-mail: [justin@landmarkco.net](mailto:justin@landmarkco.net)

Marsh Harbour Homeowners Association & Community Development District  
1000 Marsh Harbour Drive, Riviera Beach, FL 33404  
Kimberly Jackson – Property Manager, 561-842-5336  
Dates of Service: January 1, 2011 – Present  
Access Control/Vehicle & Foot Patrol – 550 Unit Gated Community  
Contact Name: Patricia  
Contact Phone: 561-324-5935  
Contact E-mail: [marshharbour1@yahoo.com](mailto:marshharbour1@yahoo.com)



## **Account History: Former Accounts**

Cityview Apartment Homes  
500 N. Congress Avenue  
West Palm Beach, FL 33404  
Dawn Connelly, Property Manager, 561-686-1500  
Foot & Vehicle Patrol – 200 Unit Gated Community

Sonoma Bay Community Development District  
3600 Sonoma Drive, Riviera Beach, FL 33404  
Dates of Service: 2009 – Present  
Access Control/Vehicle & Foot Patrol – 300 Unit Gated Community

West Gate Plaza  
4150 Indian Trace Road  
West Palm Beach, Florida  
Dates of Service: 3/2012 to Present  
Gated Access Control and Patrol – Construction Site

Villa Franciscan, Inc.  
2101 Avenue F, Riviera Beach, FL 33404  
Dates of Service: 7/28/2010 – Present  
Access Control/Vehicle & Foot Patrol – 100 Unit Senior Living Apartment Complex

Reserve at Lakeside c/o Prospect Property Group, LLC  
477 Commerce Way, Suite 115, Longwood, FL 32750  
Dates of Service: New Account starting January 2, 2012  
Access Control/Vehicle & Foot Patrol – 520 Unit Gated Community

Cascade Apartments  
1400 Village Boulevard, West Palm Beach, FL 33409  
Dates of Service: May 13, 2011 – Present  
Access Control/Vehicle & Foot Patrol – 300 Unit Apartment Complex

Quail Woods at Live Oaks Plantation  
1551 Quail Drive, West Palm Beach, FL 33409  
Dates of Service: August 10, 2010 – November 30, 2011  
Access Control/Vehicle & Foot Patrol – 300 Unit Apartment Complex

Palm Grove Apartments  
2100 N. Australian Avenue, West Palm Beach, FL 33407  
Dates of Service: April 2011 – July 2011  
Access Control/Vehicle & Foot Patrol – 150 Unit Apartment Complex



## **Account History: Former Accounts**

### Quiet Waters Apartments

**(Landmark Construction Services, LLC project)**

1145<sup>th</sup> Avenue, Deerfield Beach, FL 33442

Dates of Service: October 2009 – August, 2010

Access Control/Vehicle & Foot Patrol – 150 Unit Senior Assisted Living Apartment Complex

### Everglades Preparatory Academy

183 South Lake Avenue, Pahokee, FL 33476

Dates of Service: September 2009 – June 2010

Access Control/Vehicle & Foot Patrol – Charter School for 150 At Risk Students

### Pahokee Parks & Recreation

360 East Main Street, #C, Pahokee, FL 33476

Dates of Service: September 2009 – Present

Access Control/Vehicle & Foot Patrol – Special Events

### Goldfingers

8340 Resource Drive, Riviera Beach, FL 33409

Dates of Service: April 2009 – October 2010

Access Control/Vehicle & Foot Patrol

### Uncle Lukes VIP Gentlemen's Club

8340 Resource Drive, Riviera Beach, FL 33409

Dates of Service: December 2008 – April 2009

Access Control/Vehicle & Foot Patrol

### Club 35 Sunset

609 8<sup>th</sup> Street, West Palm Beach, FL 33401

Dates of Service: October 2008 – October 2011

Access Control/Vehicle & Foot Patrol

### Club 21

1533 NW Avenue L, Belle Glade, FL 33430

Dates of Service: February 2008 –December 2010

Access Control/Vehicle & Foot Patrol



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## 8. Security Operations

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BPS currently provides security to the local municipal marina and city hall building, several gated communities, apartment complexes, construction sites, entertainment venues and personal protection. Immediately following is an overview of the services that BPS currently provides or has provided for certain properties. In the case of each of these properties BPS performed a **RAM (Risk Assessment Methodology) Survey** prior to implementation of the security plan. BPS security operations currently provide armed security services to the local city hall building, municipal marina and various construction sites. BPS also provides uniformed, unarmed, gate and patrol security services on a 24 hours basis to residential properties with a combined total of over 1500 individual residences.

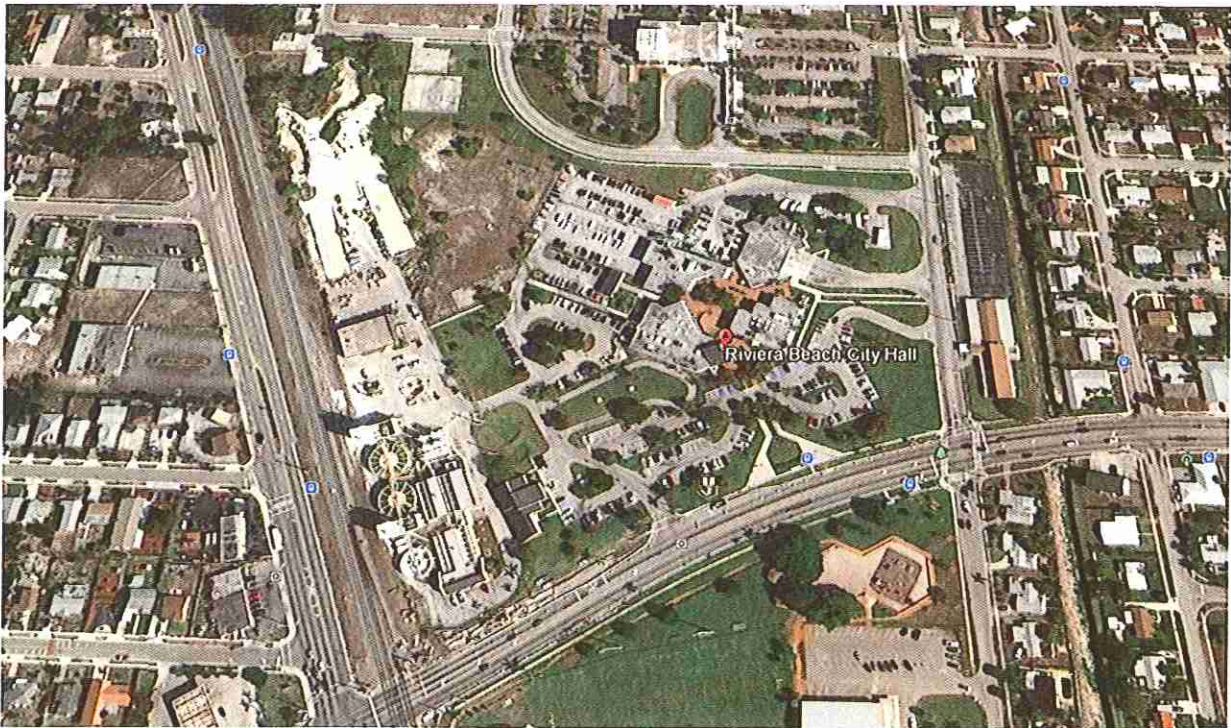
### Risk Assessment Methodology (RAM)

- Initially, a Risk Assessment Team is established. Risk Assessment is directed by Robert L. Best, CEO of Best Protective Services, LLC (BPS). He and his personally-selected team have over 40 years in law enforcement, military and private security experience.
- The Risk Assessment Team conducts a Risk Assessment Survey that defines the scope of the security situation through a detailed characterization of the facility, including site boundaries, floor plans, access points, building locations and uses, access control of facility personnel and visitors, etc. The characterization includes all facility assets and controls.
- The Risk Assessment Survey identifies threats, undesirable events, vulnerabilities and potential losses that could be effectively reduced or completely eliminated by a properly implemented comprehensive security plan.
- BPS senior management analyzes the Risk Assessment Survey and designs a security plan specifically for the project.
- The security plan is evaluated and field-tested by BPS senior management to determine its effectiveness at eliminating perceived threats. Weaknesses or vulnerabilities in the security plan, if any exist, are identified and corrected prior to implementation.
- The final security plan is then executed under the personal supervision of Mr. Best and a project security manager selected for the assignment.



## Current Security Operations

**Client:** The City of Riviera Beach, Florida – City Hall  
**Address:** 600 W. Blue Heron Blvd., Riviera Beach, Florida  
**Description:** City Hall – Office Building  
**Service:** July, 2013 to Present



**SCOPE OF WORK:** Armed security including access control and armed foot and vehicle patrol. BPS supplies approximately **358 man-hours** combined of armed security to City of Riviera Beach City Hall on a monthly basis.



**Client:** The City of Riviera Beach, Florida – Municipal Marina  
**Address:** 200 East 13<sup>th</sup> Street, Riviera Beach, Florida  
**Description:** Municipal Marina Property  
**Service:** July, 2013 to Present

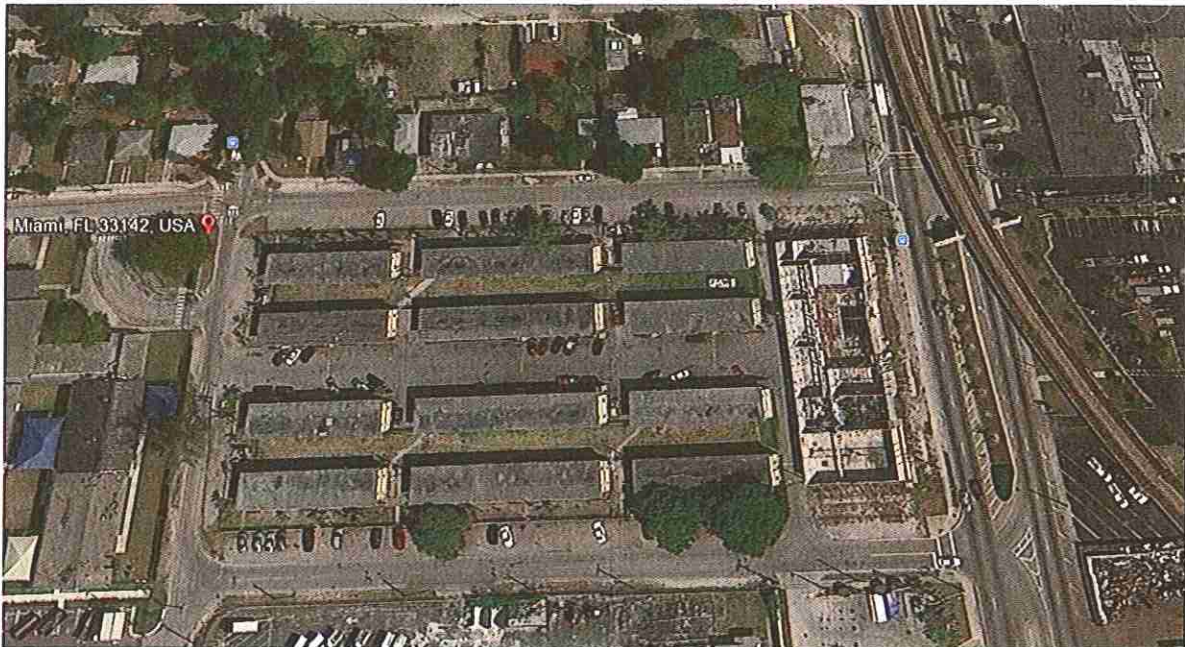


**SCOPE OF WORK:** Armed security including access control and armed foot and vehicle patrol. BPS supplies approximately 468 man-hours combined of armed security to City of Riviera Beach Municipal Marina on a monthly basis.





**Client:** Landmark Construction Services, LLC  
**Address:** 2770 NW 43 Terrace, Miami, Florida  
**Description:** Construction Site, Demolition and Rebuild Apartment Buildings  
**Service:** February, 2012 to Present



**SCOPE OF WORK:** 24-hour armed security including gated access control and armed foot and vehicle patrol. BPS supplies approximately 744 man-hours combined of armed security to Landmark Construction Services on a monthly basis.



**Client:** Marsh Harbour Community Development District & Marsh Harbour Homeowners Association

**Address:** 1000 Marsh Harbour Drive, Riviera Beach, FL 33404

**Description:** 550 Unit Gated Condominium Community

**Service:** January 1, 2011 – Present

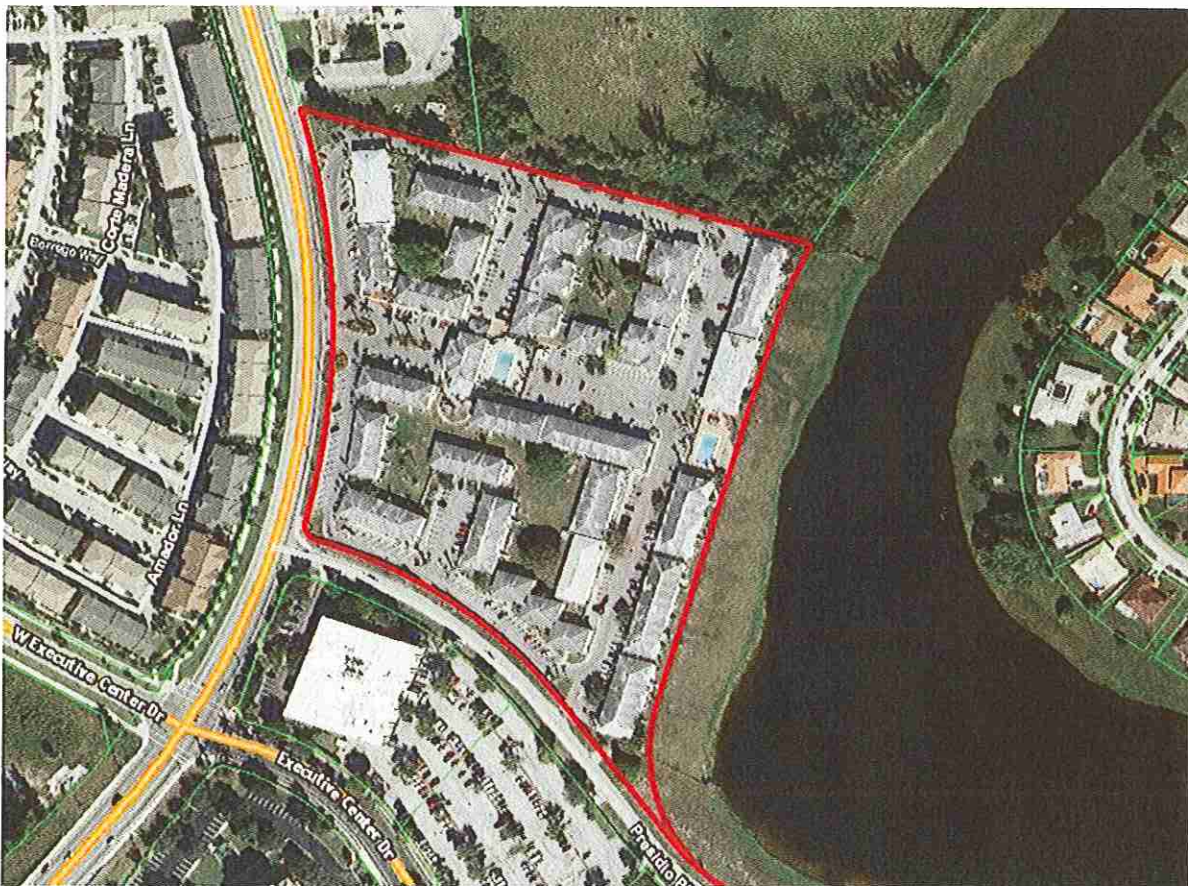


**SCOPE OF WORK:** 24-hour unarmed security including gated access control and unarmed foot and vehicle patrol. BPS supplies approximately 879 man-hours combined of unarmed security to Marsh Harbour on a monthly basis. BPS utilizes golf carts and marked and unmarked security vehicles for patrols of the community. BPS also provides security for the Marsh Harbour HOA Board meetings and special events at the Marsh Harbour Clubhouse. This site receives regular visits from Road Patrol Supervisors on a random basis from the hours of 3pm to 7am.



## Former Security Operations

**Client:** Cityview Apartment Homes  
**Address:** 500 North Congress Avenue, West Palm Beach, FL 33401  
**Description:** 200 Unit Gated Apartment Community  
**Service:** July 7, 2012 – August 2013



**SCOPE OF WORK:** Unarmed security including unarmed foot and vehicle patrol. BPS supplied approximately **210 man-hours** of unarmed security to Cityview on a monthly basis. BPS utilized golf carts and marked and unmarked security vehicles for patrols of the community. BPS also provided security for Cityview special events at the request of the client. This site received regular visits from Road Patrol Supervisors on a random basis from the hours of 3pm to 7am.



**Client:** Sonoma Bay Community Development District  
**Address:** 300 Sonoma Drive, Riviera Beach, FL 33404  
**Description:** 350 Unit Gated Condominium Community  
**Service:** February 15, 2009 to February 2013

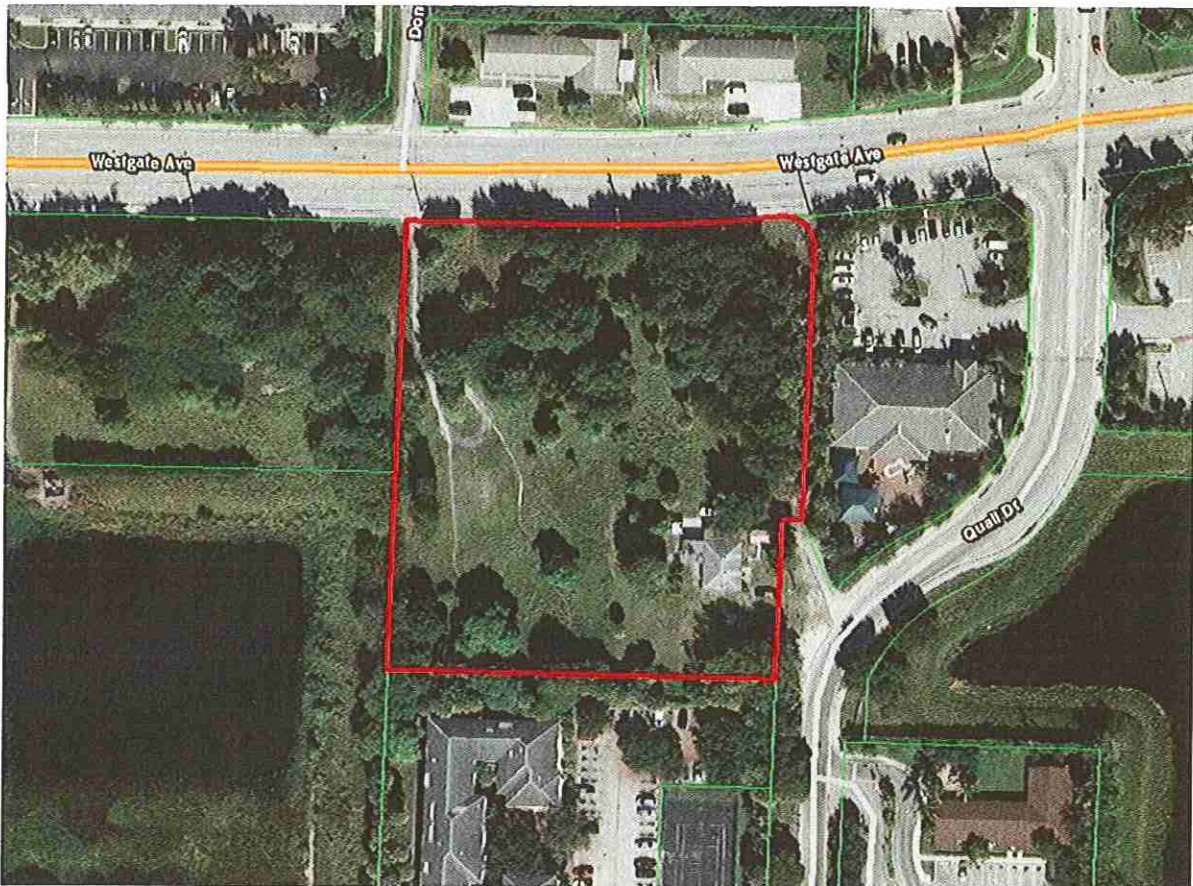


**SCOPE OF WORK:** 24-hour unarmed security including gated access control and unarmed foot and vehicle patrol. BPS supplied approximately **1412 man-hours** combined of unarmed security to Sonoma Bay on a monthly basis. BPS utilized golf carts and marked and unmarked security vehicles for patrols of the community. BPS also provided security for the Sonoma Bay HOA Board meetings when requested. This site received regular visits from Road Patrol Supervisors on a random basis from the hours of 3pm to 7am.

\*\*\*\*BPS security efforts were responsible for a 74% reduction in reported crimes for Sonoma Bay in 2011 as verified by the Riviera Beach Police Department.\*\*\*\*



**Client:** Westgate Plaza Apartments  
(Landmark Construction Services, LLC project)  
**Address:** 4150 Westgate Avenue, West Palm Beach, Florida  
**Description:** Construction Site for Apartment Buildings  
**Service:** February 2012 to February 2013



**SCOPE OF WORK:** 24-hour unarmed security including gated access control and unarmed foot patrol. BPS supplied approximately 490 man-hours combined of unarmed security to Westgate Plaza Apartments on a monthly basis.



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## 9. History of Firm and Capacity to Perform

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Best Protective Services, LLC (BPS) is headquartered in West Palm Beach, Florida. The business was organized January 3, 2008 in the State of Florida, as Brother's Protective Services, LLC, a privately-held company. The company's legal status is a Limited Liability Company. BPS is not a subsidiary of any other company. The company's name was changed to Best Protective



Services, LLC on May 31, 2012 when Robert L. Best became the sole owner and Managing Member. Mr. Best has over 20 years of experience in Law Enforcement, Military and Private Security.

BPS provides a wide range of security services including: Patrol, Watchmen, Access Control, Sporting and Entertainment Events, Armed and Unarmed Details, Executive Protection and Surveillance.

BPS was originally formed with a specific mission in mind: to provide its clients with the *right solution* for its security problems, not the standard *cookie-cutter-one-size-fits-all* approach utilized by most of the larger, less responsive security companies. The company's mission statement is:

*"To provide its clients with efficient, effective, high value solutions to their security problems by delivering:*

- *A team you can trust;*
- *Responsiveness to client needs that are second to none;*
- *Dedication to service;*
- *Unparalleled professionalism in the execution of duty;*
- *Integrity in all business and security operations; and*
- *Excellence in our management, officers and support staff.*



**2008** One of the most challenging market segments in security is entertainment. While serving its clients in this segment from January 2008 to December 2011, during a time when violent incidents were featured prominently on the local nightly news, **BPS** compiled a perfect record of:

- **No** complaints with regard to its security procedures from management or patrons;
- **No** injuries to officers, guests, employees or entertainers by security or third parties; and
- **No** weapons of any kind used by patrons in any incidents or disputes on the premises, or at venues, when **BPS** officers were on duty.

The company's excellent reputation and superior performance in this market segment eventually led to it becoming the local security firm for film and television icon Danny Glover, NFL All-Pro Wide Receiver Santana Moss, music and business impresario Luther Campbell, the internationally-recognized Miami Fashion Week (on site at the Eden Roc Hotel in South Beach, Florida) and various other celebrities and events.

**2009** **BPS** expanded its security operations to include additional market segments. During that year the company provided security services for a private school of approximately 150 at-risk students and staff and a retirement/nursing home of approximately 250 residents and staff, in addition to multiple entertainment venues.

**2010** **BPS** expanded its security operations even more to include gated communities and apartment complexes.

**2011** **BPS** had several notable achievements in 2011. **BPS** provided uniformed, armed and unarmed, gate and patrol security services on a 24 hours basis to a total of five properties with a combined total of over 2500 individual residences. **BPS** employed over 100 people during the year (including full and part time, temporary assignments and office staff) for the first time in its history. The company had not projected to achieve that goal until the year 2013. **BPS** was one of three finalists for the **2011 Ascension Awards – Large Business of the Year**, awarded by the Black Chamber of Commerce of Palm Beach County, and the recipient of the *Small Business Community Service Appreciation Award* from 3<sup>rd</sup> Street Baptist Church, among other awards. The company was also featured in a news story on Channel 12, CBS News, while providing security for the apartment complex Palm Grove, when it was devastated by fire.

**2012-2013** The company continues to grow in 2012 and 2013 adding more sites and expanding the sectors in which it operates. **BPS** was the winner of the **2013 Ascension Awards – Large Business of the Year**, awarded by the Black Chamber of Commerce of Palm Beach County. **BPS** employed over 100 people during each year (including full and part time, temporary assignments and office staff).



**BPS** main offices are currently located at 500 S. Australian Avenue, Suite 600, West Palm Beach, FL 33401. The telephone and fax numbers are (561) 659-9323 and (561) 659-9043 respectively. The normal office hours of operation are from 9:00 am to 5:00 pm Monday through Friday. The senior management of the company is accessible to the clients by telephone 24 hours per day. Management and supervisors schedules are flexible and based on client needs. **BPS** is certified as: (1) a Section 3 Business by the Miami-Dade Public Housing and Community Development; (2) a Small Business Enterprise by the City of West Palm Beach; and, (3) a Small/Minority Business Enterprise by Palm Beach County, the School Board of Palm Beach County and the South Florida Water Management District.

## Capacity to Perform

### Facilities

Best Protective Services, LLC (**BPS**) occupies approximately 800 square feet of executive office and storage space as its corporate headquarters, and principal location of business and security operations. The office is located at 500 South Australian Avenue in West Palm Beach, directly to the south and west of the WPB Tri-Rail station.



**BPS** corporate headquarters consists of five fully equipped offices, a reception area and access to fully furnished and equipped conference rooms. **BPS** can acquire additional office space, or storage space, as needed.



**BPS** corporate offices are accessible to **BPS** staff 24 hours-per-day, 7 days-per-week, and are available for inspection by clients and prospective clients during business hours upon request. All senior security staff meetings are held at this facility. Meetings with site supervisors and staff are usually held at a specific site. The location has sufficient parking for all **BPS** security vehicles on the 5th floor of the parking garage. **BPS** may acquire additional parking space if needed. The storage facility is also located on the same premises, and stores **BPS** uniforms and field equipment.





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## 10. Our Staff

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### Personnel

**Administrative Personnel** - In addition to the principal, the administrative staff of BPS consists of a director of administration, a full time administrative assistant, and a full time executive assistant. BPS also has contracted the services of a management consulting firm with expertise in human resources, payroll administration, accounts payable and receivable, and business operations to further insure the total quality of its management and business practices and processes.

### Security Personnel – Organization and Responsibilities

BPS security operations division performs with a high degree of professionalism. The organization of the security operations division is based on the proven organizational structure of police and military security operations. This organizational structure has a high degree of redundancy and accountability as two of its primary characteristics. Supporting the organizational structure of BPS are strong selection and evaluation processes that insure the company maintains a high capacity to perform under any set of circumstances.

**Security Management Personnel**—BPS security management personnel utilize project management principles at all times that emphasize:

- Selection of officers that meet or exceed the company's standards;
- Continuous, high-quality, in-service training;
- Provision of proper equipment to fulfill site requirements; and
- Constant supervision to ensure that management's goals and objectives are achieved.

The BPS security operations direct lines of authority and responsibilities are as follows:



## Executive Management - Overall Responsibility



**CEO and President of Security Operations -** Robert Best has the overall responsibility for all accounts. He is available to clients by phone 24 hours daily. He also visits every site to review procedures and to meet with property management. Mr. Best serves as the final supervisory authority for all personnel assigned to any account. Mr. Best believes that as a business owner himself pride of ownership is one of the keys to success.

## Supervisory Personnel and Responsibilities

**Directors of Security Operations –** The Directors serve directly under Mr. Best. The Directors visit the sites on a random basis to provide added support for the site supervisors and gate officers. Their visits are coordinated with Mr. Best to ensure procedures are being adhered to on all shifts. When on site the Directors patrol in marked vehicles for higher visibility, or unmarked vehicles to reduce patrol predictability. In addition to their supervisory responsibilities each of the Directors has another specific area of responsibility:

- Director-Training – Trains new officers regarding site procedure and protocol;
- Director Special Response Teams (SRT) – Responsible for responding to emergency situations with specially formed teams when necessary and providing support to site supervisors;
- Director Road Patrol Supervisor – Checks sites to see that all officers adhere to company policy and site procedures and also backs up SRT.



**Site Supervisors -** The Site Supervisor is responsible for the day-to-day operations of site officers and site management.



**Security Officers - BPS** currently employs 42 security officers with “D” and/or “G” security licenses and six (6) administrative staff for a total of 48. The company employed over 100 security officers in 2011 and 2012 on a full or part time basis including officers hired for temporary assignments. Those officers who have worked for **BPS** previously, and are in good standing with the company, comprise the pool of security officers available from which **BPS** may draw when in need of additional manpower and on-call officers.



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## 11. Employee Selection and Training Process

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**Officer Recruitment** - BPS personnel are recruited primarily from U.S. Military Reserves, U.S. Military veterans, and former law enforcement officers. In addition, the company recruits qualified security personnel through Workforce Alliance. Normally BPS selects Officers who have a combination of education and relevant work experience.

**Minimum Qualifications for Officers** - All BPS security officers must meet the following minimum qualifications:

- 1) Be at least 18 years of age or older;
- 2) Be of good moral character;
- 3) Be of good mental and physical state of health consistent with the ability to perform their safety and security tasks;
- 4) Not be a chronic and habitual user of drugs and/or alcohol. Use of, or addiction to drugs and/or alcohol will cause for rejection of an employee;
- 5) Visual Acuity – Eyesight must be equal to or better than 20/60 in both eyes without glasses/lenses or equal to or better than 20/20 in one eye and 20/30 in the other when using glasses or contact lenses. Individuals with active or progressive ocular disease are not acceptable for duty as a security officer;
- 6) Hearing – Hearing loss in each ear shall be less than 30 dB when tested by audiogram for frequencies below 2000 Hz. If hearing is impaired it may be corrected to meet the requirement;
- 7) Speech - Have the ability to clearly communicate in English efficiently and effectively;
- 8) Sense of Smell – Have the ability to sense odors.
- 9) Citizenship/Employment Authorization – Must be a U.S. citizen or permanent legal resident of the US;
- 10) Language and Communication – Must be able to read, write, speak and comprehend the English language efficiently and effectively as evidenced by the ability to perform the following:
  - Oral** – Must be able to conduct face-to-face and telephone conversations with colleagues and members of the public concerning services, locations, numbers, times, dates, etc.; describe how work is to be done, what work has been assigned, steps to be followed, etc.; and give clear accurate descriptions of events witnessed.
  - Reading and Comprehension** – Must be able to read orders, duties, and procedures and show that the written material that has been read is understood.



- 11) Presentation and Appearance – Must maintain a high standard of civility, deportment, appearance and sobriety. Must always reflect appropriate courtesies and forms of address when communicating with the public.
- 12) Uniforms – Must wear clean, presentable uniform issued by BPS that bears the word “Security” in a visibly evident location.
- 13) Must possess a current Class D Security Guard license issued by the State of Florida for successful completion of 40 hours of professional training at a school or training facility licensed by the Department of Agriculture and Consumer Services.
- 14) Must provide current valid State of Florida Driver’s license or Florida Photo Identification Card.

BPS standards exceed the recommended requirements with regard to site specific training. All BPS security officers are required to have **forty (40) hours of site-specific training**. No guard is to be assigned to any post without site-specific training by a qualified representative of BPS who is familiar with the required duties of the site.

**Officer Selection Process** - To insure that all officers meet or exceed standard recommended qualifications all candidates, regardless of experience, are vetted through the BPS employment process which includes:

- Application;
- License verification with state agencies;
- Employment eligibility verification;
- First, second and third interviews; and
- Drug testing and background check phases.



Candidates successfully completing the third interview phase are then offered employment as a security officer on the condition of passing drug testing and background checks performed for BPS by WTC Background & Drug Testing, Inc.

**Officer Site Selection Process** - Not all officers are suited for the same sites or positions. BPS again realizes that the “cookie cutter-one-size-fits-all” approach does not work for every site or fit the needs of every client. Therefore, BPS has developed its own system for officer site selection referred to internally as “*Position by Skills and Strength*” or **PB2S**. BPS developed **PB2S** by drawing upon the following:

- BPS experience providing security to gated communities, low and moderate income apartment complexes, construction sites, public facilities and various private and public venues throughout Palm Beach County since 2008;



- The most current information and best practices of law enforcement and private security collaborations; and
- The over 30 years of combined law enforcement, military and private security experience of the principal and management.

*PB2S* starts with the application process and continues through the hiring process until an officer candidate is either accepted or shown the door. During the interview process the **BPS** interviewer asks a series of interview questions specific to the security industry. The interviewer identifies key factors that are indicators of a candidate's security aptitude, temperament and communication style. The officer's performance is scored according to the needs of the company and client. The officer is then placed in a position on a property where their skills and strengths are best utilized. The end result is greater productivity, performance and better relationships between client, resident, guest and officer.

**Officer Evaluation Process** – **BPS** utilizes a Total Quality Management (TQM) program to insure contract compliance and quality control. A key component of TQM is the officer monitoring and evaluation process. Since January 1, 2012, every **BPS** security officer is subject to random inspections by Management and evaluated for their adherence to **BPS** standards and contract requirements. Every officer is also given a Safety and Security Performance annually, in addition to corrective action planning and follow-up reporting if necessary.



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## **12. (No) Pending Legal Action**

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BPS hereby confirms that no previous or existing legal action(s) or claim(s) have ever been filed against the company



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## 13. Communications - Technology

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The officers assigned to The City of Key West will be equipped with cellular telephones and/or two-way radios that will allow each officer immediate access to the Site Supervisor and Operations Director assigned to The City of Key West.

**BPS** will provide The City of Key West personnel with a cellular phone number where the Site Supervisor and Operations Director can be reached 24 hours a day, 7 days a week. **BPS** will also provide an e-mail address and fax machine number for communications with the **BPS** office.





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## 14. Equal Employment Opportunity Philosophy

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BPS has never had an instance where a complaint was filed or pending against them in a legal or administrative proceeding alleging that BPS discriminated on the basis of race, gender, gender identity or expression, religion, national origin, ethnicity, sexual orientation, age, or disability.

BPS is an equal opportunity employer. It is the company's objective to afford equal opportunity to all employees and applicants without regard to race, color, religion, marital status, national origin, disability, military status or veteran of the Vietnam era, sexual orientation, sex, age or any category protected by law.

Our equal employment opportunity philosophy applies to all aspects of employment with BPS including recruiting, hiring training, transfer and promotion. BPS adheres to all Federal, State and City laws with respect to equal employment opportunity.

BPS values diversity among its employees and the unique perspective this brings to the company. Diversity, often used to refer to differences based on gender, race, age and disability, encompasses an infinite range of individual characteristics and personal history, including communication styles, educational background, career experiences and lifestyles. By valuing these differences we demonstrate our commitment to treating all employees with respect and dignity.



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## 15. OSHA Compliance

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BPS hereby warrants that the services to be supplied to The City of Key West shall conform in all respects to the standards set forth in the Occupational Safety and Health Act 1970, as amended. BPS hereby also agrees that failure to comply with OSHA standards will be considered a breach of the contract.



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## 16. Additional Relevant Information

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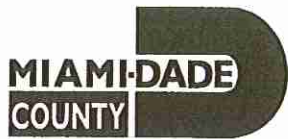
- A) **Public Housing and Community Development Section 3 Business Certification**
- B) **Palm Beach County Small/Minority Business Enterprise Certification**
- C) **City of West Palm Beach Small Business Certification**
- D) **School District of Palm Beach County Minority/Woman Business Enterprise Certification**
- E) **South Florida Water Management District Small Business Enterprise Certification**
- F) **2011 Ascension Awards** – One of three finalists for **Large Business of the Year**, awarded by the Black Chamber of Commerce of Palm Beach County.
- G) **2013 Ascension Awards – Large Business of the Year**, awarded by the Black Chamber of Commerce of Palm Beach County.



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**A. Public Housing and Community Development Section 3  
Business Certification**

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Carlos A. Gimenez, Mayor

**Public Housing and Community Development**

701 NW 1st Court • 16th Floor  
Miami, Florida 33136-3914  
T 786-469-4100 F 786-469-4199

miamidade.gov

August 16, 2013

Mr. Robert Best  
Best Protective Services, LLC  
500 S Australian Avenue, #600  
West Palm Beach, FL 33401

RE: Section 3 Business Certification\*

Dear Mr. Best:

Public Housing and Community Development (PHCD) has reviewed your application for a Section 3 Certified Business and determined that Best Protective Services, LLC currently meets the requirements for approval as a Section 3 Certified Business Category Five (5) Security Services Contractor. The Section 3 (S-3) business certification is subject to subsequent periodic re-certifications.

Your firm is required to notify PHCD within 30 days of any changes in employee composition, including full-time and part-time employees. If any new hire activity has occurred, and S-3 employees are hired, please provide PHCD with copies of "Section 3 Employee or Resident Preference Claim" and "Household Income Verification," or proof of participation in Public Housing, Section 8 or other federally-assisted housing program, within 30 days of each occurrence. In order to be eligible to claim a contracting preference, you must attach "Section 3 Letter of Intent" form as evidence of your contracting commitment to said subcontracting firm(s) with bid or proposal. You are responsible for retaining your recruitment and selection records in relation to this new hire activity for a period of three (3) years.

As a PHCD S-3 certified business, you have made a commitment to follow PHCD's recruitment/selection guidelines whenever you have a need for new workers, giving first priority to persons residing in Public Housing, Section 8, and other federally-assisted housing, and then, to other low-income Miami-Dade County residents.

In order to claim the Section 3 certified business preference for any PHCD bid, your firm is required to submit the Section 3 preference claim documents with your bid during the bidding process. In order to claim Section 3 preference, a firm must be certified for 2 weeks prior to the bid opening date.

If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Penelope Bivins". The signature is written in a cursive, flowing style.

Penelope Bivins  
Section 3 Coordinator

\* PHCD Section 3 Business Certification is good for one year from date of issuance

*Delivering Excellence Every Day*



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**B. Palm Beach County Small/Minority Business Enterprise Certification**

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**Palm Beach County  
Office of Small Business Assistance**

Certifies That

**Brother's Protective Services, LLC**

VENDOR # VC0000119073

*is a Small /Minority Business Enterprise as prescribed by section 2-80.21 – 2-80.35 of the Palm Beach County Code for a three year period from January 27, 2012 to January 26, 2015.*

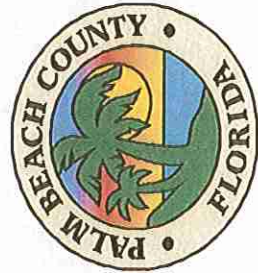
The following Services and/or Products are covered under this certification:

**Guard and Security Services  
Patrol Services**



**Allen Gray, Manager**

01/27/2012



**Palm Beach County Board of County Commissioners**

Karen T. Marcus, Chair  
Shelley Vana, Vice Chair  
Paulette Burdick  
Steven L. Abrams  
Burt Aaronson  
Jess R. Santamaria  
Priscilla A. Taylor  
**County Administrator**

Robert Weisman  
**Deputy County Administrator**  
Verdenia C. Baker



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**C. City of West Palm Beach Small Business Certification**

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## SMALL BUSINESS CERTIFICATION

The City of West Palm Beach's Small Business Program

Certifies that

### **BEST PROTECTIVE SERVICES, LLC**

Has met the necessary requirements for certification as a Small Business under the Small Business Program as prescribed by the City of West Palm Beach's Ordinance Number 3366-00.

The following List of Services and/or Product are covered under this certification:

- Guard and Security Services

\*\*\*\*\*

Issued by the City of West Palm Beach for a three year period May 31, 2013 to May 31, 2016

Certificate Vendor Number: 10355698

  
Althea Pemsel, MA, C.P.M.  
Procurement Official



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**D. School District of Palm Beach County Minority/Woman  
Business Enterprise Certification**

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The School District of Palm Beach County, FL  
3300 Forest Hill Blvd., Suite A-106  
West Palm Beach, FL 33406-5813

Office of Diversity in Business Practices

E. Wayne Gent, Acting Superintendent  
Heidi Galloway, Business Analyst  
Telephone: (561) 434-7422  
Fax: (561) 432-6384

Bid Information: [www.demandstar.com](http://www.demandstar.com)  
E-Mail: [Heidi.Galloway@palmbeachschools.org](mailto:Heidi.Galloway@palmbeachschools.org)

# Congratulations!

## M/WBE (Minority/Woman) Business Enterprise

The School District of Palm Beach County has certified **BEST PROTECTIVE SERVICES, LLC**, as a(n) *African American Male*, in the Minority/Woman Business Enterprise Program (M/WBE). Your certification is valid for three years, from **October 25, 2011 – October 25, 2014**. Certification is not a guarantee that your firm will receive work. If you do not have a vendor number, you will be issued with one after getting a project or contract.

You must notify this office if the status of your firm changes. Failure to report changes that affect the ownership and control of your firm may result in decertification. It is the vendor's responsibility to maintain the certification. If the certification expires, a contract may be terminated and awarded to another vendor.

Your certification is not a blanket conveyance. You have requested certification, demonstrated managerial control or ability, and hold a license in a specific trade, commodity or discipline. This certification letter identifies the areas in which your firm has been certified: **Security Guard Services & Protection Services**. While you may bid on any service or commodity that you feel qualified for, this certification and any benefits to be derived (preferences or other considerations) shall only be attributable to the trade, service or commodity indicated on the certification letter. Please examine this certificate letter and advise us of any concerns. Any change to your certification requires you to submit proof of expertise, licensure and a business history (at minimum) to justify the additional certification. You are also required to submit a copy of your certification letter with each bid, or proposal that you submit to the School District.

This congratulations certificate lists those areas for which your firm has been certified. The benefits afforded a certified M/WBE will apply only to those areas listed on the certificate. For this reason, we suggest that you keep us advised of all changes relevant to your certification. Again, you must submit a copy of this certification letter with each bid or proposal you submit to the School District or to any prime contractor that you participate with as a subcontractor on a SDPBC project.

Sincerely,

*Heidi Galloway*

Heidi Galloway  
Business Analyst  
Office of Diversity in Business Practices  
School District of Palm Beach County

"An Equal Opportunity Employer"

**M/WBE Certification does not qualify your firm for SBE Set-A-Side Projects.**



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**E. South Florida Water Management District Small Business  
Enterprise Certification**

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## SOUTH FLORIDA WATER MANAGEMENT DISTRICT

REGISTERED VENDOR NO.: 115501

June 18, 2012 .

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**CERTIFICATION EXPIRATION DATE**  
**November 9, 2014**

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Mr. Robert L. Best III  
Chief Executive Officer  
Best Protective Services, LLC  
500 Australian Avenue South, Suite 600  
West Palm Beach, Florida 33401

Note: Reissued to update name change and address

Dear Mr. Best:

Congratulations, the South Florida Water Management District (District) has certified your firm as a Small Business Enterprise (SBE). This certification is valid for three (3) years and may only be applied when business is conducted in the following area(s):

### **Security Services**

*Your submittal of bids or proposals to supply other products or services outside of the specialty area(s) noted above will not count toward SBE participation. If you require certification in other specialty areas, please contact the Procurement Bureau, SBE Section, for additional information.*

Renewal is required every three (3) years and should be requested a minimum of 45 days prior to the above expiration date.

If any changes occur within your company during the certification period such as ownership, affiliate company status, address, telephone number, licensing status, gross revenue, or any information that relates to your SBE Certification status, you must notify this office in writing immediately. It is imperative that we maintain current information on your company at all times. **FAILURE TO REPORT CHANGES MAY RESULT IN DECERTIFICATION.**

Certification is not a guarantee that your firm will receive work, nor an assurance that your firm will remain in the District's vendor database.

We look forward to a mutually beneficial working relationship.

Sincerely,

A handwritten signature in blue ink that reads "Colleen M. Robbs".

Colleen M. Robbs  
Sr. Compliance Specialist  
Procurement Bureau

/cr



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**F. 2011 Ascension Awards – One of three finalists for Large Business of the Year,**  
awarded by the Black Chamber of Commerce of Palm Beach County.

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# 2011 ASCENSION AWARDS

**BLACK CHAMBER OF COMMERCE** of Palm Beach County  
Where Business Meets Opportunity

*Celebrating The Best  
In Black Business*

Wednesday  
November 30, 2011  
Palm Beach County Convention Center

# ★ ASCENSION AWARDS ★

## LARGE BUSINESS OF THE YEAR FINALISTS



### Brother's Protective Services

Brother's Protective Services is a service firm that provides armed and unarmed security for residential and commercial facilities as well as protective services for celebrities and VIPs.

The firm was founded in 2008 in the living room of single father, Robert Best III. Mr. Best is the Managing Partner and CEO. He has extensive knowledge and experience in security. He is a US Army Veteran and has served as Police Officer of many capacities including as a Campus Police Officer at City University of New York. Mr. Best is very much involved in community affairs and enjoys volunteering and mentoring youth. He has received numerous awards, including the Citizens Committee of New York Award from then Mayor Rudy Giuliani.



Mr. Percell R. Porter III is a Brooklyn native who relocated to Florida where he currently serves as co-owner and Vice President of Brothers Protective Services. He is a veteran of the US Air Force where he served several years as a Law Enforcement Specialist. He distinguished himself as a marksman and was a valued member of the Emergency Services Team. Upon his honorable discharge, he went on to serve his city as a civil servant in the Department of Social Services as a Case Worker.

Mr. Best and Mr. Porter both have extensive experience in security services. The two men met while working in New York. Mr. Best relocated to Florida in 2000, working with various security companies before starting his own company in 2008. Mr. Porter joined Brother's Protective Services later in 2008.

The firm has expanded to 40 employees. Of those 40 employees, about 50% are Black females. Ninety percent of these females are single mothers. Brother's Protective Services has been credited with reducing crime in several local communities and has been honored by local law enforcement agencies.



ASCENSION AWARDS



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**G. 2013 Ascension Awards – Large Business of the Year, awarded by the Black Chamber of Commerce of Palm Beach County.**

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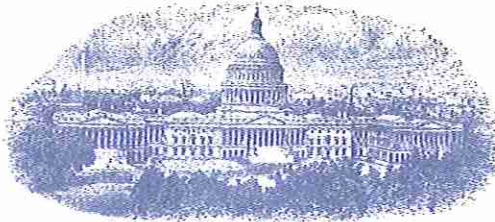


ALCEE L. HASTINGS  
20TH CONGRESSIONAL DISTRICT  
FLORIDA

COMMITTEE ON RULES

UNITED STATES  
HELSINKI COMMISSION  
RANKING DEMOCRATIC MEMBER

FLORIDA DELEGATION  
CO-CHAIRMAN  
SENIOR DEMOCRATIC WHIP



Congress of the United States  
House of Representatives  
Washington, DC 20515-0923

March 1, 2013

PLEASE RESPOND TO:

- 2353 RAYBURN BUILDING  
WASHINGTON, DC 20515-0923  
TELEPHONE: (202) 225-1313  
FAX: (202) 225-1171
- 2701 W. OAKLAND PARK BOULEVARD  
SUITE 200  
FT. LAUDERDALE, FL 33311  
TELEPHONE: (954) 733-2800  
FAX: (954) 735-9444

[www.alceehastings.house.gov](http://www.alceehastings.house.gov)

Mr. Robert Best III  
CEO  
Best Protective Services, Llc  
500 S. Australian Avenue, Suite 600  
West Palm Beach, FL 33401

Dear Mr. Best:

Congratulations on your firm being named Large Business of the Year by the Black Chamber of Commerce of Palm Beach County. I am very impressed with the work you are doing to provide security services. It is heartening to learn of a business person who is genuinely devoted to helping others in need of professional services of this type.

I'm not surprised that you were chosen for this very prestigious award. You are an excellent role model, the kind of person to whom everyone can point with respect and admiration. Congratulations again and thank you for all you do to make our world a better place. I'm very proud of you!

With warmest regards, I remain

Sincerely,

A handwritten signature in black ink that reads "Alcee L. Hastings".

Alcee L. Hastings  
Member of Congress

ALH: dl