



Due 9/25/2013
3PM EST

**ITB Port and Marina Security
Services**

The City of Key West

The City of Key West
Attn: Sue Snider
Purchasing Agent
City Clerk Offices
3126 Flager Street
Key West Florida 33040

Andy Frain Services



761 Shoreline Drive
Aurora, IL. 60504
www.andyfrain.com
630 820 3820
dvontobel@andyfrain.com



ANDY FRAIN
est. 1958
SERVICES®

Response Cover Letter

The City of Key West
3126 Flager Street
Key West, FL. 33040

September 19, 2013

Attn: Sue Snider – Purchasing Agent
Subject: Contract Security Officers

Dear Sue,

Thank you for the opportunity to respond to the referenced RFP for the City of Key West.

Andy Frain Services has evolved from a Chicago based management and security organization to a national contract leader working with some of America's largest corporations, universities and government facilities. We have a national footprint of 38 branch offices located across the United States including three regional offices in Florida. Andy Frain Services began operations in Miami Florida in 1958 as a franchise operation. We are still there today as a corporate office for the past fifteen years.

The company's philosophy is to be a good corporate citizen, to maintain strong employee retention and recognition programs, and have an active environmental commitment. We will demonstrate these claims in the course of the response.

Andy Frain Services (AFS) and our operations team have extensive experience at providing critically important security services which have a focus on customer service and strict attention to a specific scope of work. We believe this experience transfers directly to the requirements of the Port and Marina. Additionally, our management and operations team currently has multiple high-profile customers requiring "Client Centric" security programs operating within specific regulated entities. We will strategically position this project under the executive oversight of our retail division. This expertise has direct application to all the compliance and operational requirements of this project.

Training of officers is a key aspect in today's security environment. Andy Frain Services is committed to best in industry training, expanding the requirements beyond state and federal expectations. We are accustomed to industry specific exercises, incident management and elevated security requirements. All officers will exceed the training and performance standards as required by the Port of Freeport.

The ITB has the tone of "Mandatory Criteria". Please see the comments to those criteria below;

- AFS has been providing security services since 1924 – Florida since 1958.
- AFS has significant contracts in South Florida – the Miami branch revenue is approximately \$4M / year.
- AFS has a regional office in Houston managed by Barbarito Sanudo
- All officers will be licensed with the State of Florida and TWIC compliant
- Russell Whitmarsh, Port of Houston Chief of Police (ret.) manages the business element of

Maritime Security relative to USCG policy changes and audits, MARSEC Levels, best practices, etc. Russell's CV is enclosed in the response.

- Andy Frain Services is an approved security services vendor for the Port of Miami.

It is not uncommon for AFS to successfully compete with significantly larger security providers some exceeding one billion dollars in foreign and domestic revenue. We "Play Bigger Than We Are" due to our internal investments in: Processes, Training, Support, Compliance, Audits and Technology.

AFS has our own dedicated technology division "Prism e Solutions". This component may have direct application to the City of Key West as an adjunct to the security systems and processes we will be managing in the execution of this contract which we can discuss as an additional value-added opportunity at a later date.

The ability to provide professional security procedures and protocols while still presenting a customer friendly image is a key value component to our partnership philosophy. As you review our national and regional references, you will see the cumulative experience and knowledge enabling AFS to provide world class customer service to your customers and staff while insuring that Life Safety is never compromised.

Short term emergency needs are always possible, especially given weather and MARSEC level staffing increases. We are prepared for this with our associated site requirements in the region. We have addressed this component offering through our on-line on-boarding staffing process.

Perhaps the most important factor to highlight is that AFS training, audit and security programs are **SAFETY ACT** Certified from the U.S. Department of Homeland Security.

This asset cannot be ignored. The power to limit the exposure of the City of Key West and all associated stakeholders tethered to the operation is vital for Operations and Risk Management to understand. The present scope of work must conform to the certification standard to insure its full coverage. If nothing else it demonstrates the results of the vetting process for AFS to have achieved this very difficult certification. The product certification is specific to screening operations.

Our success is evident with the list of Fortune 100 companies which have selected to partner as National Accounts. AFS's business model allows us to be far more responsive than the larger security providers which often get paralyzed in their decision making due to multiple layers of authority. The City of Key West will interface directly with AFS's ownership and senior management in Houston.

At with Andy Frain Services we believe that "Customer Service is Every Employee's Job". We are continually striving to develop new programs that reflect our core principals and those of our customers. We enter every opportunity with an eye to improve the process through the convergence of training, technology, and communications.

In these areas our organization excels, and will differentiate ourselves in our performance. Our image standards are maintained to always reflect a positive image on our customer.

Sincerely,

Dane Vontobel
Vice President
Andy Frain Services

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Executive Summary

Andy Frain Services (AFS) was founded in 1924 by Andrew T. Frain and for the past eighty nine (89) years, has provided contract security and event services nationally to a wide variety of customers and scopes of work where the focus is directed at the provision of security process embodied in unparalleled customer service where life safety is never compromised. Andy Frain Services was reincorporated in 1996 under the present management. The corporate headquarters have been resident in Aurora since that time.

AFS has a history of providing contemporary solutions that evolve from almost a century of extremely successful project execution. The management philosophy is based on traditional values of quality and long term partnership vision has produced a significant cross section of gratified business partners and employees. The company has evolved from a local stadium management security organization to a national provider of 'solution based' services working with some of America's largest corporations, sports and entertainment venues, universities and public facilities. The company's philosophy is to be a good corporate citizen, to maintain strong employee retention with creative recognition programs and a work environment based on respect and dignity, and have an active environmental commitment. AFS serves its customers today with its four primary divisions; Commercial Security Guard Services, Sports and Entertainment Services, Transportation Security Services and Technical Audit Solutions.

AFS is a national organization with strong local presence in 44 markets throughout the United States. At AFS we believe that "Customer Service is Every Employee's Job". We are continually striving to develop new programs to improve service and add value for our customers.

We enter every opportunity with an eye to improve the process through the convergence of training, technology, and communications. All programs are SITE SPECIFIC & CLIENT CENTRIC.

AFS thrives on being ambassadors of change and challenge. We believe starting change is easy, being able to sustain a level of unparalleled customer service, life safety and employee retention over time is where the challenge resides and AFS separation occurs.

The overriding take away from the regional site visits was the recurring requirement and need for excellent customer service skills. It is the objective of every service partnership to have our teams be brand ambassadors for our partners enhancing the equity of all parties in the process.

Our training, our supervisor selection and our day to day focus on comportment, appearance and positive attitudes serve us well in achieving the goals of safety, security and outstanding customer service.

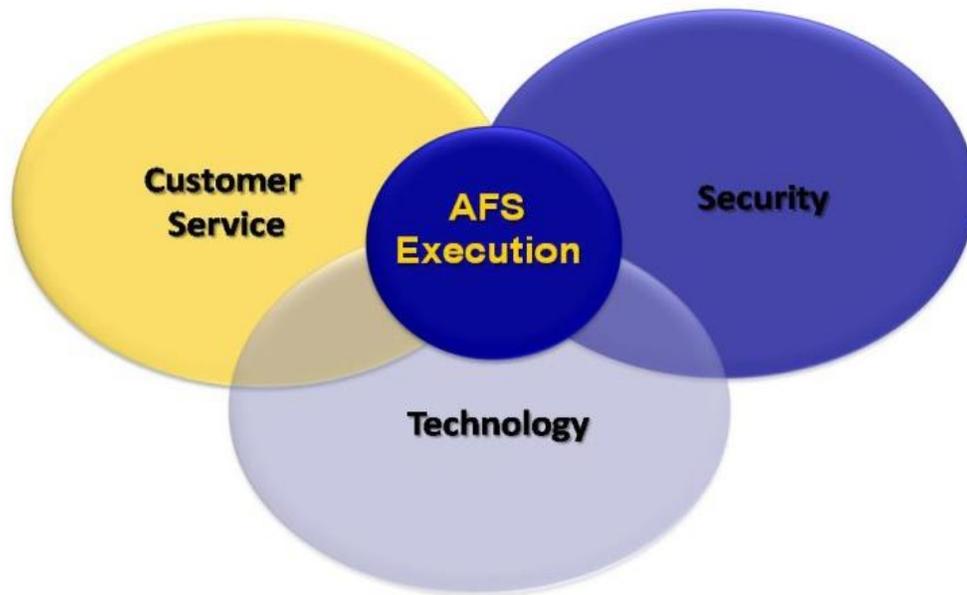
Management Philosophy

AFS approaches each opportunity with a "Client Centric" Partnering Business Model.

The overall and continued success of our company has been the integration of 3 specific components of provision - Customer Service / Security / Technology. Where these elements intersect, is where AFS operates.

We are continually striving to develop new programs to improve service and add value for our customers. We enter every opportunity with an eye to improve the process through the best practices in training, technology, and communication. Our management philosophy is based on traditional values of quality and long term partnership vision has produced a significant cross section of satisfied business partners and employees.

Raising the Bar



AFS exceeds all the qualifications required for the provision of the services contemplated in this RFP. The main point of differentiation between AFS and our competitors is that Andy Frain Services is NOT a staffing company. AFS is a “Professional Services Organization” that provides *Client Centric Integrated Solutions*.

Key areas of differentiation and value are summarized below, as part of ANDY FRAIN SERVICES’ s “PARTNERING MODEL”

- Since 1995, when the current management has assumed ownership of Andy Frain Services , we have achieved over a 97% customer retention rate every year.
- Andy Frain Services provides a true Partnering Model in direct alignment with our customer’s culture and mission
- AFS has over 5500 full & part time employees nationally.
- AFS is SAFETY ACT CERTIFIED by the U.S. Department of Homeland Security.
- AFS provides several “Value Add” components of our service offering, such as, screening & camera technology, automated incident tracking systems, and our Prism Technology platform for scheduling, billing and reports.
- Achieved exceptionally high credit and bond ratings (see D & B report) and Andy Frain Services has enjoyed annual increases over 20% in both revenue and profits for the last 8 years in a row.
- AFS exemplifies all the ideals of Good Corporate Citizenship



ANDY FRAIN
est. 1924
SERVICES®

Contractor Information

Name: Andy Frain Services, Inc.

Corporate Address: 761 Shoreline Drive
Aurora, IL. 60504

Phone: 630-820-3820

Fax: 630-820-3819

Web URL: www.andyfrain.com

E-Mail dvontobel@andyfrain.com

Principal Ownership;
Dave Clayton - President
Laura Grund -Vice President
Dane Vontobel -Vice President

Local Florida Contact;
Barbarito Sanudo
Regional Manager
Andy Frain Services
Phone 305 364 8776
Mobile 786 232 5929
bsanudo@andyfrain.com

Years in Business: 89
Locations: 38 branch offices located in 36 states
Employees - > 6250
Federal ID Number 36 4226069
C Corp. registered in the State of Illinois
Corporate Office located in Aurora, Illinois
Duns # 13-938-2803
AFS is licensed in 45 states

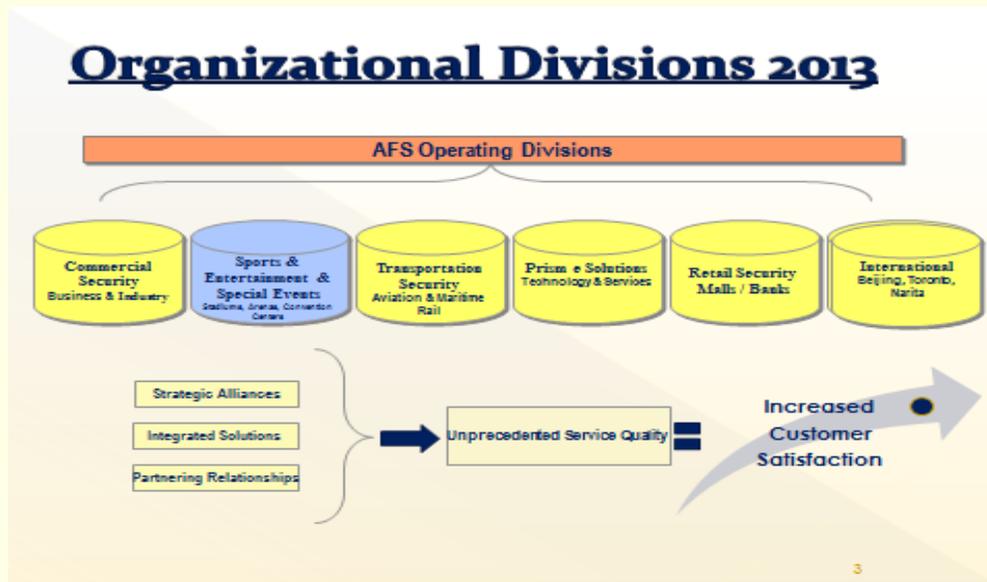
Andy Frain Services, Inc.

AFS established in 1924, is an industry leader in providing “Professional Services” management in five key areas. AFS’s reputation for fulfilling commitments comes from an explicit situation analysis, a corporate level transition team, qualified supervision, and superior employee selection.

Management Organization

ANDY FRAIN SERVICES is organized by operating divisions. These Divisions are both geographic and “Client Centric”. By Client Centric, we maintain the highest level of “Specialized Expertise” that is specific to the service lines we provide. This client centric approach allows the best in class management to be available to respond to customers’ requirements, while having the industry best practices knowledge of operations.

AFS’s Operating Divisions are:



Commercial Guard Division

AFS Commercial Guard Division provides contract security services at federal, state, and local government facilities, business and industry clients, libraries, hotels and residential properties. Also included in the strategic format is the retail division but separated due to mass.

Transportation Security Division

Andy Frain Services Transportation Security Division provides employee and site access screening, perimeter security and patrols, facility security plans and FSO, building and grounds security at: seaports, airports, cruise and marine terminals; and rail yards and commuter terminals.

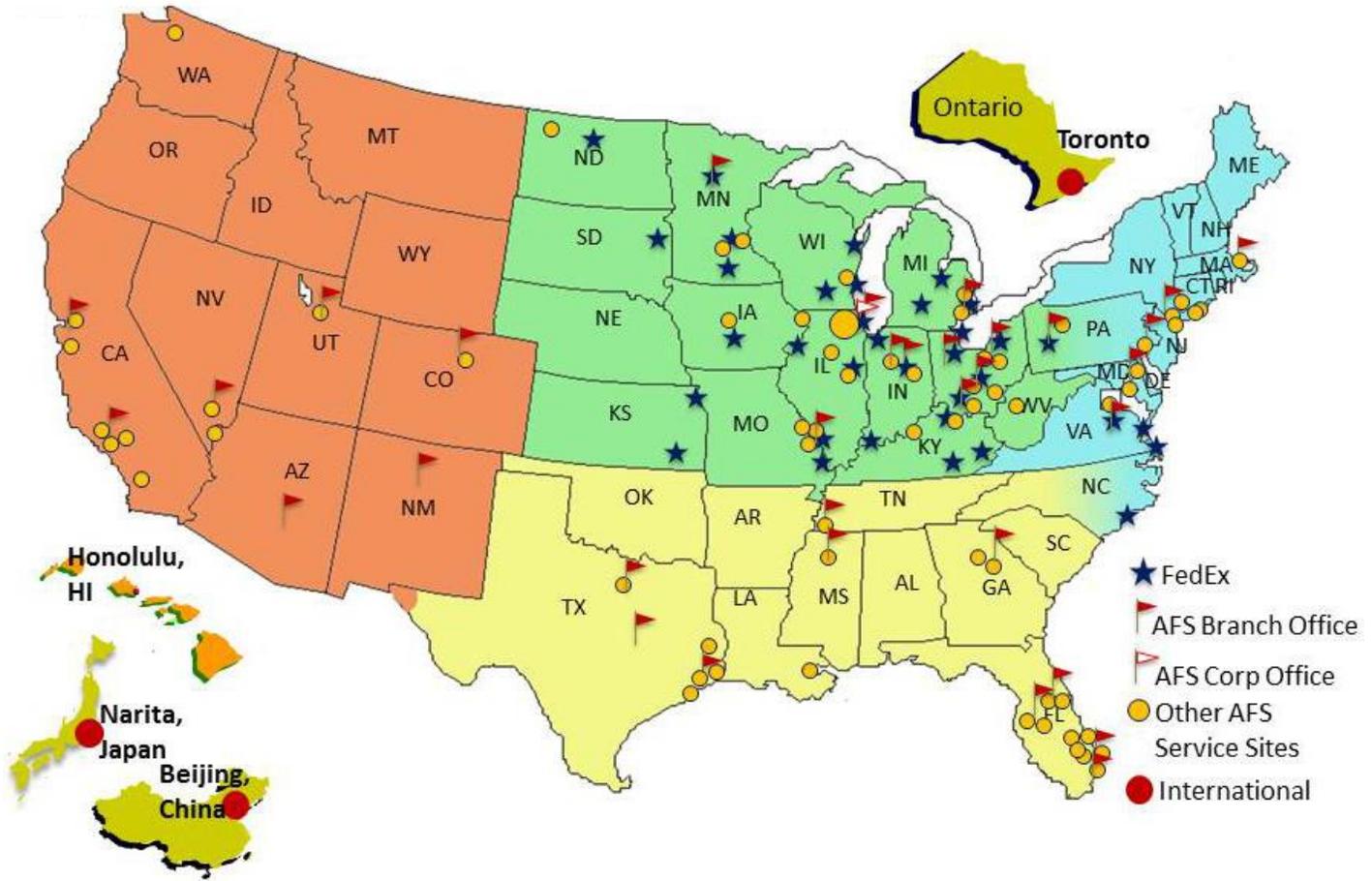
Stadium and Arena Crowd Engineering

Andy Frain Services Stadium and Arena Crowd Engineering Division provides crowd engineering services, venue deployment security and event planning; and stadium and arena security and event staff. Andy Frain Services Special Event Services Division provides contract event staff services, including, access screening staff, security guards, ticket takers, parking directors and ushers; field security, concierge services, sky box services and VIP services.

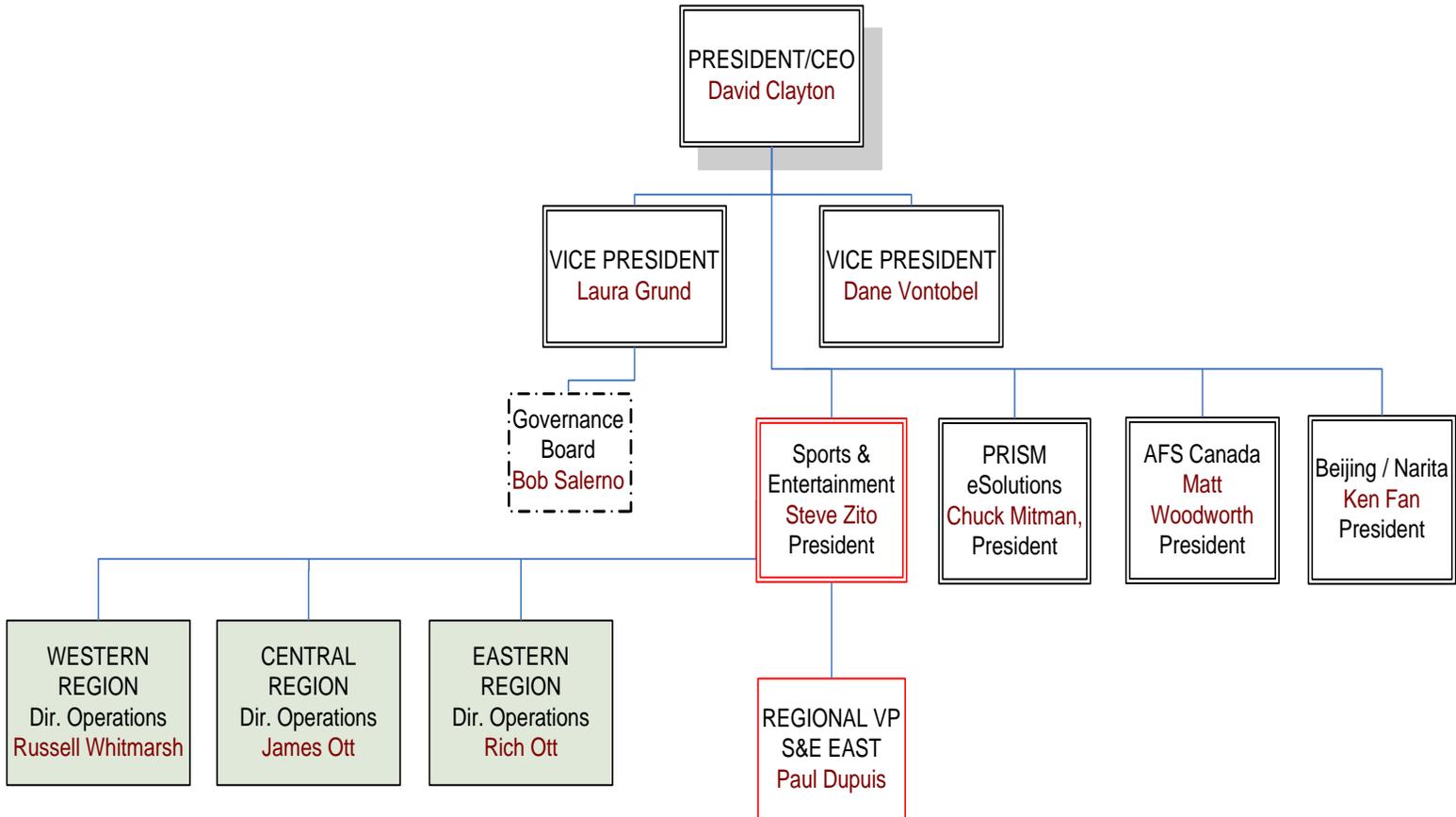
Prism e Solutions

Andy Frain Services Technology Division provides Technical and Compliance Expertise. Our technology platform has helped hundreds of companies achieve and maintain various ISO Certifications. This Value Add component is a unique differentiator in our ability to support our customers' security operations. Prism has a staff of consultants with extensive expertise in compliance management of multiple international standards, Supply Chain Operations, Logistics, Manufacturing, Quality Audits and more .Our consultants are experts in project management and delivery, systems integration and most importantly managing change.

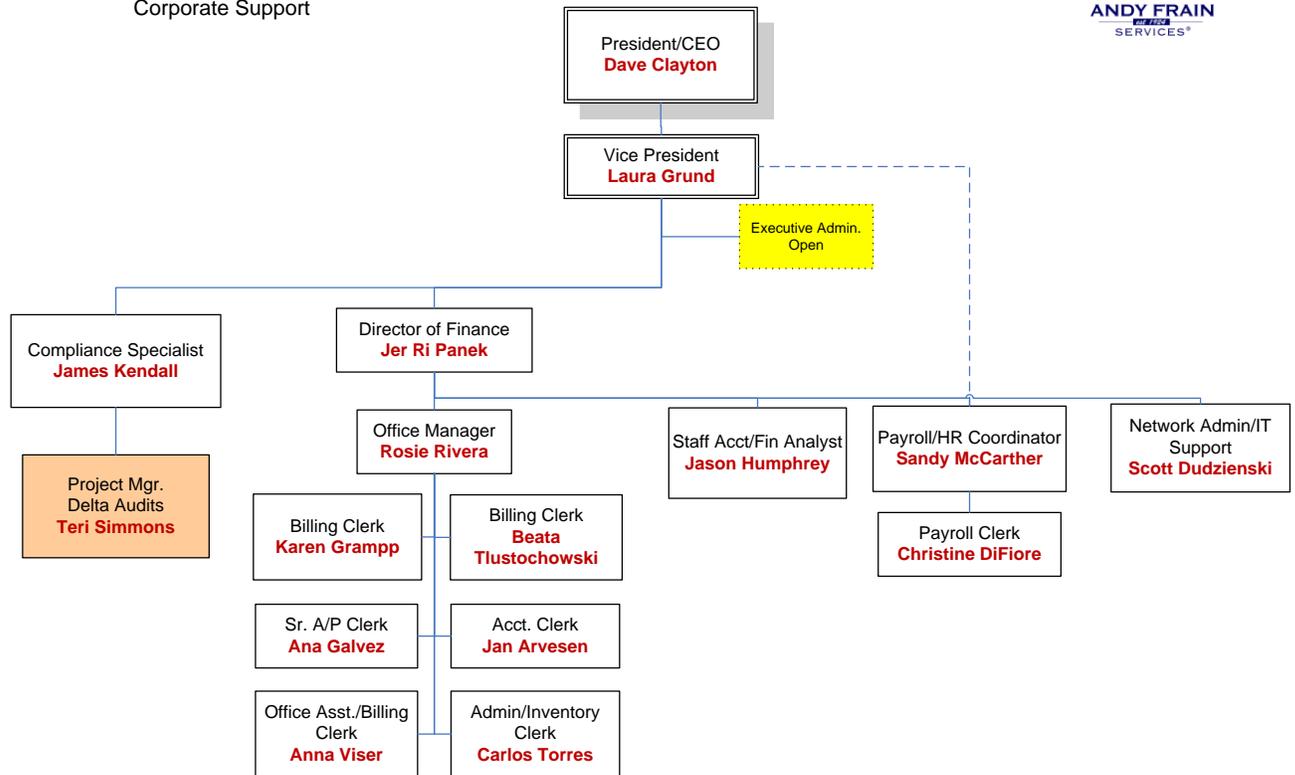
Andy Frain Services Branch and Services Locations 2013



Corporate Leadership & Key Personnel

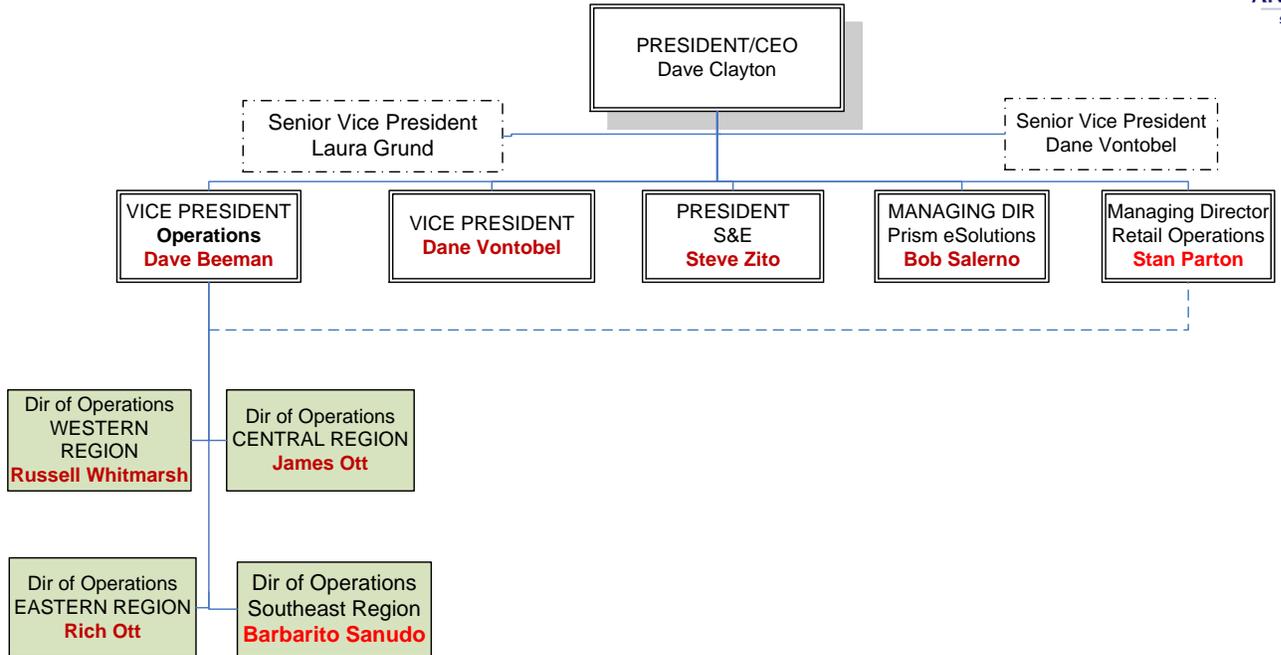


AFS
Corporate Support



July, 2011

AFS Leadership



July, 2011

Financial Stability

In addition to the following documentation required as defined in the response criteria, ANDY FRAIN SERVICES confirms;

- AFS is closing out 2012 year end reporting. It is anticipated 2013 revenues will be \$53.1 with EBITDA at \$2.9M and Net Profit at \$1.4m or @ 2.95%. We will be pleased to provide those results when available.
- If requested ANDY FRAIN SERVICES will be able to affirm the requisite criteria identified for the comfort letter.
- Should the City of Key West all the detail to support the financial summaries which follow, we will do so. It is our experience that the summaries are appropriate to insure financial solvency.

ANDY FRAIN SERVICES, INC.
CONDENSED FINANCIAL INFORMATION
YEARS ENDED DECEMBER 31, 2012,
2011 AND 2010

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INDEPENDENT AUDITORS' REPORT ON CONDENSED FINANCIAL INFORMATION

To the Board of Directors
Andy Frain Services, Inc.
Aurora, Illinois

Report on the Financial Statements

We have derived the accompanying condensed financial information of Andy Frain Services, Inc. as of December 31, 2012, 2011, and 2010 and for the years then ended from financial statements we have audited and issued our reports thereon dated, April 3, 2013, April 18, 2012, and March 31, 2011, respectively.

Management's Responsibility for the Condensed Financial Information

Management is responsible for the preparation and fair presentation of condensed financial information in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of condensed financial information that is free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion about whether the condensed financial information is consistent, in all material respects, with the audited financial statements from which the condensed financial information was derived. An audit involves performing procedures to obtain audit evidence about the amounts and overall presentation of the condensed financial information.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Basis for Qualified Opinion

The condensed financial information does not include the accounts of Shoreline Properties, LLC which the Company has determined is a variable interest entity and in which the Company is the primary beneficiary. In our opinion, the Company's condensed financial information should include the accounts of Shoreline Properties, LLC to conform with accounting principles generally accepted in the United States of America. The effects of this departure from accounting principles generally accepted in the United States of America on the condensed financial information have not been determined.

5 REVERE DRIVE, NORTHBROOK, IL 60062
tel: 847-205-4700 fax: 847-205-4477
www.steinbergadvisors.com

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the condensed financial information referred to above as of and for the years ended December 31, 2012, 2011 and 2010 is consistent, in all material respects, with the audited financial statements from which it has been derived.

Steinberg Advisors, LLP

May 3, 2013

COST OF SALES

Security	32,413,598	27,336,009	25,116,000
Consulting and technology	781,661	751,030	791,000
	<u>33,175,259</u>	<u>28,087,039</u>	<u>25,908,000</u>
Gross Profit	5,766,607	5,350,264	4,646,000
OPERATING EXPENSES	<u>5,101,617</u>	<u>4,812,744</u>	<u>4,306,000</u>
Operating Income	<u>\$ 664,990</u>	<u>\$ 737,520</u>	<u>\$ 340,000</u>



Ownership Statement

Directors

David Clayton
2294 Brookwood Court (home)
Aurora, Illinois 60502
630-978-1787

Laura Grund
1207 Townes Circle (home)
Aurora, Illinois 60502
630-851-2750

Thomas Powers
6103 McCue Road (home)
Union, Illinois 60180

Stockholders

David Clayton
2294 Brookwood Court (home)
Aurora, Illinois 60502

Laura Grund
1207 Townes Circle (home)
Aurora, Illinois 60502

Thomas Powers
6103 McCue Road (home)
Union, Illinois 60180

Dane Vontobel
3 Drummers Lane
Newtown, Connecticut 06470

Insurance Summary:

Andy Frain Services Insurance limits, exceed all of the City of Key West's requirements with \$9 Million Dollars Umbrella Policy over all Primary Coverage's: (A+ rated companies)

Attached below are current Insurance Coverage's and deductibles Schedules:

Commercial General Liability deductible is \$50,000 per occurrence

Workers Comp Deductible is \$2,500 per occurrence

ANDY FRAIN SERVICES receives a 36% credit for our superior safety experience factor rating on our Workers Comp policy, Due to our Security & Safety Training Programs!

Coverage	Amount/Limit	Insurance Company
COMMERCIAL AUTOMOBILE - OWNED & UNOWNED (all states)		Crum & Forster
Combined Single Limit Bodily Injury/Property Damage-Symbol 7	\$1,000,000	
Underinsured Motorist-Symbol 15	\$1,000,000	
Uninsured Motorists-Symbol 15	\$1,000,000	
Personal Injury Protection-Symbol 5 (Deductible per Form)	Statutory	
Medical Payments-Symbol 2	\$5,000	
Towing and Labor-per disablement-Symbol 3	\$50	
Comprehensive & Collision Deductible-Symbol 7 & 8	\$1,000	
Hired Car Physical Damage (\$1000 Collision & \$100 Comp Deductible)	\$50,000	
Blanket waiver of subrogation thru execution of an "insured contract" written agreement, or permit		
Blanket additional insured as designated by contract		
Rental Reimbursement - \$50/30 days	\$1,500	
Commercial General Liability		Lexington Insurance
*Extension of Coverage		an AIG Company
General Aggregate	\$2,000,000	
Products/Completed Operations Aggregate	Included	
Personal & Advertising Injury	Included	
Each Occurrence	\$1,000,000	
Fire Damage (Any One Fire)	Included	
Medical Expense (Any One Person)	Included	
Deductible Each Claim	\$50,000	
Errors & Omissions - Included under GL Coverage		Lexington Insurance
E&O Professional Liability - Each Claim	\$1,000,000	an AIG Company
Deductible - Each Claim	\$50,000	
Extension of coverage - pursuing additional options		
Umbrella		Lexington Insurance
Each Occurrence	\$9,000,000	an AIG Company
Deductible - Each Claim	\$50,000	
Aggregate	\$9,000,000	
Workers Compensation - All States Served		SCI Zurich Insurance Co.
Employers Liability - Each Accident	\$1,000,000	
Employers Liability - Each Employee	\$1,000,000	
Employers Liability - Policy Limit	\$1,000,000	
Deductible (\$2500)	\$2,500	



Employment Practices Liability Insurance (EPLI)

Basic Data for Summary Informational Purposes Only

Insurer: Lloyd's of London

Policy Period: 12:01 a.m. 01.01.11 to 12:01 a.m. 07.01.12

Covered Parties: Both SCT Companies and PEO Client Companies

Limits of Liability: \$1,000,000 per wrongful employment practice act by a Client Company; \$5,000,000 aggregate limit per policy period

Self-Insured Retention (Deductible): \$25,000 per claim. Client Company is responsible for payment of the deductible. (Deductible includes reasonable and necessary defense costs.)

Claims Made Policy: In order to be eligible for coverage, the claim for a wrongful employment practice act must be made against an insured and reported to Lloyd's of London in writing during the policy period.

Approval of Defense Counsel: Lloyd's of London retains the right to pre-approve defense counsel selected to represent the insured on any claim and retains the exclusive right to select defense counsel to represent the insured on any claim which is a threatened, proposed, or actual class action.

Wrongful Employment Practice Acts covered by the policy:

- Allegations of discrimination by an insured made by an employee or former employee, or an applicant for employment with an insured;
- Allegations of sexual harassment by an insured made by an employee or former employee;
- Allegations of wrongful termination by an insured made by a former employee.

Exclusions (not all-inclusive):

- Fair Labor Standards Act (FLSA) (including but not limited to overtime compensation or minimum wage)
- Employee Retirement Income Security Act of 1974 (ERISA)
- Labor disputes or labor negotiations
- Worker's Adjustment and Retraining Notification Act (WARN)
- Liability or costs incurred to modify any building/property to make the premises more accessible or accommodating to any disabled person
- Workers' compensation, disability benefits or unemployment compensation

Other Insurance: If the Client Company has other insurance that applies to the loss resulting from wrongful employment practices acts, the other insurance shall pay first. This policy applies to the amount of loss which is more than: a) the limits of insurance of the other insurance; and b) the total of all deductibles and self-insured amounts under all such other insurance.

Certificates: EPLI Certificates naming PEO Clients as Certificate Holders are available on request.

Important Note: This basic data is for summary informational purposes only and shall not be deemed to replace the terms of the actual policy of insurance. In all instances, the terms of the policy shall control and must be consulted for all terms and conditions of coverage.

Employment Practices Liability Insurance (EPLI): Basic Data for Summary Informational Purposes Only
Revised 04.01.11

SAFETY ACT CERTIFICATION

Andy Frain Services was the first company in the U.S. to provide airport passenger screening. This was a contract to United Airlines at O'Hare International in 1968. Since that time Andy Frain Services has provided screening services at numerous Category X Airport and Marine Terminals. Today, in addition to our Airport and Seaport Screening operations, Andy Frain Services is part of the TSA Pilot Program for the Certified Cargo Screening Program. Andy Frain Services also provides screening services at numerous public events for professional sports teams, collegiate athletic events, and large special events.

Please note : ALL ANDY FRAIN SERVICES SCREENING PROGRAMS ARE CERTIFIED BY THE U.S. DEPARTMENT of HOMELAND SECURITY under SAFETY ACT. This umbrella of protection extends to the Port of Miami, NCL and all other stakeholders.



Management & Transition Team

Andy Frain Services has assembled the “Best in Class” team to support this important project. As you look thru the resumes and curriculum vitae’s of our proposed team, you will see a most impressive group of Security Professionals that have extensive experience in the area of Port Security Operations. We are confident that our Management Operations and support team for this project will exceed all of the City of Key West stakeholder’s expectations.

Note: Our proposed on-site management team will be 100 % dedicated to the City of Key West

- Overall Project Oversight /Transition

Russell Whitmarsh

- Branch Manager / Facility Security Officer (FSO)

Barbarito Sanudo

NOTE: Barbarito Sanudo is our current FSO for the Port of Miami

Corporate Training / Compliance Manager

James Kendall:

- Regional Training / Audits – USCG

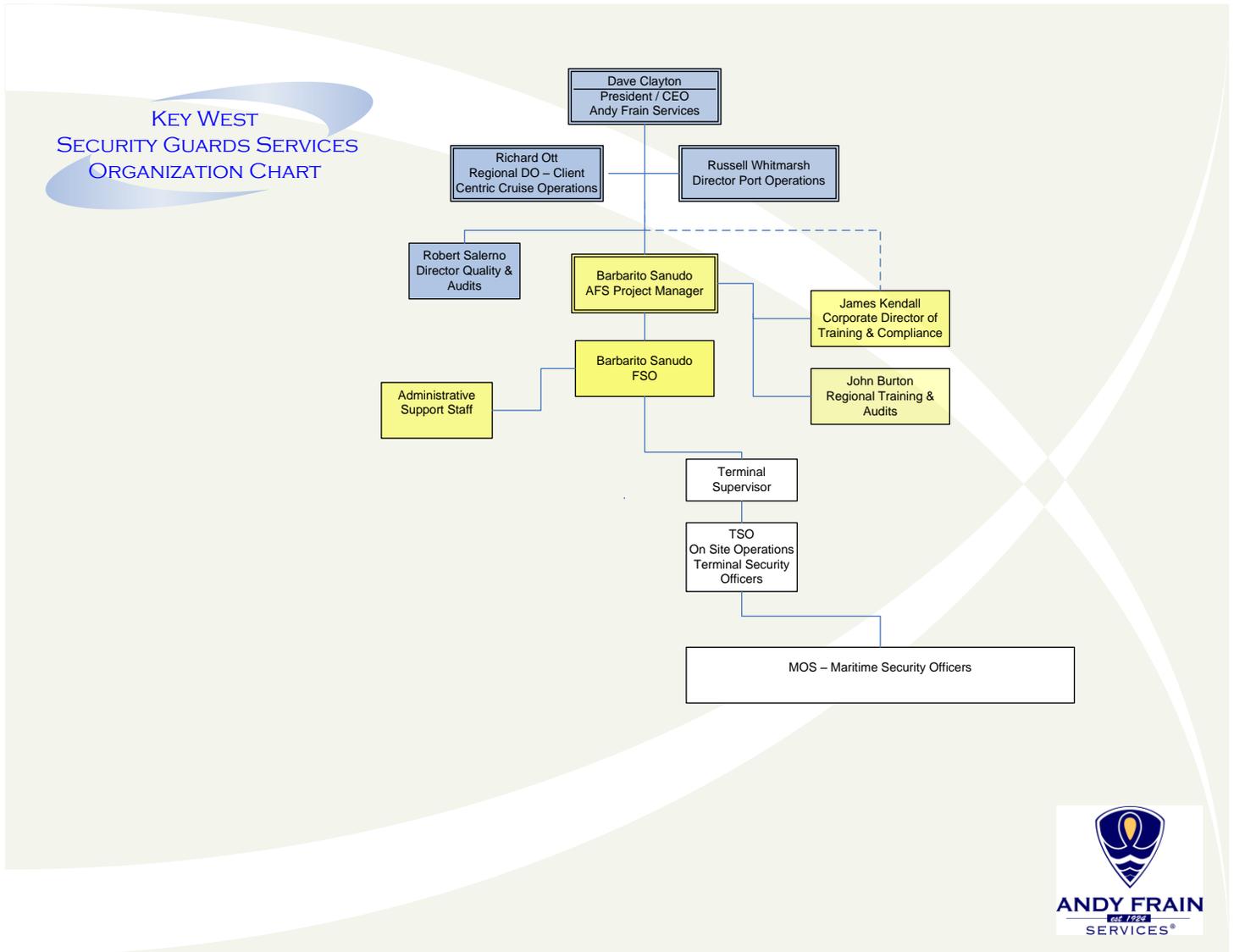
John Burton

- Andy Frain Services Corporate Regional Director of Port Operations :
Richard Ott Corporate oversight of Port Operations & Compliance

- Andy Frain Services Director of Partnering and Quality

Robert J. Salerno Corporate field audits for seamless quality integration

Management & Transition Organization



Professional
experience

April 2007-Present Andy Frain Services Miami, FL
Southern Regional Director

Day to day management of the South Florida Branch Office, including client relations, new job start ups/transition of new accounts and employee relations.

Manage the recruitment, selection, orientation, training, development and retention of high caliber staff; ensure that each staff member is treated with dignity and respect; plan, assign, and direct work; coach associates, appraise staff performance, administer rewards, and carry out disciplinary actions, as necessary

Maintain a positive, professional environment in full compliance with applicable laws, regulations, policies and procedures; ensure that staff members understand and comply with applicable laws, regulations, policies and procedures.

Manage event security and event staff for the following venues; BankUnited Center at the University of Miami, BankAtlantic Center, FIU (Stadium and Arena), Homestead-Miami Speedway, Miami Beach Convention Center, Adrienne Archt Center, Miami Dade County Auditorium and the Miami Dade Expo Center.

June 1999 – March 2007 Ocean Club Community Association Key Biscayne, FL
Director of Security & Safety / Access Control Network Administrator

Manage Security Personnel for a 52-acre community, for a total of 2000 man-hours a week.

Write detailed reports on incidents of thefts, accidents and safety violations.

Maintain necessary records of all reports for presentation on administration hearings.

Interview and train new officers on policies, procedures, assignments, and on all electronic security equipment. Initiate background checks and handle all the initial paperwork for new applicants.

Prepare and coordinate staff schedules to meet building and property requirements.

Communicate to the Security Personnel all changes, new procedures, the status of the Security Department and its objectives.

Conduct yearly performance evaluations.

Coordinate security personnel before and during Special Details/Events.

Created the Security Department Training Manual and Post Orders Manual.

Provide assistance and support to local Law Enforcement Agencies and Fire Department.

Responsible for overseeing the administrative operations of the Security Department. This includes but is not limited to; memos, payroll, faxes, etc.

Conduct routine checks of all the common areas and buildings.

Program all Prox-Cards, Marlok Keys, Micro-Transmitters, and Vehicle Transponders for both residents and staff members.

Maintain and service the Access control software and hardware.

Program, maintain and troubleshoot the Smart Entry Access System and the Tele-Entry Systems.

Program, maintain and troubleshoot the Sur-Guard Alarm Monitoring System and the Fire Burglary and Intrusion (FBI) Security Systems.
 Maintain and troubleshoot the Closed Circuit Television Systems.
 Diagnose, evaluate and respond to emergencies due to infrastructure malfunctions, i.e. elevators, electronic gates, access control system.
 Server as liaison for vendors and service providers.

March 1998 – June 1999 Accurate Events Services Hollywood, FL
 Security Supervisor
 Supervised night shift security for a 300-room beach resort.
 Supervised and trained security personnel on policies, procedures, and assignments.
 Write detailed reports on incidents of thefts, accidents and safety violations.
 Prepare and coordinate staff schedules to meet hotel requirements.
 Coordinate security personnel before and during Special Details/Events.
 Provide assistance and support to local Law Enforcement Agencies and Fire Department.
 Monitored Fire Panel System.
 Operated Close Circuit Television System (CCTV).
 Assisted in Personal Protection Details.
 Participated as an active security member in different events such as concerts, conventions, i.e., The Jackie Gleason Theater, Miami Beach Convention Center, The Fontainebleau Hilton-Miami Beach, The Clevelander Hotel, and The James L. Knight Center-Miami.

Education January 1988 – April 1989 Miami Senior High Miami, FL
High School Diploma
 Vocational Course in Information Technologies

Training January 2008 – May 2011
 USCG Maritime FSO Certification
 FEMA ICS 700 / 800
 NCAA Security Procedures
 SunBelt Security Procedures
 Special Events & Concerts
 Emergency Response
 NHL Security Procedures
 NASCAR Security Procedures
 IS-100b Introduction to Incident Command System (Online)
 IS-106.11 Workplace Violence Awareness Training (Online)
 IAVM Crowd Management Training (Online)
 Weapons of Mass Destruction & Terrorism Awareness for Security Professionals
 Techniques for Effective Alcohol Management (T.E.A.M)

August 2005 Key Biscayne Fire Dept. Key Biscayne, FL

Russell E. Whitmarsh Sr.
Corporate Director of Port Operations Training & Compliance:
Tel: (713) 699-1657
EMAIL: rwhitmarsh@andyfrain.com



Russell E. Whitmarsh Sr. Experience Summary

More than 34 years of experience in law enforcement and security issues, both domestic and international. During a 22-year career in the Port of Houston Authority (POHA), conducted and directed investigations and crime scenes on criminal and security matters. Eight years as Chief of Police, responsibilities included 63 sworn officers, 85 contract security officers, and an Emergency dispatch center for Police/Marine Fire/Security departments. A Port Coordination Center (PCC) used for both Public and Private Facilities during times of crises, an Id section along with facility security officers (FSO), administration and training staff. Critical assets protection included eleven (11) MTSA waterfront facilities that included both public and private assets. Responsibilities included conducting security surveys in the Houston Port area that included container, cruise, dry bulks, infrastructure and hazardous material storage facilities. Directed investigations into cargo theft, maritime incidents, industrial accidents, employee matters, and other criminal matters and developed, directed and managed numerous senior governments, academic and business executives on special events for risk management. Private industry management experience includes development of planning and surveys, crisis management/special events planning, security training, project/security management and incident response development focused on maritime security. Experienced lecturer at domestic and international conferences and seminars, and a published author on maritime command center article. Project experience includes port security surveys, development of maritime security plans, along with manager oversight and development of POHA maritime grant program.

Credentials

- Masters Certification Texas Commission on Law Enforcement Officer Standards
- Associate of Arts, College of the Mainland
- Instructor- Texas Department of Public Safety – Level III Classroom Instructor
License #H02662
- Qualified Manager – Texas Department of Public Safety
License #964693
- Security Consultant – Texas Department of Public Safety
License #964693
- Captain's/Master's License Certificate 110 ton vessels

Key Experience

- Managed security for eleven key maritime critical infrastructure terminals in the Port of Houston complex conducting security assessments, writing security plans, and conducting security audits on those facilities. Assets included major international and domestic container, cruise, and liquid and dry bulk terminals. Facilities included storage areas, major communications locations, maritime operations and public facilities.

Russell E. Whitmarsh Sr. *continued*

Key Experience

- Survey assessed perimeter security, access control, security equipment, technology, deployment and assignment of security and non-security personnel.

Security Master Plan Audits NIMS Training

Operational Planning Assessments Drills and Exercise

- Coordinated activities with State and local Police and Emergency Management agencies. developed response capability to all identified sites.
- Chief of Police/Manager of Security, for the Port of Houston Authority Police Department, responsible for the development, staffing, training and deployment of the department assist and personnel
- Management and direct contact for the Maritime Grant program for the Port of Houston Authority, to include the application for and successful award of some thirty-eight (38M) million dollars of grant assistance for critical security infrastructure improvements.
- Assistant Project Manager in design, award, and construction oversight of security capital projects. To include a Port Coordination Center, Mobile Command unit, fencing & lighting, CCTV, access controls, communications and other physical security controls.

Training

- Master Peace Officer – State of Texas
- Assisted in review of the Area Maritime Security Committee (AMSC) training for ISPS Code and the MTSA 2002 regulations
- United States Merchant Marine Academy – Global Maritime and Transportation School on Cargo Security Management Training.
- United States Air Force Security Specialist Active 1973 – Reserves 2004
- Sandia National Laboratories – Physical Protections Systems Training.
- Texas Commission of Law Enforcement Officer Standards and Education. 2700 hrs on training courses to include Hazardous Materials, Crime Scene Investigation, Use of Force, Technical/Specialized training and varies others.

Professional Affiliations

- International Association of Airport and Seaport Police. Currently International Board as Past President
- American Association of Ports Authority, Member of Security, Facility, and Cruise Committees
- Borderpol Advisory Committee
- Member, National Cargo Security Council
- Area Maritime Security Committee, Houston/Galveston Area, former liaison for State/local Law Enforcement.
- Member of the American Society of Industrial Security (ASIS)

Presentations and Lectures

- Lectured at the International Association of Airport and Seaport Police Annual Conferences, on *America Port Security Issues* attended by representatives from worldwide maritime shipping industry, seaports and government.
- Lectured at a Port of Houston conference, sponsored by SafePort, on what is working right at our Ports. Officials from all the Texas seaports, major tenants, and local/state and federal law enforcement were in attendance.
- Lectured at security conferences hosted by the American Association of Ports Authority on maritime security issues facing public and private waterfront industry. The topics included *Security Concerns for American Facilities, Critical Infrastructure, and Port Security Issues*.

Richard L. Ott
Regional Security Director
Andy Frain Services
5241 Whiteford Road
Sylvania OH 43560
Cell (614) 778-9559

PROFESSIONAL HIGHLIGHTS

- Development and coordination of training and management for aviation security operations nationally
- Management of budget, profit & loss statements, federal/state/local compliance regulations, of \$1 million plus fixed assets
- Operational planning and implementation of procedural improvements
- Development of Facility Security Plans (FSP) customizing training programs for each port terminal operation, conducting Maritime Security Officer training, (initial/recurrent/remedial) with start-up operations at multiple cruise terminals
- Operational systems testing for security deficiencies, including all required drills and exercises, proper record keeping according to U.S. Coast Guard and Department of Homeland Security standards.
- Operational accountability and direction for aviation security, skycap, special services account, support of managers in 13 airport locations nationally

EXPERIENCE

Andy Frain Services Inc. 2004 – Present

Regional Security Director-TSO

Operation of an office that oversees all aspects of security in six states

Security Consultant 2002 - 2004

Traveled to various locations to evaluate security, procedure and training needs, made recommendations, followed up with putting training program in place and/or changing policies and procedures.

Service Master Company L.P. 1995 – 2002

General Manager Milwaukee International airport

managed daily operations of an integrated services contract including a staff of 45 plus:

Aviation security	Housekeeping
Skycaps	Food service
Special services	

General Manager Minneapolis International Airport

Managed daily operations of a 22 vehicle shuttle bus service with a staff of 60 plus including (at both facilities):

Human resource and labor relations issues
Customer relations, satisfaction and retention
Equipment purchases, maintenance and safety
Budget management, payroll, P & L, A/P, A/R, DSO control
FHWA, FAA/ATA training, safety/security procedural compliance
Drug testing, background verification, record keeping
Development of exempt and nonexempt personnel

Richard Ott

Huntleigh Corporation 1993 - 1995

Security and Skycap Manager – Indianapolis International Airport
Regional Manager – Midwest Region

Customer relations, satisfaction and retention
Hourly payroll, A/P, A/R
FAA/ATA training, safety/security training and compliance
Assuring regulatory compliance in personnel and federal training records
Tracking required OJT and competency testing
Human resources and labor relation issues
Operational improvements and problem resolution
Coordination of training and management for new start-up contract operations
Development of exempt and nonexempt personnel

Burns International Security Service Inc 1988 - 1993

Field Supervisor – Multi-locations in the State of Michigan

Location Leader – LTV Area-Space and Defense

Security Officer – Various locations including Ford Motor Company, Tiger Stadium and The Pontiac Silver Dome

EDUCATION

University of Toledo – 1988 Law Enforcement Administration and Criminal Justice

Wayne County Community College – 1985 Law Enforcement Administration and Criminal Justice

2005 – Pres. **Licensed** In-House Security Guard Instructors License Holder (State of Louisiana)
2005 – Pres. **Licensed** Security Guard Provider Agency License Holder (State of Louisiana)
2005 – Pres. **Licensed** Security Guard Provider Agency & Branch License Holder (State of Ohio)
2004 – Pres. **Certified** TSO/FSO/Maritime Security Force Manager (Baltimore, Boston, New Orleans and Philadelphia)
2004 – 2010 **Licensed** Security Branch Office License Holder (State of Michigan)
2004 – 2009 **Licensed** Notary Public (State of Ohio)
2004 – Pres. **Licensed** Private Investigator (State of Pennsylvania)
1996 – 2001 **Certified** – Airport Security Coordinator (FAA)
1996 – 2001 **Certified** - Ground Security Coordinator (Northwest Airlines)
1993 – 1996 **Licensed** - Private Investigator (State of Indiana)
1992 – 2001 **Certified** - Air Transportation Association Trainer (Access Control/Supervision)
1983 – 1988 **Certified** - Emergency Education Center (EMT-A)

ACHIEVEMENTS and AWARDS

Account Turn Around Award
Pursuing Excellence Award
Development of People Award
President's Coin – 100% compliance with Work Opportunity Tax Credit Program
President's Coin – Innovative recruiting methods
Marion E. Wade – Nominee
Living the 4 Corporate Objectives:
 Honoring God in All We Do
 Development of People
 Pursuing Excellence
 Growing Profitably
Performance Recognition Trip – Account Retention, Better to Budget 5%+ and 10% Growth Over Prior Year

Robert J. Salerno
Andy Frain Services
Director of Partnering and Quality
630 820 3820
e-mail: rsalerno@andyfrain.com

Summary

Proven, results oriented, highly skilled executive. Has expertise in all facets of business – most notably Sales and Marketing. Significant experience in creating and integrating service lines within vertical industries including Service, Transportation, Manufacturing, Pharmaceutical, and Public Sector. Created new business divisions from concept to annual revenues in excess of \$100 million. Record setter in sales, operational excellence, safety, and profitability. Has developed and managed teams of award winning sales executives. Created enterprise wide sales and marketing strategies for Fortune 500 Companies. Highly successful partnering relationships on AFS contracts to companies in service industries in organization effectiveness, operational excellence and safety.

Career Highlights:

- Delta Air Lines Underwing Partner Safety Achievement Award 2004
- Outsourcing World Achievement Award 2000 (Price – Waterhouse – Coopers)
- ServiceMaster Corporation National Sales Executive of the Year 2000
- Twice Recognized IBM Corp. (OPD) Branch Sales Manager of the Year
- IBM Corporation (OPD) National Sales “Rookie of the Year”

EMPLOYMENT HISTORY:

ANDY FRAIN SERVICES

2007 - Present

Director of Partnering and Quality

Responsible for national account customer partnering, and seamless delivery of quality services

ARAMARK Corporation

2001 – 2006

Vice President, General Manager Transportation Services

The ARAMARK Corporation is an \$11B enterprise with 250,000 employees, delivering customized solutions to clients in business, industry, and government.

- Created and developed new Transportation Services division into a \$100 million business with 5,000+ employees in 38 locations.
- Integrated Rental Car, Busing, and Aviation verticals into consolidated offerings and business unit.
- Centralized sales efforts across three separate business units for operational leverage spanning three industries and geographies.
- Partnered with the nation’s largest commercial airline carriers, offering security, ramp, passenger, and cabin service outsourced solutions.
- Aviation industry leader:
 - Safety. Lowest accident/incident rate in the industry
 - Cabin Service. Cleaned more than 500,000 aircraft year.
- Operated the world’s largest cabin service operation: Atlanta, Georgia.
 - 1,100 employees over 300 flights per day.
- Highest customer retention rate within corporation – 95+% every year.
- Created effective sales/marketing programs for integrating food, facilities, and uniforms across all markets.

Robert J. Salerno continued

SERVICEMASTER COMPANY

1984- 2001

Vice President, Education Sales

Vice President, Education Marketing

Vice President Sales, Business and Industry Group

Executive Vice President, Aviation and Transportation Services

President, Service Aviation Services

ServiceMaster provides service to residential, commercial, and institutional customers in the United States and 14 foreign countries serving more than 10.5 million homes, businesses, and institutions a year.

Career Highlights:

- Led Sales organizations that created over \$1B in new sales
- Consistently managed and led sales teams that exceeded sales quotas.
- Led Education Services organization to largest facilities provider in industry.
- Created a Business and Industry market segment from a \$70M automotive business unit to a \$500M Business and Industry Group.
- Started, grew, and led a Transportation Services business, integrating services in Airline, Rental Car and Busing Businesses.

IBM Corporation

1968 – 1984

Office Products Division

Sales Representative, Marketing Manager, Market Development Manager, Branch Manager, Regional Manager Office Marketing.

International Business Machines (IBM) is the world's top provider of computer products and services.

- Office Products Division "Rookie of the Year" 1968 among 400+ sales people.
- The President's Class – Harvard University 1979
- Branch Manager of the Year – 1980 and 1981.

Education:

- University of Illinois 1956 - 1957
- Aurora University 1957 – 1961
- IBM Corporation President's Class – Harvard University 1979
- ServiceMaster Corporation Graduate Program 1997
- ARAMARK Executive Leadership Institute – Villanova University 2002

JAMES WINFRED KENDALL

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jkendall@andyfrain.com

ANDY FRAIN SERVICES DIRECTOR OF COMPLIANCE, TRAINING AND SAFETY

An accomplished and decisive leader with extensive background in operations and management authority. A proven track record in safety procedure implementations, customer service, sales, and operations. Result driven self-starter with attention to detail, absolute integrity and commitment to corporate objectives.

Fourteen years in aviation management including management consultant to Czech Airlines. Responsibilities included freight and mail accommodation to maximize revenues; 37%, identify and implemented staffing and training efficiencies to reduce costs; 42%, and successfully developed & initiated a spin off Ground Handling Company for Czech Airlines at Prague Ruzyne Airport. Additional duties for America West Airlines in Phoenix and American Airlines in Miami included Ramp Manager that oversaw all operations for 400 and 300 flights respectively. International and domestic flight activity maintained a consistent 88% dependability.

Government experience encompasses four years with Transportation Security Administration as a Screening Manager, Phoenix. As part of the TSA Phoenix management start-up team, 430 passenger service officers were trained in passenger and baggage screening and counter-terrorism methods. Other screening Manager responsibilities included airport tabletop exercises with the airport authorities, first responders and all stakeholders, implemented specific local procedures, and liaison with the two major carriers; America West and Southwest Airlines.

Private sector career development for the past four years includes currently developing federal and state compliant safety and training programs as they apply to airport services, event staffing, cargo screening, and management development. Highlight from this sector are successful start-ups of five Certified Cargo Screening Facilities (CCSF) in four states, successful campaigns at USGA (to include contract renewal), development of data storage software for company compliance needs, and robust audit program to monitor cleaning vendor performance.

ASTD Certified Trainer
Qualified Cargo Screener Trainer
U.C.L.A. BA Psychology

James is currently residing with his family in Naperville, Illinois.

PROFESSIONAL EXPERIENCE

FLIGHT SERVICES AND SYSTEMS – Cleveland, OH

09/11/2006 to 2008

VP of Safety, Training and Service Integration

- Created initial training DVD for new hire employees, which included OSHA components for general industry. DVD incorporates company drug and alcohol policy, employee handbook, and safety manual.
- Developed audit program for training, recurrent, safety, and administrative personnel files.
- Developed safety programs for all type of contracts in compliance with federal, state and local regulations.
- Assure that all aviation security related contracts are compliant with TSA regulations. Developed internal training for charter flight screening that is TSA approved.
- Coordinated accident investigation reports to find cause, interpret procedure and solutions for reoccurrence .
- Participated in recruiting, interviewing and training General Managers for Chicago, Cleveland, and Dulles airports.
- Certified as a trainer for Lufthansa Cargo, United Airlines cabin appearance, Continental Airlines ground handling, Southern Air aircraft security.
- Responsible to establish relationships with current clients to assure that the contracts are being completed to client expectations. Generate new business through current and new clients.
- Generated \$1.4 million in new customer service contracts to include, equipment procurement, hiring and training, management development, and quality control audits.

TRANSPORTATION SECURITY ADMINISTRATION – Phoenix, AZ

10/2002 to 04/2006

Screening Manager

- Original member of the roll-out management team. Developed and interpreted policy as it applied to Federal security regulations and stakeholders. Management Representative for esteemed **Employee Council** to establish local policy.
- Helped to build a program to track job related injuries and reduce lost time. Build and adjust manning schedules for 1023 employees including supervisors and leads.
- Incorporated capacity metrics to:
 - o improve passenger through put 34%,
 - o increased baggage through put 29%,
 - o reduced absenteeism from 16% to less that 5%,
 - o reduced overtime from 6% to less than 1%.
- Represented agency at airport tabletop emergency exercises.

AMERICAN WEST AIRLINES – Phoenix, AZ

08/1998 to 04/2000

Operations Manager – Ramp Operations

- Oversaw daily operations of 200 flights a day to include 400 employees.
- Key manager in charge of baggage and associated departments that kept America West Airlines as the best airline for baggage handling per the Department of Transportation (DOT) 1998 and 1999.

District Manager – San Francisco Bay Area

- Managed and directed day-to-day airport security logistics for three airports (Oakland, San Francisco, and San Jose) with full accountability for operations, administration, and hiring, training, and leadership of 650 staff. Full accountability for strategic assessment and planning to impact and increase revenues and monitored P&L for 23 accounts. Generated new accounts, through interaction with Station Managers, for airport services in cabin services, remote guards, and skycaps that produced \$1.2 M in annual revenue stream.

Special Projects Manager – Chicago and San Francisco

- Client retention for two major international security screening operations. Following an airport assessment and comprehensive interaction with the airline Station Managers new managers were hired and trained. Both security programs were enhanced resulting in a two year contract extension at Chicago worth \$8M in revenues, and a one year contract extension in San Francisco worth \$2M.

Project Manager

- Worked directly with the Executive Vice President of Operations Czech Airlines to:
 - o Improve operations at international hub in Prague. Through management selection and training fulfilled project objectives:
 - increased dependability 67%,
 - and increase in productivity 57%.
 - Increased ground handling contracts by 11%.
- Contract was extended one additional year.

Proposer Information

Technology Support Systems

As an integral part of our operations plan, Andy Frain Services incorporates several “Client Centric” technology support systems that add efficiency, accuracy, safety and reporting capabilities. These include:

- Web-based automated scheduling system
- Integrated on-line automated payroll / workforce management systems
- Web-based incident management system
- Web-based training support
- Web-based tablet performance audit systems

Quality TSM

The Core Platform

Technology

- Document Control** - to upload, review, approve, search, view, and update documents
- Project Management** - to structure, implement, and report on projects with repeatable steps
- Action Item Tracking** - to keep track of and complete all actions items / Corrective Actions
- Audits** - to schedule, plan, prepare, report, and follow up on any audits required
- Data Collection** - to customize entry, reporting, and analysis of any data required
- Surveys** - to gather information from outside recipients via email and web-surveys
- Customer / Supply Chain Relationship Management (CRM)** - to provide a database of customers, suppliers, etc.
- Notices / Communication** - to share information, due dates, reminders, escalation, etc.
- Dashboards / Heatmaps** show status and results

Leading the Risk Management Revolution

Proposer Information

Staffing Reports

Our powerful database keeps track of all our employees, including evaluations, schedules, qualifications, delinquencies, vacation accrual, pay history and more. Below is a screenshot of our visual scheduler and below it, a sample staffing report. This report is one of literally dozens that can be run through our database.

View | Shift | Filter Detail

From: 06/14/2010 Mon To: 06/21/2010 Mon -- All Shifts --

CustJob: * All Post: * All Employee: * All

Service: * All Shift Type: All Shifts

Scheduling Manager for Andy Frain Services

Cust-Job/Employee *

Post	Time	Total	Srv	June 2010				
				Mon 14	Tue 15	Wed 16	Thu 17	Fri 18
319	12:00-19:00	7	LG	WMEAD01 12:00-19:00	WMEAD01 12:00-19:00	WMEAD01 12:00-19:00	WMEAD01 12:00-19:00	WMEAD01 12:00-19:00
320	05:00-12:00	7	LG	JGOMEZ01 05:00-12:00	JGOMEZ01 05:00-12:00	JGOMEZ01 05:00-12:00	JGOMEZ01 05:00-12:00	JGOMEZ01 05:00-12:00
320	12:00-19:00	7	LG	KMEAD01 12:00-19:00	KMEAD01 12:00-19:00	KMEAD01 12:00-19:00	KMEAD01 12:00-19:00	KMEAD01 12:00-19:00
321	05:00-12:00	7	LG	MKING01 05:00-12:00	MKING01 05:00-12:00	MKING01 05:00-12:00	MKING01 05:00-12:00	MKING01 05:00-12:00
321	12:00-19:00	7	LG	VLANDE01 12:00-19:00	VLANDE01 12:00-19:00	VLANDE01 12:00-19:00	VLANDE01 12:00-19:00	VLANDE01 12:00-19:00

1005 Z5 NBC Network Checkpoint

Date	Post	Employee	Service	Start Time	End Time	Breaks	Total
1,004 - Z4 VIP Gate							
06/14/2010	318	Williams, Darrell	Supervisor	5:00	13:00	0:00	8:00
06/14/2010	318	Green, Douglas	Supervisor	05:30	13:00	0:00	7:50
06/14/2010	319	Anderson, Arthur	Event Staff	12:30	21:00	0:00	8:50
06/14/2010	319	Mead, William	Licensed Guard	5:00	12:00	0:00	7:00
06/14/2010	320	Gomez Jr., Julian	Licensed Guard	12:00	19:00	0:00	7:00
06/14/2010	320	Mead, Katherine	Licensed Guard	5:00	12:00	0:00	7:00
06/14/2010	321	King, Michael	Licensed Guard	12:00	19:00	0:00	7:00
06/14/2010	321	Landeros, Victor	Licensed Guard	5:00	12:00	0:00	7:00
1,005 - Z5 NBC Network Checkpoint							
06/14/2010	251	Tillman, Joshua	Event Staff	5:00	9:00	0:00	4:00
06/14/2010	251	Fowler, James	Event Staff	05:45	13:45	0:00	8:00
06/14/2010	251	Chan, Carl	Event Staff	5:00	12:30	0:00	7:50
06/14/2010	251	Chan, Carl	Event Staff	05:30	12:30	0:00	7:00
06/14/2010	251	Chan, Carl	Event Staff	12:30	20:00	0:00	7:50
06/14/2010	326	Castillo, Jaime	Licensed Guard	5:00	13:00	0:00	8:00
06/14/2010	326	Arroyo, Robert	Licensed Guard	05:45	13:00	0:00	7:25
06/14/2010	327	Newman, Constance	Licensed Guard	13:00	21:00	0:00	8:00
06/14/2010	327	Newman, Constance	Licensed Guard	13:30	21:00	0:00	7:50
06/14/2010	327	Olsen, Ema	Licensed Guard	5:00	9:00	0:00	4:00
06/14/2010	327	Olsen, Ema	Licensed Guard	05:00	13:00	0:00	8:00
06/14/2010	327	Aldaco, Hugo	Licensed Guard	05:00	12:30	0:00	7:50
06/14/2010	328	Williams, Mia	Licensed Guard	12:30	20:00	0:00	7:50
06/14/2010	328	Williams, Mia	Licensed Guard	5:00	9:00	0:00	4:00

Proposer Information

Attached below is a sample of the "Technology Support Systems" for our automated workforce management scheduling / reporting / payroll & compliance systems:

This schedule will be updated with exact staffing requirements from the FSP, after the contract award.

Our automated scheduling system is web-based for employee access to review shift times, call out requirements and compliance to technical qualification requirements.

Visual Scheduler
 File View Edit Tools Reports Help
 Home Lockbox Availability User ID Selection A. Tohl

View: Shifts Initial Dates: Description Post Employee
 From: 04/22/2012 Sun To: 04/28/2012 Sat
 Shift: All Shifts
 Shift Type: All Shifts

Scheduling Manager for Amtrak Train Services
 Location: Family, Inc.

Post	Time	Total	Srv	Sun 22	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27	Sat 28
PK 3/C	05:00-17:45	12.75	LG	RWASH 05:00-17:45			RWASH 05:00-17:45		RWASH 05:00-17:45	
HR 3/C	05:00-17:45	11.75	LG	LEWIS 05:00-17:45			LEWIS 05:00-17:45		LEWIS 05:00-17:45	
PK 5/C	05:00-17:45	12.75	LG	MPCJ 05:00-17:45			MPCJ 05:00-17:45		MPCJ 05:00-17:45	
PK 3/C	06:00-15:30	9.0	LG	KEARWA 06:00-15:30			KEARWA 06:00-15:30		KEARWA 06:00-15:30	
PK 3/C	06:00-15:30	9.0	LG	LEWIS 06:00-15:30			LEWIS 06:00-15:30		LEWIS 06:00-15:30	
HR 3/C	06:00-18:00	11.0	LG	WONLC 06:00-18:00			WONLC 06:00-18:00		WONLC 06:00-18:00	
PK 5/C	06:00-18:00	10.0	LG	WAFVJ 06:00-18:00			WAFVJ 06:00-18:00		WAFVJ 06:00-18:00	
PK 5/C	06:00-18:00	10.0	LG	LEWIS 06:00-18:00			LEWIS 06:00-18:00		LEWIS 06:00-18:00	
PK 3/C	06:00-18:00	10.0	LG	AJOSEP 06:00-18:00			AJOSEP 06:00-18:00		AJOSEP 06:00-18:00	

Proposer Information



ReadyTrack™



Incident Management system

Capture, track and communicate issues and incidents in a real-time environment

Key features

Web-based real time incident tracking and notification
Fan texting capabilities
Reporting, trending, analytics allowing for improved planning, preparation, and effective changes

Minimizing risk

Immediate notification to responders for timely dispatching
Accurate tracking and documentation minimizing risk and ensuring a positive customer experience
Fact based information for effective decision making and controlling risk driven situations



Roving ushers and security personnel enter dispatch requests through hand held devices immediately transmitted to Control Center and responsible responder



Police, fire, security, housekeeping receive instant notification of Section, Row, Seat number

Fans can text issues or problems preventing confrontation or discomfort



Control Center

Automatically track corrective action, times, and severity



Proposer Information

Andy Frain Services Ready Track Incident Management System

Immediate incident response, tracking, documentation, and follow up through AFS Ready Track System will minimize risk and supports a safe operation.

AFS software solution Ready Track, captures, updates, and tracks issues in real time. Current, valid information enables you to make the right decision and control high risk situations.

Program Features:

- Real Time Issue/Incident Capture
- Instant notification
- Stakeholder Text Capabilities
- Historical documentation
- Updates
- Reports, Trends, Analysis
- Web based interface
- Customized to fit your needs and requirements

Incident Capture – voice or data device gives instant notification to proper source of resolution, fire, police, EMT, security, etc, all can be part of your partnership network. The capture and distribution of information regarding a hectic or life threatening situation is critical to action.

Instant notification reduces time spent tracking stakeholders and sending help. Staff and stakeholders are automatically updated enabling effective management of incident management.

Historical Documentation provides necessary backup for timing of notification, actions taken, results, and close outs. Automatic updating and notification of situations enables stakeholders to be kept aware of progress, issues, and/or close outs.

Reports, trends, and analysis of an event, week, month, or season allows for improved planning, preparation, and effective changes.

Ready Track Value Stream:

- Real time, valid information
- Enable right decisions
- Error avoidance
- Focus on critical tasks/requirements
- Problem resolution
- Risk Avoidance
- Manage Information
- Develop flawless execution of follow up actions
- Maintain accurate, historical records
- Instant notification and escalation
- Complete information for reports and analysis
- Management tool for planning and actions
- Centralized repository for information, photos, data
- Customizable
- Web based, easily accessible
- Two way communication
- Controls information to proper stakeholders
- Easy to use

Proposer Information



Usher Alert Users
sends alerts to Ops Center and mobile users via icons. Ops Center or mobile user can update issue and inform Usher of status.

Push messages to ushers and track their responses.

Industries only 2-way usher application



Control Center 2-Way Usher Alert Mobile Application Fan Text Messaging

ReadyTrack Mobile Users:

- Respond to ushers and dispatch resources
- Create, Update or Close issues
- Situational Awareness

Control / Ops Center:
Customized views based on access each user needs. Ability to limit what each stakeholder or department has access to.

- Fully customizable based on client preferences
- Build customized reports
- Send alerts to any users' existing mobile device

ID	Date Reported By	Last Updated	Location	Issue Type	Sev.	Function	Issue Title	Open	Close
1026	2009-Nov-02 18:46	2009-Nov-03 16:45	6057496 NC1421 2-10A	Medical	High	Medical	Substance Abuse	Open	Close
1027	2009-Nov-03 18:44	2009-Nov-03 16:44	6057496 NC1421 2-10A	Staffing Ops	Low	Logistics	Personnel	Open	Close
1031	2009-Oct-28 20:51	2009-Oct-28 05:27	114	Upgrade Issue	Med.	Housekeeping	Alert	Open	Close
1033	2009-Oct-08 09:50	2009-Oct-08 09:27	114	Release and Renewal	Med.	Security	Sanitary Alert	Open	Close

Date	Last Updated	Location	Issue Type	Sev.	Function	Issue Title	Open	Close
2009-Sep-14 10:47	2009-Sep-14 20:07		Security	Low	IT/ITP	System	Open	Close
2009-Sep-14 10:20	2009-Sep-14 20:07		Security	Low	IT/ITP	System	Open	Close

Date Reported By	Last Updated	Location	Issue Type	Sev.	Function	Issue Title	Open	Close
2009-Nov-03 16:45	2009-Nov-03 16:45	6057496 NC1421 2-10A	Medical	High	Medical	Substance Abuse	Open	Close

Fan Text Messages are received and responded to just like internal operations issues.

Add detail to messages:

- Locations
- Issue Types
- Severity
- Include staff in dialogue with Fan
- Fully integrated reporting





MOBILE



ReadyTrack Mobile runs on BlackBerry and Windows mobile devices. Users can create, update and close issues remotely without accessing a PC.

Users can always see what issues are still open and need their attention.

Ideally designed for Executives, Management and Supervisors
ReadyTrack Mobile gives your team instant access to your incident tracking system. Real-time integration with ReadyTrack ensures your team has constant access to the same information as your control room.

Didn't hear the last radio transmission of an issue? No problem the same information is on your handheld. Not sure if an issue got resolved? Check your handheld for the status and updates of all issues.

FULLY INTEGRATED WITH READYTRACK TO PROVIDE A COMPLETE AUDIT TRAIL OF YOUR INCIDENTS AND ISSUES



Real-Time 2-Way Communication between staff and Control Centers

ReadyTrack Mobile

By adding ReadyTrack Mobile to ReadyTrack your team has unprecedented access to information critical to managing problems within your facility.

When an issue is identified appropriate personnel receive an update in ReadyTrack Mobile specific to their roles. When they respond to the issue they can update it via their handheld device. Or when they experience an issue they can create an issue in ReadyTrack from their handheld.

Experience the Benefits

In today's litigious society you need all of the protection reasonably available. Consider the following benefits of ReadyTrack Mobile:

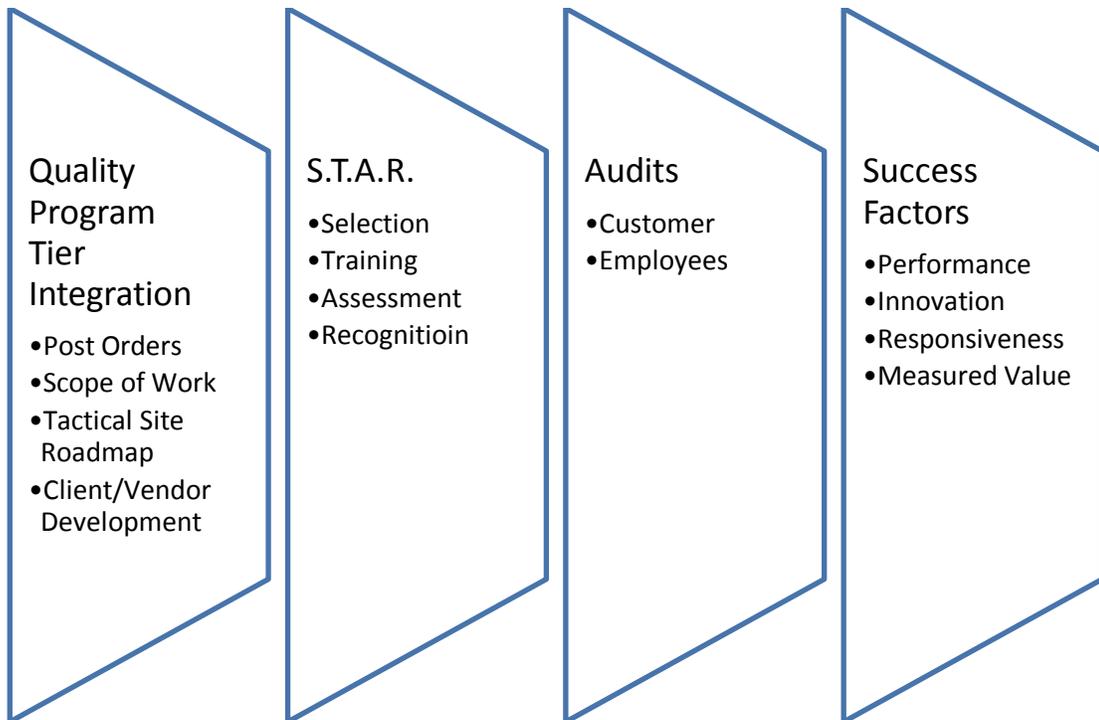
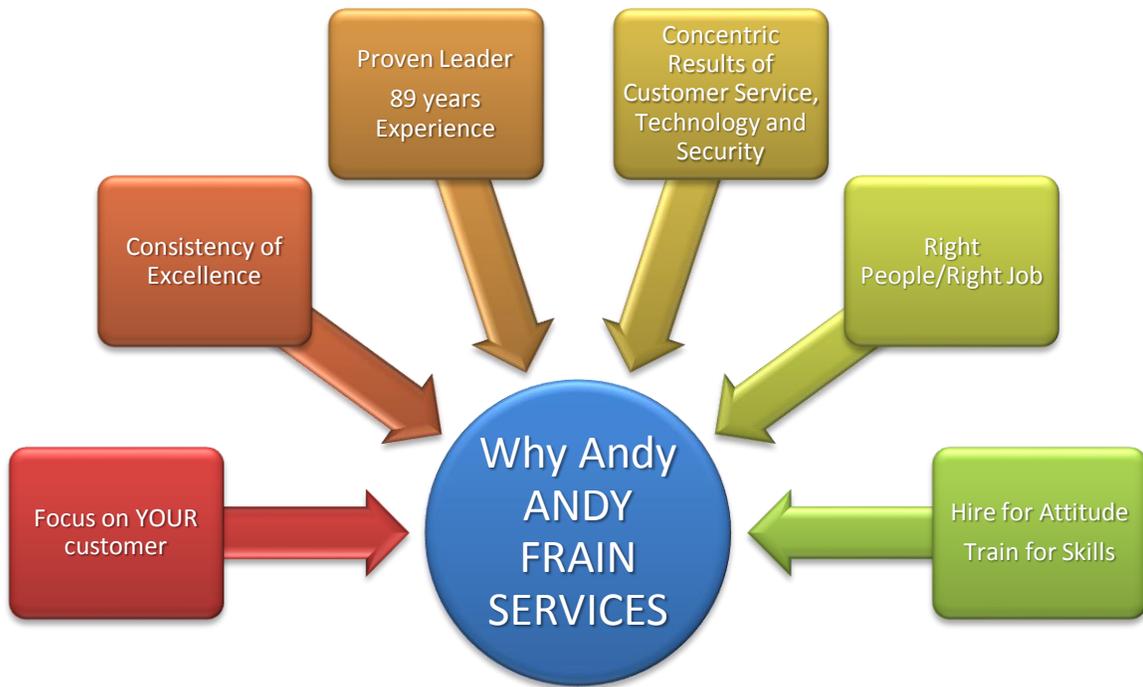
- New or updated issues can include a photo or voice note for all to receive
- Issue information routed to pre-defined personnel
- Centralize key information to ensure incidents are handled swiftly and the right decisions are made at the right time



One discovery request from a lawsuit and you'll be happy you have ReadyTrack.

Proposer Information

Audits & Quality



Proposer Information

Andy Frain Services Quality Assurance Program

Service Quality Audits & Quality Customer Care

The Andy Frain Services "Customer Care and Quality Assurance" program is built from the company's mission statement; Our goal to exceed customer expectations is driven by the belief in the dignity of work and respect for the individual.

"We are committed to living the tradition of... "Customer Service is Every Employees Job"

AFS embraces a Continuous Improvement Process (CIP) standard through basic methodologies that are married to formulate a strategic platform to insure customer confidence while always raising the bar of expectations. The goal of aligning independent activities is to insure a dynamic operation that; meets all compliance requirements, exceeds customer expectations and identifies value added systems and processes for improved operations or cost reductions.

AFS develops a "Project Plan" for every new contract and customer. The baseline that drives the Implementation of the startup activity is the company's S.T.A.R. process:

S – Selection of qualified candidates

T – Training that meets the company standards and the customer

A – Assessment / Audits

R – Recognition of accomplishments and meeting quality goals and objectives

QUALITY CONTROL

AFS implements a set of well-tested and proprietary standardized methodologies and procedures in the design, training and deployment of its services, thereby creating a "repeatable baseline" to work from. AFS will adhere to these processes to bring this level of excellence to this Partner Agreement.

The AFS process for **Recruiting** and quality control incorporates having an appropriate job description, ensuring fitness for duty, completing all of the applicable and required new hire paperwork and correctly documenting employee files. Pre-screening quality control incorporates; background screening (a 10 year criminal background check), drug testing (if applicable), personal references are called and results are documented, employment history is verified and documented, MVR is obtained (if applicable).

Andy Frain Services Staff Evaluation Process

Andy Frain Services is continuously evaluating our staff performance. It is our belief that it is critical to evaluate employees' performance based on mutually understood goals and we are committed to rewarding demonstrated performance rather than seniority. Andy Frain Services will conduct performance reviews annually. However, informal performance reviews may be conducted periodically to discuss progress toward goals.

Every employee will participate in the performance appraisal program at a scheduled meeting with his/her Supervisor to discuss his/her your overall performance, and establish goals to help you improve and meet expected levels of performance. The performance evaluation may indicate areas where improvement or additional training is necessary. It is in the best interest of the employee to fully discuss these matters with the appropriate Supervisor so that a personal development action plan may be developed.

Proposer Information

During formal performance reviews, the Manager will consider the following things, among others:

Attendance
Initiative & Effort
Knowledge of Work
Willingness & Attitude
Quality & Quantity of Work
Goals for Employment Enhancement

In addition to the annual performance evaluations described above, evaluations may be conducted by their Supervisor at any time to advise him/her of performance or disciplinary issues. An employee whose evaluation rating is unsatisfactory will usually be given an opportunity to improve. Failure to improve will result in further disciplinary action, up to and including termination of employment. Moreover, unsatisfactory performance of a sufficiently serious nature may result in immediate termination of employment.

Partner Communications

We believe in always looking for ways to improve and will proactively ask our partners the following questions:

How are we performing?
What are we doing right?
What are we doing wrong?
What additional value can we bring to you?

MJR (Monthly Joint Review-branch level) is a formal monthly meeting that takes place between the branch manager / operations manager and the customer. The format is designed to address old and new business and work together “partnering” to achieve performance levels. Results of these audits are e-mailed to upper management.

QSR (Quarterly Service Review- division level) is a formal quarterly meeting that takes place between the Director of Operations and the customer. This process allows the customer to voice their opinion with or without the AFS on-site manager.

Survey (“Help Me – Help You” – corporate level) is a quality survey that is distributed from our corporate H.Q., three times per year and tracks customer satisfaction. Survey results are calculated and share with the management and their staff.

We also traditionally use audits and measures to ensure full compliance with all performance objectives and standards. This process includes establishing customer expectations, setting benchmarks and auditing accounts. The account audits include 30 day startup evaluations and monthly reviews with the District Manager and the on-site manager.

To ensure that employees adhere to performance standards, we outline expectations and have ongoing employee reviews at the end of the 90 day probationary period, semi-annually and annually.

AFS also conducts annual corporate audits at each business location. This audit is a review of the main functions of operations; employee files, licensing & regulatory compliance, uniform and image standards and administration & office management.

Another critical component to the AFS Quality Assurance Plan that will be utilized by AFS is the AFS **Training** program. Upon hire, AFS personnel receive orientation training, security training, customer service training, post orders training and safety training. There is also an element of on-the-job training. In addition, on the job training is a continual improvement process.

Proposer Information

ANDY FRAIN SERVICES Quality Audit - Employment File, Personnel Files, and I-9 Files are all separate from each other

Employment File; (new hire files include, *Signed and Dated*)

- AFS Application
- AFS Background Consent Form
- EEO Form (Member Enrollment Form)
- Direct Deposit Form (N/A)
- Employee Acknowledgement from AFS Handbook
- New Hire Employee Form (Member Enrollment Form)
- Payroll Deduction Form
- Federal Withholding Form
- State Withholding Form
- Uniform Issue Report
- Criminal History Report
- Three Documented Personal References
- Drug Test Report
- III. Personnel Files Include: *Signed and Dated*
- AFS Job Description Form
- Attendance Sheet
- Payroll Change Form
- Vacation Request Form
- Written Warnings
- Training or Testing documentation completed by the employee
- Any other documentation the employee has accrued while working for AFS
- IV. I-9 Files: *Signed and Dated*
- Active employee's I-9 files are completely maintained separately from inactive employees.
- I-9 Form
- A copy of applicant's photo I.D. and Social Security Card
- V. Customer Relations
- Each customer has an existing customer relationship module on our compliance platform
- Customer contracts are filed and current
- Regular quarterly reviews with customer and documented in file
- AFS customer surveys administered and documented in file
- Documentation of customer weekly/monthly meetings.
- Communication with customer stakeholders
- Established high, wide, deep relationships within customer organization
- Management has a clear understanding of customer's needs and measurements
- Manager is prompt and timely with customer's requests
- Any letters/memorandum/e-mails to customers are kept on file
- AFS Programs in Place
- Recognition program is specific to the branch and kept current
- Recognition programs always involve the customer
- Recognition program is documented (e.g. Pictures)
- Random drug test program in place
- Random test results are documented and filed
- Safety Incentive programs in place
- VII. Corporate Relations
- Billing is submitted on a timely basis accurately
- Payroll is submitted by 10am every Monday accurately

Proposer Information

- Expense Reports are submitted in a timely manner
- Invoices are submitted to the customer in a timely manner
- New Hire paperwork is submitted every Friday by 12pm
- Separation notices are sent in promptly for accurate payroll processing
- Overall communication with corporate ranks

VII. Branch Office

- Has a complete and organized filing system
- Is neat and orderly
- Has necessary supplies
- Has State and Federal Compliance Posters located in a highly visible area
- Has current state security license posted visibly
- Computer access is limited to approved staff only
- Propriety information is locked and secured at all times
- Administrative staff is knowledgeable of daily functions
- Administrative staff is compliant with corporate standards
- Current employee roster in place

VIII. Management

- Communicates
- Makes good decisions
- Has earned customer respect
- Has built good rapport with employees
- Is pleasant and helpful
- Portrays and projects a professional image
- Is knowledgeable about state licensing procedures
- Is knowledgeable of each individual employee
- Completes and distributes schedule in a timely manner
- Responds to staff and operational concerns in a timely manner
- Has documentation on obtaining new business within the area
- Communicates company information to the employees consistently
- Attends seminars and training classes in order to be well informed on compliance issues
- Is knowledgeable of recruiting sources within the area
- Keeps staffing levels adequate to maintain quality service
- Does not exceed overtime goal
- Has low turnover

IX. Operation Functions

- Sites are equipped with all necessary equipment necessary for job
 - Equipment is stored properly and inventory is taken on a regular basis
 - Customer's equipment is always maintained and secured after use
 - Equipment storage areas are clean and orderly
 - Equipment is in good condition and working properly
 - Post orders are on site and kept up to date
 - Daily shift reports are completed and stored properly
 - Field supervisors make scheduled visits to the site
 - Process for "cold start" is in place and adequate
 - Officers are on post at the designated start time
- Employees
- Uniforms are clean and pressed
 - Uniforms are in overall good condition (not ragged and worn)

Proposer Information

- Are wearing proper identification badge
- Understand job assignment and post orders
- Are knowledgeable of safety precautions for the area
- Are aware of customer expectations
- Meet both the mental and physical requirements of the job
- Are properly licensed and certified for events staff or security officer
- Are customer service oriented
- Conduct themselves in a professional manner
- Relationship with management ranks....
- Overall employee satisfaction

XI. Training

- Current and sufficient training materials in place.
- Training sessions occur on a consistent basis (daily briefings)
- Training records are current and properly documented in employees training files
- AFS orientation and training is completed before any applicant is put on post
- A facility tour and orientation is completed before any applicant is put on-site
- Shift briefings held daily
- Employee recurrent training held on AFS customer service standards
- Daily quizzing of post orders by management
- All training manuals are current and up to date

XII. Safety

- Each employee receives comprehensive Safety & Emergency Training
 - Safety Guidelines
 - Emergency Policies and Procedures
 - Facility & Systems familiarization (mechanical, audio & video as needed)
 - Specific post order responsibilities (including pre & post Event inspections)
 - Incident/Accident reporting (completion & filing)
- Incident/Safety briefings are done before each shift
- Management is aware of the unsafe areas at each customer location
- Educates staff on the prevention of getting hurt while on the job
- All accidents and incidents are reported promptly
- Staff is equipped with safety gear as it pertains to their posts
- Surveillance of unsafe activities and locations is consistently being done
- Work Compensation claims are immediately reported to corporate

Proposer Information

Quality Control Integration

QUALITY CONTROL

AFS implements a set of well-tested and proprietary standardized methodologies and procedures in the design, training and deployment of its services, thereby creating a “repeatable baseline” to work from. AFS will adhere to these processes to bring this level of excellence to this Partner Agreement.

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Quality & Quantity of Work Goals for Employment Enhancement

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Partner Communications

We believe in always looking for ways to improve and will proactively ask our partners the following questions:

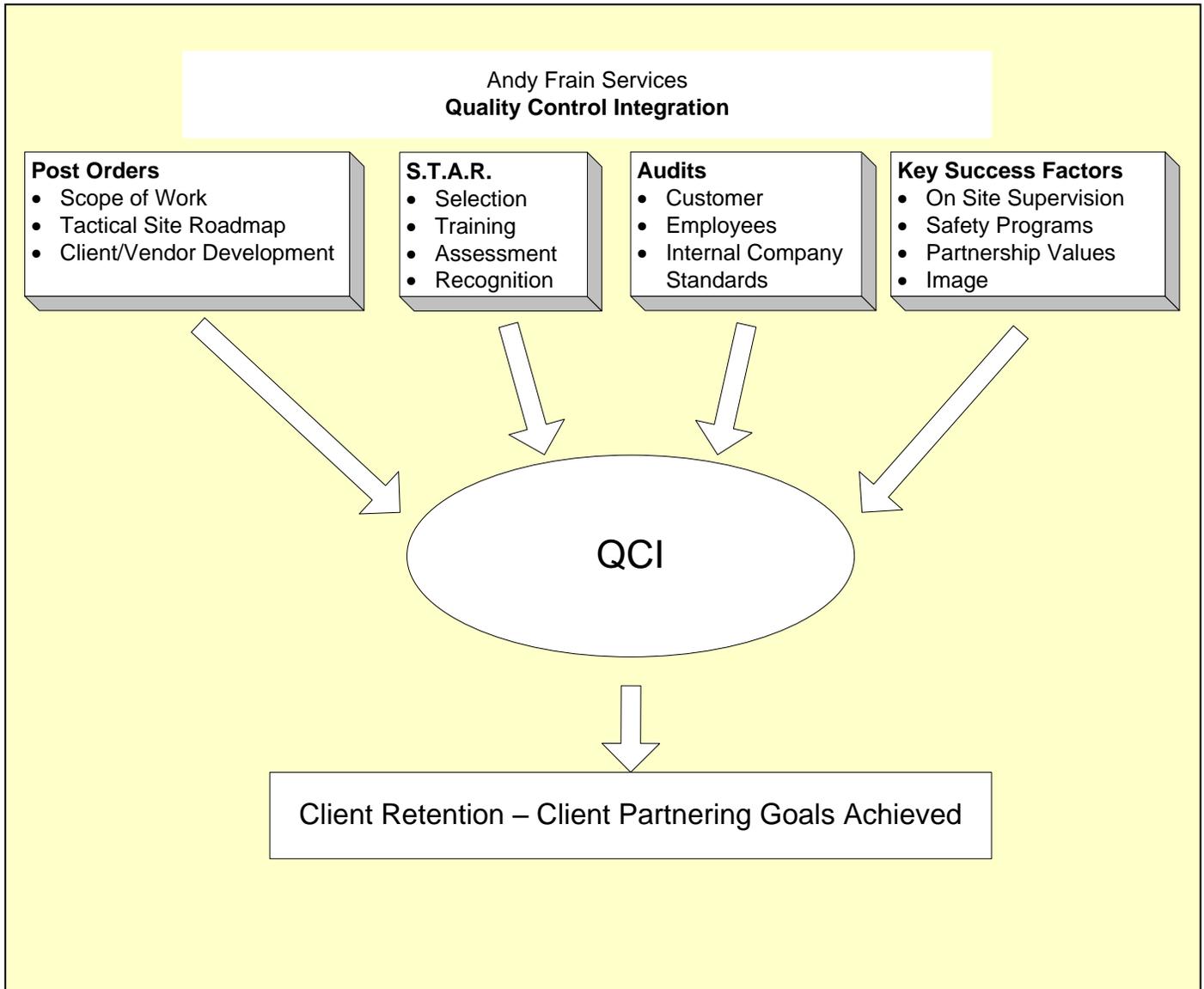
How are we performing? What are we doing right?
What are we doing wrong? What additional value can we bring to you?

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Proposer Information

Recognizing the market need for an integrated governance, risk and compliance management platform, ANDY FRAIN SERVICES Prism e Solutions Division has developed new tools for companies facing this problem. Total Security Management (TSM) is a process management approach to enterprise security and compliance management.



Proposer Information

Sample Quality Survey

"Help Me...Help You"

The Quality Survey is designed as a tool toward accomplishing our goal, "To Be Leaders in Customer Service". As a partner in achieving that goal we ask that you help us understand you better by completing this survey. We appreciate your time and commitment.

	Exceeds	Expectations		Meets	Expectations		Below	Expectations		Failing	N/A
	10	9	8	7	6	5	4	3	2	1	0
A. EMPLOYEE PERFORMANCE											
1. Understand job responsibilities											
2. Helpful, polite, courteous											
3. Logs & reports are accurate & timely											
B. EMPLOYEE IMAGE											
4. Uniform is complete, clean & neat											
5. Functionality - on time & ready to work											
C. ON-SITE SUPERVISION & MANAGEMENT											
6. Management is accessible											
7. Management responds in a timely manner											
8. Management is proactive in dealing with customer needs											
D. REGIONAL & CORPORATE SUPPORT											
9. Region/Corporate supports this operation											
E. OVERALL COMPANY PERFORMANCE											
10. Overall performance this survey period											
V. COMMENTS											

CUSTOMER NAME:
COMPANY NAME:
LOCATION / CITY:
E-MAIL ADDRESS:

DATE

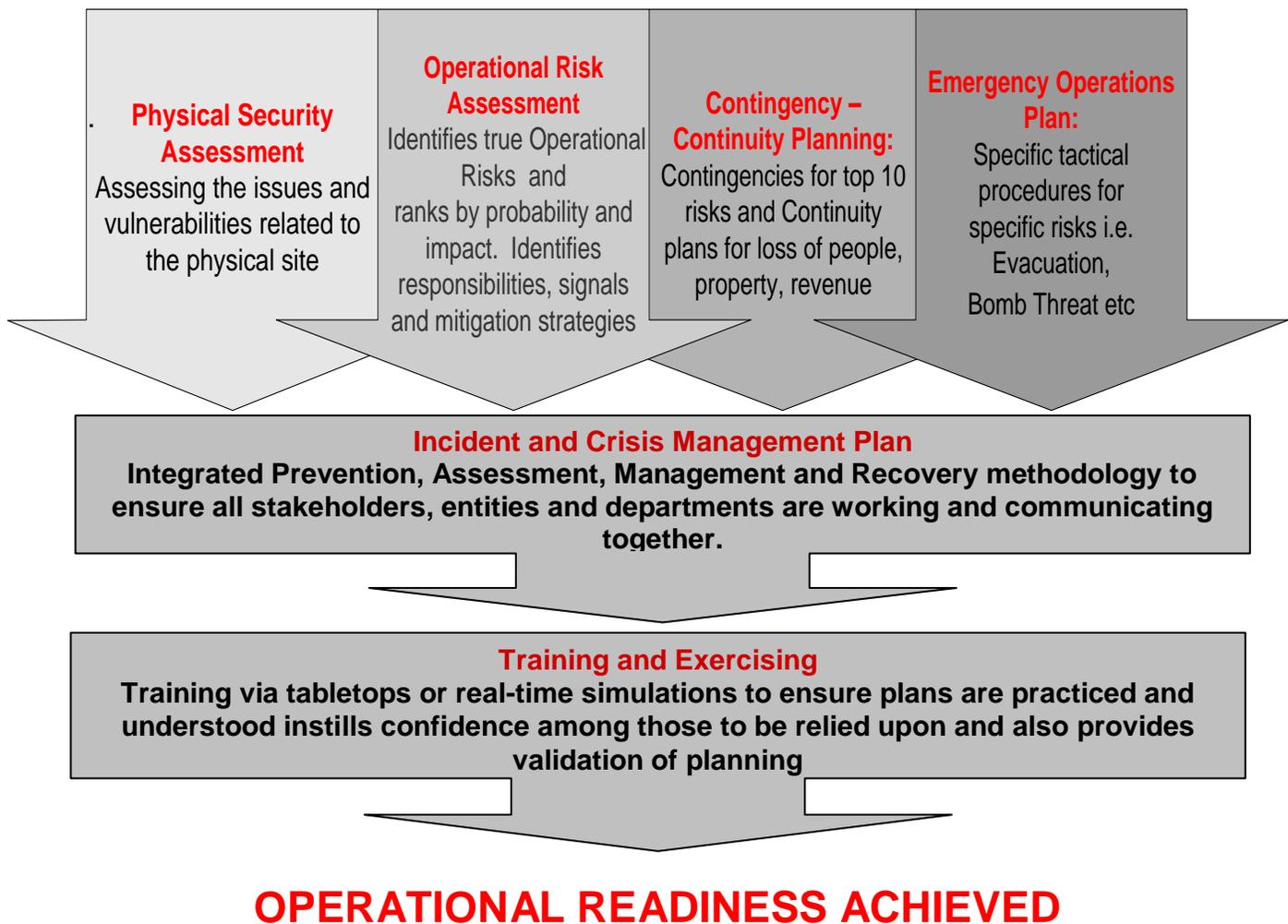
Return via fax to: Laura Grund, V.P. Operations
630-820-3819

Proposer Information

Training / Operational Preparation

Andy Frain Services takes great pride in preparing our staff for the many elements involved in achieving “Operational Readiness”. We work hard to understand how the multitude of planning, training and exercising elements fit together and how our management team will interface with our Partners. Planning for abnormal operations is built on a foundation of good *normal* operations or ‘standard operating plans’ (SOP) as many risks, threats and issues can be mitigated through improved SOP’s.

While sound tactical emergency planning is important, understanding how the City of Key West organization will manage the operational decision-making and communication is equally important to ensure our team understands our role in the overall readiness of the crossings and the requisite staff. Managing the storage and dispatch yards and facilities contained in those areas involves tactical procedures that we train our staff on. Assessing all of the problems that weather, police and fire activity, etc. can create for the organization, and developing best case versus worst case scenarios, is the strategic planning that we find necessary. Local law enforcement agencies will typically assist in the tactical, but we find are not prepared to manage the “strategic” process with a third party entity. Therefore including an overarching incident and crisis management plan, training and exercising is equally as important.



We understand that some if not all of the elements identified in the diagram above have been developed for the City of Key West As part of our project kick-off and transition of the project we will incorporate:

Proposer Information

- Gap Analysis on existing Emergency Response, Security and Incident / Crisis Management Plans
- Ready Track [™] Incident Tracking software for AFS staff to capture, track and notify the District and Andy Frain Services Field Supervision and any other related agencies of issues / incidents in real-time .
- Create the site specific Post orders covering the scope of work intended for each site which includes but not limited to the escalation procedures and protocol for a significant incident.

Our commitment to training and exercising our people will greatly assist in ensuring we integrate with existing management and service providers.

We believe this is a significant value added service provided to the City of Key West .The first year program is included in our pricing. We anticipate that the power of this process will prove to be invaluable and become an annual or semiannual activity.

Proposer Information

Maritime Training & Development Program



Session Content	Presentation	Time	Materials
Security Personnel			
Company Orientation	Classroom	1 hr	Review Employee Handbook Policy & Procedures
Basic Security Training <ul style="list-style-type: none"> ▪ Intro to Asset Protection ▪ Public Relations ▪ Report Writing ▪ Communications ▪ Patrol & Fixed Posts ▪ Crime Prevention ▪ Fire Protection ▪ Criminal Law & Liability ▪ Civil Law & Liability ▪ Ethics & Professional Conduct ▪ Investigations ▪ Emergency Situations 	Classroom	8 hrs	Includes all 13 modules on DVD PSTN material with Student Workbook and tests
Checkpoint Operations Guide	Classroom	30 min	Proper use of COG Manual
Transportation Safety	Classroom	2 hrs	Includes Safety DVD (21 min)
Access Control Screening (if applicable)	Classroom	8 hrs	Includes CD #900-0081 (25 min) X-ray, metal detector & hand wand Includes Access Control DVD (92 min) Instructions and tests
Customer Service Training	Classroom	1 hr	Includes CD #900-0037 Being Assertive without Being Rude
Sexual Harassment Training	Classroom	1 hr	Includes 20-min DVD with test Avoiding Sexual Harassment Problems
Security Awareness 33cfr 105.210 (Port/Cruise)	Classroom	2 hrs	Port/Cruise locations (PORT SECURITY – We’re Counting on You) #EME033-WKB Includes DVD, workbook, test & definitions

Proposer Information

Maritime Training & Development Program



ANDY FRAIN
POLICE
SERVICES

Session Content	Presentation	Time	Materials
TWIC – Officer Responsibilities TWIC Badge Security Features	Classroom	1 hr	Includes PowerPoint
Escort Procedure Training (Site-Specific)	Classroom	30 min	Includes PowerPoint
Weapons of Mass Destruction/Anti-Terrorism Awareness Training	Classroom	2 hrs	Anti-terrorism awareness training for security professionals. To familiarize and instruct the individual on the subject matter and observation skills required to identify & report precursor activity to a terrorist event, react appropriately, report the occurrence of a terrorist event and remain safe while helping control the scene after a terrorist event. Includes DVD and student workbook. Test required.
Post Assignments OJT Security Training Fitness for Duty	On-the-Job	4 hrs	Site tour and job descriptions Supervised to ensure duties are understood Tests for vision/color, hearing & dexterity
Transportation Safety	On-the-Job	2 hrs	Review at risk behaviors and site safety
Access Control Screening	On-the-Job	40 hrs	Paired with a Certified Officer/Supervisor until proven capable of making independent judgment (Certified)
TOTAL CLASSROOM TIME		27 hrs	
TOTAL OJT TIME		46 hrs	
Terminal and Facility Security Officers			
Terminal Security Officer	Classroom On the Job	40 hrs 24 hrs	Computer-based training module Working with a Certified TSO under realistic conditions
Facility Security Officer	Classroom	24 hrs	Working with a Certified FSO on proper documentation, record keeping, oversight and reporting specifics
	Drills/Exercises	Continuous	

Proposer Information

Maritime Training & Development Program



INITIAL ON-THE-JOB INSTRUCTION – 8 Hours

On-the-job training follows all classroom instruction. Employees are scheduled to work with a team member with the oversight of the supervisor and/or trainer. The eight-hour review includes security officer observations and corrective action as needed. The employee is required to “teach back” as a method of evaluating their understanding of job requirements. The employee must display a level of proficiency in order to be placed on a permanent schedule and work independently.

RECURRENT TRAINING – 8 Hours

Recurrent training occurs every 6 months. Employees are scheduled for 4 hours of classroom instruction that includes security and safety review. Students must achieve an 85% test score to pass the recurrent program requirement. In addition to classroom instruction, employees are required to complete 4 hours of post order and facility specific review.

Note: Remedial training is required when security officer deficiencies are identified through on-site observations and formal performance review evaluations.

Post order modifications require scheduled briefings to ensure security officers are current on changes.

Proposer Information

Value

As part of the evaluation criteria, the City of Key West is seeking to understand the operational, financial, and technical benefits the successful company will provide. We believe that Andy Frain Services offers significant benefits that we will provide as part of our overall services solution. These “Benefits” will clearly differentiate us from the other bidders. The detail of benefits is listed below:

BENEFIT

1. Our proposed “On-Site” supervisor / project manager will be 100% dedicated to the City of Key West operations, and will not be splitting their time to other Customers
2. Andy Frain Services is a mid-sized “American Owned” company whose business model is that of partnering and long term relationships based on performance. This is why we enjoy a 97% customer retention rate.
3. Andy Frain Services business model incorporates the TSM, Total Security Management processes for success.
4. Andy Frain Services has several technology solutions that are all part of our value-add services. These will be provided at no cost to DCL & the Port
 - Ready Track incident management & reporting system
 - Andy Frain Services automated scheduling and workforce management
 - PDA’s for Management / Supervisors and reports
 - Automated payroll & billing processes
 - GPS enabled vehicles with City operations mapping
 - Compliance database thru Andy Frain Services Equation Technology
 - Automated surveys, and quality audits
 - Customer access to performance dashboards and heat-maps
 - On-line Training Systems & E-Learning
5. AFS’s Prism Division has over 250 ISO consulting and implementation projects. This in-house expertise adds to the “Client Centric” operations and technical support capabilities of our management team. Our Equation support platform will insure all internal audits of systems & performance meet the Ports standards and compliance requirements.
6. Our combined management team is “Best in Class” for experience in maritime operations
7. All Management have completed FEMA Training
8. Andy Frain Services maintains the highest ideals of Corporate Citizenship
9. We will have over 10 licensed security officers in the region all with TWIC



Proposer Information

Mission Statement



ANDY FRAIN
est 1924
SERVICES®

Our goal to exceed customer expectations is driven by the belief in the dignity of work and respect for the individual."

***We are committed to living the tradition of ...
"Customer Service is Every Employees Job"***

Proposer Information

Andy Frain Services Major Customer List 2013



Proposer Information



ANDY FRAIN
est. 1984
SERVICES®

References – Regional and Scope of Work

Mathew J. Lewis
Director Security
7665 Corporate Center Dr
Miami, FL 33126
P: 305-436-4450 Cell # 305-218-1407
mjlewis@ncl.com

Mr. Tim Haas
Port Director
Universal Maritime Service Corp.
919 Barbours Cut Blvd.
Laporte, TX 77571
P: 281-470-4550
houapmtptm@apmterminals.com

Mr. Jeffery A. Williams CCP
Zone Security Manager-Corporate Security
Federal Express Corporation
6311 Airway Drive
Indianapolis, IN 46241
Phone: 317-484-5832

Mr. Allen Johnson,
Executive Director
City of Orlando – Orlando Venues
400 West Church Street
Orlando, FL. 32801
Phone: 407 440 7000
Email: allen.johnson@cityoforlando.net

Jim Meade
Manager of Library Buildings
Boston Public Library
700 Boylston Street
Boston, MA 02116
Office: 617-859-2357
Cell: 617-974-7440
Email: jmeade@bpl.org

Proposer Information

Lorenzo Muniz
BankUnited Center
General Manager / Global Spectrum
University of Miami
1245 Dauer Drive
Coral Gables, FL. 33124
Phone: 305-284-6456
Email: lmuniz@miami.edu

Dan Ryan
Senior Corporate Security Director
General Growth Properties
110 North Wacker Drive
Chicago, IL 60606
Office; 312960 2827
daniel.ryan@ggp.com

Ms. Julie Berg
Senior Associate Athletic Director
Or
Wes Hardin
Associate Athletic Director
Florida International University
11200 SW 8th St.
Miami, FL 33199
Phone 305 348 2352 (Berg) / 305 348 4327 (Hardin)
E-mail jberg@fiu.edu / whardin@FIU.edu

Chuck Pesano
Executive Director
Florida State Fair
P.O. Box 11766
Tampa, FL 33680
Phone 813 621 7821
E-mail: pesanoc@doacs.state.fl.us

Proposer Information



Responses to Review and Selection Criteria

The information provided in the response should demonstrate Andy Frain Services ability to manage this contract without hesitation or obstacle. In order to insure that that Andy Frain Services is a responsive candidate to this project I have listed a summary of some key evaluation criteria below.

- The references list indicates similar applications and regional placement in south Florida where we have officers placed.
- The port / maritime experience follows ;
Port of Philadelphia - Norwegian Cruise Lines
Port of Baltimore - Norwegian Cruise Lines
Port of New Orleans
Black Falcon Terminal – Boston
APM / Port of Houston
Gulf Winds / Port of Houston
FedEx Port of Columbus
- Andy Frain Services has a 97% customer retention rate where pricing is not the sole criteria for selection
- Andy Frain Services turnover rate is one of the lowest in the market – it is presently averaging 17%
- The nearest office is located in Miami Lakes Florida.
- Andy Frain Services has been providing MTSA regulated services since 2004
- Andy Frain Services has been supplying security services since 1924. The present management has been in place since 1998.
- Andy Frain Services has more than 100 guards in the Miami regional roster. Andy Frain Services provides officers locally to IKEA, BankUnited Center, Port of Miami, Miami Beach Convention Center , Homestead International Speedway, Florida International University / Dade County Auditorium / Wal-Mart
- Andy Frain Services can immediately begin the placement of crisis team personal based on the roster listed above. The numbers of personnel should be identified as a function of contingency and business continuity planning
- Andy Frain Services will appoint a senior, appropriately compensated supervisor for the project. That supervisor as well as the Miami based regional manager will be available 24/7 / 365.
- Andy Frain Services understands the implications of the Affordable Care Act . There is an outline of the program embedded in the response.

Proposer Information

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: Andy FRAIN SERVICES
Address: 761 Shoreline Drive
Aurora, IL 60504

Contact Name: Dave Vontobel
Email: dvontobel@andyfrain.com
Telephone: 630 820 3820 / 203 482 1113 (M)
Fax: 630 820 3819

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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Proposer Information

SUBCONTRACTORS

The Bidder further proposes that the following subcontracting firms or businesses will be awarded subcontracts for the following portions of the work in the event that the Bidder is awarded the Contract:

Portion of Work: There will be no subcontractors

Name: _____

Address: _____

Portion of Work: _____

Name: _____

Address: _____

Portion of Work: _____

Name: _____

Address: _____

BIDDER

The name of the Bidder submitting this Bid is: Andy FRAIN SERVICES

Doing business at 761 Shoreline Drive

City Aurora State IL Zip 60504

Telephone No. 630 820 3820

This address is where all communications concerning this Bid shall be sent.

The names of the principal officers of the Corporation submitting this Bid, or of the Partnership, or of all persons interested in this Bid as Principals are as follows:

Name	Title
<u>DAVID CLAYTON</u>	<u>CEO / President</u>
<u>Laura Grand</u>	<u>Vice President</u>
<u>JANE VORTOBEL</u>	<u>Vice President</u>

Proposer Information

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 19th day of September, 2013

(SEAL)

Name of Corporation

By: Andy Fernin Services

Title: Vice President

Attest: Tom Van Loken

Secretary

If Sole Proprietor or Partnership N/A

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

Signature of Bidder 

Title 

Proposer Information

**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. #13-020 for PORT AND MARINA SECURITY SERVICES
2. This sworn statement is submitted by Andy FRAIN SERVICES
(Name of entity submitting sworn statement)
whose business address is 761 Shoreline DRIVE
Aurora, FL 60504 and (if applicable) its Federal
Employer Identification Number (FEIN) is 36-4226069 (If the entity has no FEIN,
include the Social Security Number of the individual signing this sworn statement.)
3. My name is Dave Votobel and my relationship to
(Please print name of individual signing)
the entity named above is Vice President
4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(2), 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, kickbacking, 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 that 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

Proposer Information

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 to be 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.)

Paul Vontabel
(Signature)
9/20/13
(Date)

STATE OF CT
COUNTY OF Fairfield

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

Paul Vontabel who, after first being sworn by me, affixed his/her signature in the
(Name of individual signing)

space provided above on this 20th day of September, 2013.

My commission expires:

*My Commission Expires
Dec. 31, 2014*

[Signature]
NOTARY PUBLIC

Proposer Information

ANTI-KICKBACK AFFIDAVIT

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

STATE OF CT)
COUNTY OF Fairfield) : ss Newtown

I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein Bid will be paid to any employees of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

By: [Signature]
Vice President

Sworn and subscribed before me this

20th day of September, 2013

[Signature]
NOTARY PUBLIC, State of CT at Large

My Commission Expires: My Commission Expires
Dec. 31, 2014

Proposer Information

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: Andy Frain Services SEAL:
761 Shoreline Dr Aurora, IL 60504
Address
Dave Vontobel
Signature
DAVE VONTOBEL
Print Name
Vice President
Title
9/20/2013
Date

SUBSCRIBED AND SWORN TO BEFORE ME, A
NOTARY PUBLIC, IN AND FOR COUNTY OF
Franklin AND STATE OF CONNECTICUT, THIS
20th DAY OF September, 2013

NOTARY PUBLIC

My Commission Expires
Dec. 31, 2014

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Proposer Information

EQUAL BENEFITS FOR DOMESTIC PARTNERS AFFIDAVIT

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

STATE OF CT)

COUNTY OF Fairfield) ^{SS} Newtown

I, the undersigned hereby duly sworn, depose and say that the firm of Andy Frain Services provides benefits to domestic partners of its employees on the same basis as it provides benefits to employees' spouses per City of Key West Ordinance Sec. 2-799.

By Paul Unthank
Vice President

Sworn and subscribed before me this

20th day of September, 2013.

[Signature]
NOTARY PUBLIC State of CT at Large

My Commission Expires

My Commission Expires
Dec. 31, 2014

Proposer Information

LOCAL VENDOR CERTIFICATION PURSUANT TO CKW ORDINANCE 09-22 SECTION 2-798

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation.
- b. Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.
 - Not a local vendor pursuant to Ordinance 09-22 Section 2-798
 - Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798.

If you qualify, please complete the following in support of the self certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name None Phone:

Current Local Address: Fax:
(P.O.Box numbers may not be used to establish status)

Length of time at this address

Jan Ventola
Signature of Authorized Representative

9/20/2013
Date

STATE OF FL
COUNTY OF Surfside

The foregoing instrument was acknowledged before me this 25th day of Sept. 2013.
By DANE R VENTOLA of None
(Name of officer or agent, title of officer or agent) Name of corporation acknowledging)
or has produced CIDL 215712962 as identification
(type of identification)

[Signature]
Signature of Notary

William J. [Signature]
Print, Type or Stamp Name of Notary
My Commission Expires
Dec. 31, 2014

Return Completed form with
Supporting documents to:
City of Key West Purchasing

Title or Rank

This project will be managed by a regional²⁵
office in Miami, Florida. It is not 30 miles
from Key West. Jan Ventola

Proposer Information

**City of Key West
Pricing Template
2013 - 2014**

Financial Plan / Pricing

Labor Category	Pay Rate	Billing Rate
Site Security Supervisor Rate - Straight Time	\$16.80	\$ 16.16
Site Security Supervisor Rate - Overtime	\$16.80	\$ 16.16
Site Security Supervisor Rate - Holiday	\$16.80	\$ 16.16
Security Officer 5 Rate - Straight	\$17.39	\$ 16.16
Security Officer 5 Rate - OT	\$26.08	\$ 24.24
Security Officer 5 Rate - Holiday	\$26.08	\$ 24.24

Inclusions / Pricing Clarifications

Prices do include health insurance compliant to the Affordable Health Care requirements.

Health care plan costs will be passed through at no profit to the City of Key West.

Please review the Declarative Statement regarding health insurance.

The present estimates for a compliant ACA Plan is \$ 400 per employee per month.

Prices include uniforms as defined in the RFP instructions at no cost to the City.

Pricing is for the 2013 - 2014 contract period.

Annual pricing increases / decreases will be based on the CPI for the greater MIA / Key West region.

All annual increases will be passed to employee.

Audited payrolls will be supplied as specified in the RFP.

The supervisor is the project manager for the City.

It is a salaried position and scheduled to work a firm 20 hours per week.

Holiday Pay is paid for the same holidays observed by the City of Key West.

Overtime is only paid when mandated by the City of Key West.



Dane Vontobel

Vice President / Principal

Andy Frain Services

Proposer Information

PORT AND MARINA SECURITY SERVICES

BID FORM

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

LOCATION	UNBURDENED HOURLY RATE (\$) ¹	RATE IN WORDS	BURDENED HOURLY RATE (\$) ²	RATE IN WORDS	YEARLY TOTAL (\$)
Mallery Square	Supervisor \$16.80 Officer \$10.00	Supervisor Sixteen dollars and eighty cents Officer Ten dollars	Supervisor \$16.16 Officer \$11.16	Sixteen dollars and eighty cents Ten dollars	Not Applicable
Outer Mole Pier	Officer \$10.00	Officer Ten Dollars	\$16.16	Sixteen dollars and eighty cents	Not Applicable
Key West Bight	Officer \$10.00	Ten Dollars & 80 cents	\$16.16	Sixteen dollars and eighty cents	\$2,496 hours/yr
City Marina	Officer \$10.00	Ten Dollars & 80 cents	\$16.16	Sixteen dollars and eighty cents	\$40,335.36
Key West Bight Ferry Terminal	Officer \$10.00	Ten Dollars & 80 cents	\$16.16	Sixteen dollars and eighty cents	\$58,984.00

¹ Direct Labor Cost

² 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

Please review the attached pricing certifications sheet for detail and insurance statement

*Tom Mitchell
City Manager*

Proposer Information

Insurance Summary – Declarative Statement

The pricing indication is exclusive of the costs related to the execution of the Affordable Care Act. Andy Frain Services will provide or make available a compliant Bronze Plan to all qualifying employees.

As an example

A Bronze (PPACA compliant plan) will be around \$400 per month for a single FTE (depending on the state)

We can deduct 9.5% of the employee's salary as the employee contribution.

Example

$\$12.00 \text{ per hr. pay} \times 9.5\% = \$1.14 \times 160 \text{ hours per month} = \$182.40 \text{ as the employee contribution}$

$\$400.00 - \$182.40 = \$217.16 \text{ is the AFS contribution monthly.}$

In this example the \$217.16 will be passed through to the city of Key West with no burden or overhead applied. It will be a straight pass through.

The unknowns are ;

- The number of employees which will elect for the health care
- The actual cost of a compliant Bronze Plan

Proposer Information



THE CITY OF KEY WEST

3126 Flagler Ave.
Key West, FL 33040

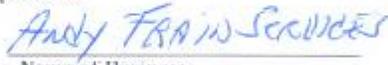
ADDENDUM 1: PORT AND MARINA SECURITY SERVICES INVITATION TO BID # 13-020 September 10th, 2013

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


Name of Business