

**AGREEMENT #18138 FOR PROFESSIONAL SERVICES
For LAKE COUNTY**

This AGREEMENT is entered into by and between Lake County ("County") and Monterrey Security Consultants, Inc. ("Consultant"), 2232 S. Blue Island Avenue, Chicago, IL 60608

RECITALS

WHEREAS, Lake County is seeking a Consultant to provide services for Entry Screening and Security Services for Lake County as noted in the Consultant's proposal dated September 20, 2018, ("Services"); and

WHEREAS, Consultant has the professional expertise and credentials to provide these Services and has agreed to assume responsibility for this Agreement.

NOW, THEREFORE, Lake County and Consultant agree as follows:

SECTION 1. AGREEMENT DOCUMENTS

The Agreement Documents that constitute the entire Agreement between Lake County and Consultant are in order of precedence:

- A. This Agreement and all exhibits thereto; and,
- B. Terms and Conditions identified in RFP 18138– Entry Screening and Security Services for Lake County as Exhibit A
- C. Relevant sections of Consultant's RFP response to RFP 18138 proposal dated September 20, 2018 and all exhibits thereto identified within as Exhibit B.
- D. Entry Screening Staff and Cost Matrix as Exhibit C

SECTION 2. SCOPE OF WORK

A. Entry Screening Services - General Duties

- 1. Provide turnkey entry screening services to individuals entering the County buildings by use of x-ray screening, walk-through metal detector, bag check screening, and hand held wands.
- 2. Ensure entry screening stations are staffed and operational, including lunch breaks by 7:00am Monday through Friday and shall be maintained for the duration of the day until general public access is denied.
- 3. Make available a separate entry screening station for County employees and attorneys with Lake County Bar Association access passes during peak hours at the Waukegan Court Tower, and Court Admin North Entrance.
- 4. Maintain order and crowd control in County building entrance ways.
- 5. Respond to disruptions, physical altercations, and emergencies as required and in a professional manner.
- 6. Provide written reports on all breaches of security to designated Lake County Court Security personnel. Incident reports shall be completed to document unusual or dangerous situations, individuals or activities and be submitted to Lake County Court Security personnel.

7. Document and maintain a log at each post of the total number of individuals entering each location.
8. Establish and conduct checkpoint detection and testing. The Checkpoint Detection report consists of a list of all prohibited items, detected at the Checkpoint. The Testing report consists of a list of tests that were conducted by the Contractor on the Entry Screening personnel. This report includes items tested, location of test, date of test, equipment tested, frequency of testing, and test results.
9. Conduct a sweep of building(s) at end of each business day, ensuring there are no persons remaining.
10. Assist in the evacuation of the public and County personnel in the event of a fire, bomb threat, or other emergency.
11. Remain at assigned post until building is closed.
12. Provide daily, weekly, monthly and annual headcounts of visitors to main courthouse and branch courts (including juvenile) to Lieutenant of Court Security.

B. Overnight Security Services - General Duties

1. Overnight Security Services shall be provided seven days a week regardless of holidays, including but not limited to Independence Day, Thanksgiving, Christmas.
2. Secure the perimeter doors of building(s) at the end of the working day and check all perimeter doors to ensure they are open before the working day begins.
3. Conduct interior patrols to check security and safety of building(s), supplies, and equipment every 2 hours. Patrol times shall be random and staggered and monitored through use of a guard tour system. Contractor shall be responsible for providing a guard tour system. The number of checkpoint locations will be determined by Lake County and Contractor.
4. Secure interior doors when necessary.
5. Check for fire and safety hazards and report all hazards and maintenance problems to Lake County Facilities.
6. Provide entry screening and related services to authorized individuals entering the County buildings during non- business hours by use of x-ray screening, walk-through metal detector, bag check screening, and hand held wands.
7. Open doors for authorized meetings and County employees. Secure after meetings are completed.
8. Activate and supervise silent alarms where installed.
9. Perform lobby and access control.
10. Periodically patrol the Court Tower, and floors two through ten of the Administration Building.
11. Provide written reports on all breaches of security and arrests to designated Lake County Court Security personnel.
12. Enforce employee policies, including but not limited to code of conduct as applicable to each location.

13. Remain at assigned post until next shift has begun operations, including, but not limited to, entry screening.
14. Perform and/or assist with monitoring employee traffic exiting the employee portions of the parking garage.
15. Overnight Security Staff shall take breaks one at a time, and meals shall be eaten at designated areas, not at the Security Desk.

C. General Security Services – All County Facilities

1. Ensure peaceful and orderly function of all waiting areas.
2. Maintain interior access control as directed by designated staff.
3. Secure the perimeter doors of building(s) at the end of the working day (at all location sites) and check all perimeter doors to ensure they are open before the working day begins.
4. Check for fire and safety hazards and report all hazards and maintenance problems to Lake County staff.
5. Respond to disruptions, physical altercations, and emergencies as needed and in a professional manner
6. Provide written reports on all breaches of security to designated Lake County staff. Incident reports shall be completed to document unusual or dangerous situations, individuals or activities and be submitted to Lake County staff.
7. Maintain order and crowd control at building entrances.
8. Periodically patrol building exteriors and parking areas.
9. Be on alert for unsafe conditions and report same to designated Lake County staff.
10. Enforce employee policies, including but not limited to code of conduct as applicable to each location.
11. Remain at assigned post until building is closed.
12. Ability to deal courteously and tactfully with the public and Lake County staff.
13. Maintain a basic knowledge of acceptable conduct expected on public grounds.
14. Ability to deal with people without a show of force, except as a last result.
15. Ability to observe and report suspicious activities and evidence of loss or damage to property and equipment.
16. Ability to deal with emotionally disturbed, inebriated and belligerent individuals.
17. Ability to work the location walking and/or standing.
18. Ability to write and understand reports, ensuring incident reports is as complete as possible.
19. Maintains working knowledge of and adheres to Lake County and Lake County Health Department policies and procedures regarding on-the-job behavior, safety, harassment, cell phone usage, confidentiality and smoking (policies to be provided).
20. Shows interest in and professionalism regarding customer service to visitors, patients and staff.

21. Ability to cross-train between specific responsibilities for each clinic site in the event guards would need to be shifted to an alternate site during the work day.
22. No guns shall be permitted in or around any of the Lake County and Lake County Health Department locations.
23. Guards assigned to Lake County Court locations shall take direction from the Head of Sheriff Court Security. Guards assigned to Health Department sites shall report through the Materials Management department, if they are being asked to do something new at any site, the directions should be coming from the Materials Management department.
24. Security guards should only be utilizing cell phones in emergencies, no blue tooth devices are allowed, and no video games are allowed to be played when on duty. Security guards should have little to no distractions when on duty.
25. Contractor shall maintain county property in liked condition by keeping area clean and free of clutter. Contractor shall not use any spaces to store supplies unless an area has been designated by Lake County.

D. Mail Screening – General Duties

1. Contractor shall provide personnel and vehicle necessary to perform x-ray mail screening for incoming USPS mail.
2. Ensure personnel and vehicle responsible for mail screening is properly licensed and insured per State of Illinois requirements.
3. Oversee and manage USPS mail pick up, mail screening, and delivery of mail to County Dock.
4. Ensure staff is well trained to screen letters and parcels including, but are not limited to powder and powder spills, air contaminates, suspicious packages, and potential incendiary devices.

SECTION 3. SPECIFICATIONS

A. Staffing

1. Contractor agrees to hire employees of the highest quality and integrity. All personnel must, at a minimum, be 21 years of age, in addition to be in full compliance of the Illinois Unarmed Security Guard Licensing Requirements as published by the Illinois Department of Financial & Professional Regulation (<https://www.idfpr.com/profs/SecurityCont.asp>).
2. Each site location shall be staffed to maintain optimum conditions for safety and security. If the level of security,
3. at any time, is considered unacceptable to the County, the Contractor will be required to increase staff or take the necessary measures to reach acceptable levels of security as deemed necessary by the County.

4. Prior to any employee performing work for the County under this Contract, Contractor agrees to provide to the County copies of all completed background checks and training records verifying said employees meet both industry and County specified standards.
5. The County reserves the right to withhold its approval for any potential guard for any reason whatsoever.
6. It is hereby recognized and agreed that due to the necessity for strict and confidential security involving public property, the employees who perform such services under this Contract must be subject to the strictest scrutiny and must adhere to the most stringent standards of integrity.
7. The County reserves the right to remove or prevent any employee designated by Contractor from performing
8. work under this Contract and such right can be exercised at any time and without prior notice. Any employee designated by the Contractor that is prohibited from performing work under this contract may not be assigned to any other location covered by this contract.
9. Contractor shall immediately remove and replace any employee that Lake County determines is not properly carrying out the duties specified in this Contract, or wherein the certification of an assigned employee has lapsed and not been renewed in a timely manner.
10. All employees designated by Contractor must be able to read, write, and communicate verbally in English.
11. At least one employee providing entry screening services per shift should be able to communicate with public in Spanish as needed.
12. Additional languages will be considered a value add.
13. Contractor shall make every effort to recruit new employees locally.
14. Contractor shall assume all legal responsibility as the employer of said persons, including payment of wages, benefits, and all applicable federal, state, and local tax requirements.
15. The County's Ethics Ordinance and all policies related to compliance, harassment, workforce violence prevention, or similar subject matter apply to all employees of the contractor when deployed to Lake County location sites.
16. Contractor shall make available current employee roster for Sheriff to conduct at its own expense an annual background check to ensure employees maintain staffing requirement (see #1).

B. Supervisor

1. Contractor shall maintain a regular and systematic inspection routine of all designated County locations by its designated supervisory personnel to ensure that contracted

services specified herein are consistently performed in a professional and workmanlike manner at all times. This inspection routine shall cover all County contracted shifts for each business day at all County designated sites.

2. Contractor is required to provide a fulltime dedicated Account Manager and uniformed supervisory staff.
3. Account Manager and uniformed supervisory staff shall make themselves available monthly or quarterly as needed for County Staff to ensure effective operations are maintained.
4. Lake County Health Department would like the proposer to provide costs on a proposed uniformed supervisory staff. Please refer to the Price Proposal section to submit a cost for this added resource.
5. Contractor shall provide the County with the names and contact numbers of its designated supervisory staff.
6. All work assigned under this Contract shall be directed by qualified Industry trained and experienced Security Guard personnel supervisors. These assigned supervisory personnel shall be trained and instructed in Security Guard methods and systems.
7. Industry standard "Incident Reports" and "Daily Activity Reports" (logs) are the preferred format for the documentation of all situations reported and/or responded to by contracted Security Guard personnel, including actions taken and notifications made by them.

C. Uniforms

1. Contractor shall provide to its assigned employees performing services under this contract a complete uniform, including a photo ID. Uniforms must be consistent with Lake County Sheriff Department's written policy.
2. The County shall approve the particular style of uniform, including its colors and patches.
3. The Contractor shall ensure that its employees are in full uniform while on duty at all times and present such uniforms properly.

D. Equipment

1. Contractor shall be responsible to perform testing of the checkpoint equipment at the start of each day.
2. Contractor shall be responsible for providing a report on all maintenance performed to each specific reporting location.
3. Contractor's personnel are to be trained to operate the specific scanners and metal detectors provided by Lake County. Contractor personnel are responsible for monitoring the daily operation of all the provided equipment.

4. Contractor shall immediately report any malfunctions or broken equipment to manufacturer and to Lake County Facilities. Contractor shall make a trained operator available to speak with manufacturers tech support as needed to assist with troubleshooting.
5. Contractor shall supply employees with equipment to communicate with fellow contract employees and Lake County staff as may be required at each specific reporting location. Lake County will not provide radios or cell phones for employees.
6. Employees regardless of assigned shift are not permitted and shall not use personal electronic devices such as cell phones, tablets, laptops or other devices that would cause interference with performing tasks. Personal devices shall only be used during designated break time.

E. General

1. Contractor shall never leave their post unless properly relieved by another member of contractor or a Lake County Sheriff Court Security Officer.
2. All staff assigned to perform work on premises will be subject to a review of their criminal history record information.
3. If monthly hours fall below 95% of the required hours the Lake County Sheriff Office shall apply staffing withholds.
4. Penalties and withholds shall include the hourly guard billed rate and or \$30 per hour if a Lake County Court Security Officer must staff and perform General Duties as required.
5. The contractor shall provide bill rates based on a minimum hourly wage of \$13.50 that is paid to contractor staff.

F. Lake County Health Department Specifications – In addition to the above

1. Periodical foot-patrol of building's interiors, exteriors and parking areas.
2. Monitor traffic and activities.
3. Remain at post until staff has left the buildings, including if requested by Staff and having the ability to stay after posted closing time to monitor after hours clinics.
4. Respond to requests by staff to assist in deescalating any volatile situation.
5. Escort staff to their vehicles as requested.
6. Escort Mobile Health Nurses/Staff to and from the parking area.
7. Secure campuses (all buildings); if required, shut off all designated lights at the end of the work shift.
8. Perform other security services and methods commonly associated with established security practices as requested by LCHD.
9. Contractor shall return all Health Department issued identification badges and/or keys for all employees who cease employment under this contract within 10 business days. For any violations of this clause the Health Department may withhold up to \$500 per occurrence.

SECTION 4. DURATION

This Agreement shall be effective for the period of February 1, 2019 through January 31, 2021 unless terminated sooner as provided in Section 17. Lake County reserves the right to renew this contract for three (3) additional one (1) year periods, subject to acceptable performance by the contractor and upon appropriation of sufficient funds. At the end of any contract term, Lake County reserves the right to extend this contract for a period of 60 days for the purpose of obtaining a new contract.

SECTION 5. AGREEMENT PRICE

The County will pay the Consultant the fee for the deliverables identified in Section 2 for the four service areas defined below:

Department	Task	Estimated Annual Cost
Sheriff*	Entry & Mail Screening Services	\$816,3778.96
Facilities*	Overnight Security Services	\$241,424.16
Workforce Development*	General Security Services	\$40,070.40
Health Department**	General Security Services	\$352,475.28
TOTAL		\$1,450,348.80

*Bills should be based on monthly cost for the agreed upon hours outlined in Exhibit C. If monthly hours fall below 95% of the required hours the Lake County staffing withholds shall be applied.

**Bills should be based on actual hours worked.

SECTION 6. INVOICES & PAYMENT

- A. A purchase order will be issued for the work by the separate departments as outlined above in Section 5 and Consultant shall submit invoice(s) detailing the products and services provided and identify the purchase order number on all invoices.
- B. Consultant shall maintain records showing actual time devoted and cost incurred. Consultant shall permit a representative from Lake County to inspect and audit all data and records of Consultant for work and/or services provided under this Agreement. Consultant shall make these records available at reasonable times during the Agreement period and for one year after the termination of this Agreement.
- C. All payments shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 et seq.).

SECTION 7. CHANGE ORDERS

In the event changes to the Scope of the project and/or additional work become necessary or desirable to the parties, the parties shall follow the procedures set forth in this Section. A Change shall be effective only when documented by a written, dated agreement executed by both parties which expressly references this Agreement (a "Change Order"). The Change Order shall set forth in detail: (i) the Change requested, (ii) the reason for the proposed Change; (iii) the cost of the Change; and (iv) the impact of the Change on time for completion of the project.

In the event either party desires a Change, the Project Manager for such party shall submit to the other

party's Project Manager a proposed Change Order. If the receiving party does not accept the Change Order in writing within ten (10) days, the receiving party shall be deemed to have rejected the Change Order. If the parties cannot reach agreement on a proposed Change, Contractor shall nevertheless continue to render performance under this Agreement in accordance with its (unchanged) terms and conditions.

Changes that involve or increase in the amounts payable by the County may require execution by the County Purchasing Agent. Some increases may also require approval by the County Board. In those cases where the County Purchasing Agent's signature is required, or County Board approval is needed, the Change Order shall not be deemed rejected by County after ten (10) days provided the Project Manager has indicated in writing within the ten (10) day period of his intent to present the Change Order for appropriate signature or approval.

SECTION 8. INDEMNIFICATION

Consultant agrees to indemnify, save harmless, and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses, and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this Agreement caused directly by the negligence or willful or wanton conduct of Consultant. The foregoing indemnity shall apply except if such injury, death, or damage is caused directly by the gross negligence or willful or wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

SECTION 9. INSURANCE –

The Consultant must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A-and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/ projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Commercial General Liability Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations
- Independent Contractors
- Products/Completed Operations
- Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

\$ 1,000,000 Each Occurrence

\$ 1,000,000 Products-Completed Operations

\$ 1,000,000 Personal and Advertising injury limit

\$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the contractor's projects away from premises owned or rented to contractor.

Automobile Liability Insurance (if applicable)

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed. The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:

\$ 1,000,000 Combined single Limit (Each Accident)

Excess/ Umbrella Liability (if applicable)

The Contractor's Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

\$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Professional Liability – Errors and Omissions (if applicable)

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

\$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Professional Liability – Cyber Liability (if applicable)

Cyber Liability Insurance for property damage to electronic information and/or data; first and third party risks associated with e-business, internet, etc., with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

Technology Errors and Omissions (if applicable)

The Contractor's Software Developer and/or IT Consultant for the plans, including developing and implementing technology for Lake County, or of the project, shall be written with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

Liability Insurance Conditions

Contractor agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;
- b) The Contractor's insurance shall be primary & non-contributory over Lake County's insurance in the event of a claim.
- c) Contractor agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and volunteers and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or material change. A blanket additional insured ISO endorsement is preferred for Contractors who have multiple projects with the County.
- d) Lake County shall be provided with Certificates of Insurance and the appropriate corresponding ISO form endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies. No manuscript endorsements will be accepted. Any hard copies of said Notices and Certificates of Insurance and Endorsements shall be provided to:

**Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent**

- e) **Electronic copies of Notices, Certificates of Insurance and Endorsements can be emailed to Purchasing@lakecountyil.gov in place of hard copies.**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Contractor.

SECTION 10. INDEPENDENT CONTRACTOR

Consultant is defined and identified as an independent contractor, not an employee or agent of Lake County and the County has no right to control or direct Consultant's manner, detail, or means by which Consultant accomplishes tasks under this Agreement.

SECTION 11. DISPUTE RESOLUTION

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals

and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

SECTION 12. NO IMPLIED WAIVERS

The failure of either party at any time to require performance by the other party of any provision of this Agreement shall not affect in any way the full right to require such performance at any time thereafter. Nor shall the waiver by either party of a breach of any provision of this Agreement be taken or held to be a waiver of the provision itself.

SECTION 13. SEVERABILITY

If any part of this Agreement shall be held to be invalid for any reason, the remainder of this Agreement shall be valid to the fullest extent permitted by law.

SECTION 14. JURISDICTION, VENUE, CHOICE OF LAW AND PROFESSIONAL STANDARDS

This Agreement shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

SECTION 15. NOTICES AND COMMUNICATIONS

All notices and communications which may be given by Lake County to Consultant relative to this Agreement shall be addressed to the Consultant at the address shown herein below:

Monterrey Security Consultants, Inc.
Michael Boyle, Director of Administration
2232 S. Blue Island Avenue
Chicago, IL 60608

Copies of any notices and communications which propose to alter, amend, terminate, interpret, or otherwise change this Agreement shall be provided to: Lake County Purchasing Division, 18 North County Street, Waukegan, Illinois 60085-4350; Attention: Purchasing Agent.

SECTION 16. ASSIGNMENT, ALTERATIONS AND MODIFICATIONS

Except as otherwise provided herein, this Agreement shall not be assigned, delegated, altered, or modified without the express written consent of both parties. This Agreement supersedes any and all other agreements, oral or written, between the parties hereto with respect to the subject matter hereof.

To the extent Lake County agrees to an assignment, delegation, or subcontract by Consultant, Consultant shall remain liable to Lake County with respect to each and every item, condition and other provision hereof to the same extent that Consultant would have been obligated if it had done the work itself and no assignment, delegation, or subcontract had been made.

SECTION 17. TERMINATION

Lake County reserves the right to terminate this Agreement, or any part of this Agreement, with or without cause, upon thirty (30) days written notice. In case of such termination, Consultant shall be entitled to receive payment from Lake County for work completed to date in accordance with the terms and conditions of this Agreement.

In the event that this Agreement is terminated due to Consultant's default, Lake County shall be entitled to purchase substitute items and/or services elsewhere and charge Consultant with any or all losses incurred, including attorney's fees and expenses.

SECTION 18. CONFIDENTIALITY

Both parties acknowledge that Consultant's documents and dealings related to this Agreement are subject to the Illinois Open Meetings Act (5 ILCS 120/1 et seq.) and the Illinois Freedom of Information Act (5 ILCS 140/1 et seq.).

SECTION 19. WORK PRODUCT

All work product prepared by Consultant pursuant to this Agreement, including, but not limited to, policies, reports, analysis, plans, designs, calculations, work drawings, studies, photographs, models, and recommendations shall be the property of Lake County. Consultant shall deliver the work product to Lake County upon completion of Consultant's work, or termination of the Agreement, whichever comes first. Consultant may retain copies of such work product for its records; however, Consultant may not use, print, share, disseminate, or publish any work product related to this Agreement without the consent of Lake County.

SECTION 20. NEWS RELEASES

Consultant may not issue any news releases regarding this Agreement without prior approval from Lake County.

IN WITNESS HEREOF, the undersigned have caused this Agreement to be executed in their respective names on the dates hereinafter enumerated.

Lake County:

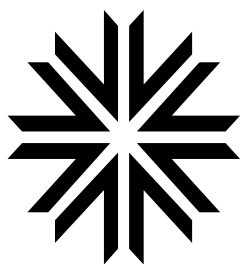
Monterrey Security Consultants, Inc.

Purchasing Agent
Lake County

Michael H. Boyle
Director of Administration

Date _____

Date _____



LakeCounty

Purchasing Division

<http://doingbusiness.lakecountyil.gov/>

Waukegan Campus

Please note the submission location is:

Lake County

Attn: Purchasing Division

18 N. County Street – 9th Floor

Waukegan, IL 60085-4350

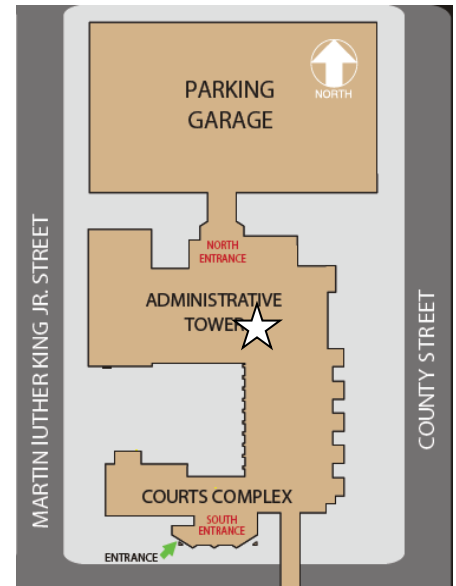
Contact information for Lake County Purchasing is:

Purchasing Division

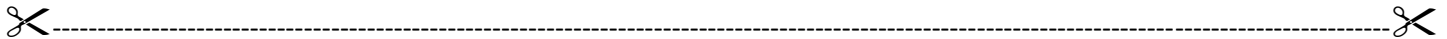
Phone 847-377-2992

Fax 847-984-5889

Email: purchasing@lakecountyil.gov



ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE.



<u>BID/RFP No.</u> RFP #18138	Vendor Name: _____ Lake County ATTN: PURCHASING DIVISION 18 N. County Street – 9 th Floor Waukegan, IL 60085-4350
<u>Buyer:</u> Michael Schieve	
<u>Bid/RFP Description:</u> Entry Screening & Security Services for Lake County	
<u>BID/RFP Due Date*:</u> September 20, 2018 at 2:00pm	

*Please note: Responses are due at the 9th floor reception desk and shall be time stamped by 2:00 p.m. local on the required due date. Please allow sufficient time for parking, passing through security and arriving at the 9th floor.

Lake County, Illinois
Request for Proposals # 18138
Entry Screening & Security Services for Lake County

This Request for Proposal (RFP) is for the purpose of establishing a contract with a qualified firm to provide turnkey Entry Screening, Over Night Security Service, General Security Service, and Mail Screening as outlined herein.

GENERAL REQUIREMENTS: Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted.

SUBMISSION LOCATION: Lake County Purchasing Division
18 N. County Street, 9th Floor
Waukegan, IL 60085-4350

SUBMISSION DATE & TIME: **September 20, 2:00 p.m. local time**
Proposals received after the time specified will not be opened.

CONTACT / QUESTIONS: Should the proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date.

CONTENTS: The following sections, including this cover sheet, shall be considered integral of this solicitation.

- *Cover Sheet
- *General Terms and Conditions
- *General Information
- *Specifications
- *Submittals
- *Evaluation Criteria
- *Addendum Acknowledgement
- *Proposal Price Sheet
- *General Information Sheet
- *References
- *Sustainability Statement
- *Exhibit A
- *Exhibit B

If your RFP includes any exceptions, proposers must insert an "X" in the following box indicating a submission with exceptions and provide separately a submission with noted exceptions.

☐

1. NEGOTIATIONS

Lake County reserves the right to negotiate specifications, terms and conditions, which may be appropriate to the accomplishment of the purpose of this Request for Proposal (RFP).

2. CONFIDENTIALITY

Proposals are subject to the Illinois Freedom of Information Act (FOIA). As such all Proposers responding are asked to submit one redacted copy of their proposal that can be used by the County to respond to any future FOIA requests.

We do not disclose proposals or bids until an award or final selection is made.

Accordingly, please restrict your redactions to trade secrets and commercial or financial information where the trade secrets or information are proprietary, privileged or confidential, or where disclosure of the trade secrets or information may cause competitive harm.

If you do not provide a redacted copy, the Purchasing Department will determine what information should be redacted as proprietary, privileged or confidential in response to a FOIA request. A proposer who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents or employees for disclosure of this information.

3. RESERVED RIGHTS

Lake County reserves the right, at any time and for any reason, to cancel this RFP or any portion thereof, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. Unless otherwise specified by the Proposer, the County has ninety (90) days to accept. The County may seek clarification from a Proposer at any time. Proposer's failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

4. INCURRED COSTS

Lake County will not be liable for any costs incurred by respondents in replying to this RFP.

5. AWARD

Lake County reserves the right to award this contract based on the evaluation criteria set forth herein. Lake County and the Health Department reserves the right to award to one or more Proposers if determined to be in the best interests of Lake County. Award shall be made by the Lake County Board to the responsible proposer determined to be the most advantageous to the County.

6. CONTRACT TERM

This contract shall be in effect for a two (2) year period from the date of award. Lake County reserves the right to renew this contract for three (3) additional one (1) year periods, subject to acceptable performance by the contractor and upon appropriation of sufficient funds. At the end of any contract term, Lake County reserves the right to extend this contract for a period of 60 days for the purpose of obtaining a new contract.

7. ESCALATOR PROVISION

Prices throughout the initial term of the contract shall remain firm/fixed for the first one (1) year period. Written requests for price revisions after the first one (1) year period shall be submitted to Lake County Purchasing at least sixty (60) days in advance to of the annual contract period. Requests must be based upon and include documentation of the actual change in the costs of the components involved in the contract and shall not include overhead and profit. Changes in the contract price shall be negotiated based on the amount of the actual change in Contractor cost or on the Occupational Employment and Wage data provided by the US Department of Labor Bureau of Labor Statistics Occupational Code 33-9032 Security Guards (<https://www.bls.gov/>). Surcharges for fuel and/or other costs shall not be allowed.

8. ADDITIONAL INFORMATION

Should the Proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date. ANY and ALL changes to these specifications are valid only if they are included by written Addendum to all Proposers. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure of any Proposer to receive any such addendum or interpretation shall not relieve the Proposer from obligation under this RFP as submitted. All

addenda so issued shall become part of the RFP documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a Proposer to improperly submit a proposal.

9. ADDENDUM ACKNOWLEDGEMENT

Any and all changes to the specifications and terms and conditions of this RFP are valid only if they are included by addendum issued by Lake County Purchasing. Proposers shall acknowledge addenda by signing the enclosed Addendum Acknowledgement form. It is the Proposers responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

10. DISCUSSION OF PROPOSALS AND NEGOTIATION

Lake County may conduct discussions with any Proposer who submits a proposal. During the course of such discussions, the County shall not disclose any information derived from one proposal to any other Proposer. Lake County anticipates conducting negotiations with the successful Proposer. Your proposal should indicate any exceptions taken to this.

11. EXCEPTIONS

Any and all exceptions taken by Proposer to the terms of this RFP are to be identified in writing and included in the list of submittals.

12. RESPONSIBILITY & DEFAULT

The Proposer shall be required to assume responsibility for all items listed in this RFP. The successful Proposer shall be considered the sole point of contact for purposes of this contract.

13. INTERPRETATION OR CORRECTION OF REQUEST FOR PROPOSALS

Proposers shall promptly notify the Purchasing Division of any ambiguity, inconsistency or error that they may discover upon examination of the RFP. Interpretation, correction and changes to the RFP will be made by addendum. Interpretation, corrections or changes made in any other manner will not be binding.

14. TAXES

The County is exempt from paying certain Illinois State Taxes.

15. TERMINATION

The County reserves the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice. In case of such termination, the Proposer shall be entitled to receive payment from the County for work completed to date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Proposers default, the County shall be entitled to purchase substitute items and/or services elsewhere and charge the Proposer with any or all losses incurred, including attorney's fees and expenses.

16. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor and no employee or agent of the Contractor shall be deemed for any reason to be an employee or agent of Lake County.

17. NON-DISCRIMINATION

The Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Proposer shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

18. INDEMNIFICATION

The Proposer agrees to indemnify, save harmless and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

19. INSURANCE

All Contracts may be subjected to change

The Contractor must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A-and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/ projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Commercial General Liability Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations
- Independent Contractors
- Products/Completed Operations
- Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

\$ 1,000,000 Each Occurrence

\$ 1,000,000 Products-Completed Operations

\$ 1,000,000 Personal and Advertising injury limit

\$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the contractor's projects away from premises owned or rented to contractor.

Automobile Liability Insurance (if applicable)

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

The Contractor's auto liability insurance, as required above, shall be written with limits of insurance not less than the following:

\$ 1,000,000 Combined single Limit (Each Accident)

Excess/ Umbrella Liability (if applicable)

The Contractor's Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project:

\$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Professional Liability – Errors and Omissions (if applicable)

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

\$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Liability Insurance Conditions

Contractor agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;

- b) The Contractor's insurance shall be primary & non-contributory over Lake County's insurance in the event of a claim.
- c) Contractor agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and volunteers and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or material change. A blanket additional insured ISO endorsement is preferred for Contractors who have multiple projects with the County.
- d) Lake County shall be provided with Certificates of Insurance and should include the appropriate corresponding ISO form endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies. No manuscript endorsements will be accepted. Any hard copies of said Notices and Certificates of Insurance and Endorsements shall be provided to:

**Lake County
Purchasing Division
18 N. County 9th Floor
Waukegan, Illinois 60085
Attn: RuthAnne Hall, Lake County Purchasing Agent**

- e) **Electronic copies of Notices, Certificates of Insurance and Endorsements can be emailed to Purchasing@lakecountyil.gov in place of hard copies.**

Failure to Comply: In the event the Contractor fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Contractor.

20. ASSIGNMENT

The Proposer may not reassign any award made, as the result of this RFP, without prior written consent from the County.

21. JURISDICTION, VENUE, CHOICE OF LAW

This RFP and any contract resulting there from shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

22. CHANGE IN STATUS

The Proposer shall notify Lake County immediately of any change in its status resulting from any of the following: (a) Proposer is acquired by another party; (b) Proposer becomes insolvent; (c) Proposer, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Proposer ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its Agreement with the Proposer immediately on written notice based on any such change in status.

23. DISPUTE RESOLUTION

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

24. NON-ENFORCEMENT BY THE COUNTY

The Proposer shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Proposer performance or to seek the Proposers compliance with any one or more of said terms or conditions.

25. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Lake County General Terms & Conditions, Lake County Request for Proposal Terms and Conditions, and the Proposal Response.

26. PERSONAL EXAMINATION

Proposers are required to satisfy themselves, by personal examination of the site as to work involved and the difficulties likely to be encountered in the performance of work under this Agreement. No plea of ignorance of conditions that exist now or hereafter, or of any conditions of difficulties that may be encountered in the execution of the work under this Agreement will be accepted as an excuse for failure to or omission on the part of the Proposer to fulfill in every respect all the requirements and specifications, nor will same be accepted as a basis for any claim for extra compensation.

The Proposer is responsible to investigate and gather all relevant and pertinent information prior to submitting a proposal. By submitting a proposal, the Proposer affirms that they have performed all due diligence and are aware of all critical factors that may affect the provision of the services as described in the RFP. Such critical factors may include but are not limited to; location, space, utilities, scope of operations, and any other conditions, which may affect the Proposer operations. No allowance will be made for not being familiar with existing conditions to be encountered.

27. PRICING

See **PROPOSAL PRICE SHEET** for pricing information.

28. JOINT PURCHASING

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful Proposer. The Proposer agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The Proposer further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or liability of each governmental unit shall remain separate and distinct. Disputes between Proposers and governmental units shall be resolved between the immediate parties.

The Proposer and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, other terms shall be reduced to writing and signed by a duly authorized representative of both the successful Proposer and the other governmental unit.

The Proposer shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured, and certified payrolls to the other governmental unit as required.

29. ECONOMIC OPPORTUNITY PROGRAM

Lake County launched a **Buy Local. Build Local. Work Local.** initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program (EOP) commitment the County will make every effort to achieve the following objectives:

- (a) To ensure nondiscrimination in the award and administration of contracts;
- (b) To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- (c) To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- (d) To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that demonstrates the County's commitment to its EOP; and,
- (e) To help remove barriers to the participation of L/W/MBEs through notification of contract opportunities.

Successful Proposers are encouraged to work with Workforce Development to post any and all opportunities for employment on County contracts. Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

30. REPORTING REQUIREMENTS FOR AWARDED CONTRACTS

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regards to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.

31. SUSTAINABILITY STATEMENT

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking Proposers to provide a Statement of Sustainability to ensure our Proposer are also incorporating sustainability into their firms' practices. Please complete the Sustainability Statement, included herein, and include it with the Proposer's response.

32. LAKE COUNTY OWNERSHIP OF INFORMATION

All information pertaining to records, property, financial or other information acquired under the scope of this contract shall be strictly confidential and the sole property of Lake County. The Proposer shall return all information to Lake County upon termination, and/or request and shall not utilize any of the information for purposes outside of the scope of this contract or without express approval of Lake County. Upon County request, the Proposer must provide all Lake County data in a documented, standard format.

33. JOINT VENTURES & SUCCESSFUL PROPOSER MERGERS, ACQUISITIONS, DIVESTITURES OR CHANGE IN STRATEGY

In the event a joint venture is proposed, each party to the joint venture must meet all applicable requirements of the RFP. The party submitting the response shall be considered the sole contact for issues relating to this RFP. In the event of a merger, acquisition, divestiture or change in strategy, the successful proposer will state its commitment to continue to provide services.

34. OUT OF POCKET EXPENSES

All out-of-pocket expenses paid by the Proposer during the project will be incurred solely at the Proposers expense.

35. DELIVERY COSTS

The Proposer shall be responsible for the cost of producing, delivering, and if necessary installing the solution in Lake County's facility in the agreed upon medium.

36. INFORMATION SECURITY

In the process of performing services to Lake County the Proposer may come in contact with information deemed important and proprietary to Lake County. The Proposer agrees that any services performed for Lake County, whether on Lake County premises or not, will meet or exceed Lake County's information security policy and privacy standards. Lake County reserves the right to audit proposer's performance in meeting these standards.

37. ONSITE PARKING

The Parking at the downtown Waukegan campus for Lake County is limited. It shall be the responsibility of the awarded vendor to ensure their employees are in compliance with local parking codes and or ordinances. Lake County will only provide onsite parking for the Company Mail Transport vehicle. The County shall not be responsible for providing parking.

38. COUNTY NETWORK

The awarded vendor shall be responsible for providing their onsite employees access to their network and or timekeeping software. The County shall not be responsible for providing devices and or access to County Owned Networks. County IT Staff shall not be utilized to troubleshoot and or repair vendor owned electronic devices including but not limited to desktop pc's, laptops, tablets, and mobile devices.

A. INTENT

The purpose of this RFP is to establish a contract to provide turnkey Entry Screening Service, Overnight Security Service, General Security Service, and Mail Screening for various Lake County and Health Department locations identified herein. The successful contractor will assign their personnel to provide security, conduct patrols, access control, operate card access systems, conduct cursory investigation into incidents, and provide assistance to citizens throughout the County buildings.

B. BACKGROUND

Lake County is located in northeast Illinois, between the Chicago and Milwaukee metropolitan areas. Lake County is home to about 736,000 residents. Lake County is committed to open government and transparency, and the county board's conservative fiscal policies have allowed the county to maintain fiscal stability and achieve AAA bond rating from Standard & Poor's and Moody's.

Lake County's main Courthouse and Administrative Complex serves over 600,000 visitors annually. The County's main Courthouse provides citizens of Lake County with all court services (criminal and civil), as well as the services of Circuit Court Clerk, Recorder of Deeds, Treasurer's Office, Assessment Office, and County Clerk Office. The County currently has three separate branch court locations for traffic, ordinance, and conservation violations.

Juvenile Probation/Detention Services and Adult Probation are Divisions of the Administrative Office of the Nineteenth Judicial Circuit. Juvenile Probation/Detention Services works directly with the court regarding cases involving minors and is comprised of four primary components and supporting units – Juvenile Intake, Secure Detention, Juvenile Probation and the FACE-IT Program. Collectively they represent a continuum of services from informal diversionary level intervention, to very structured supervision in the community, to residential care and treatment.

Adult Probation Services is responsible to the Court for investigating and supervising offenders and alleged offenders. Annually, the Division supervises about 2,700 cases awaiting trial and approximately 5,500 active and inactive cases on probation.

Workforce Development assists unemployed individuals with a wide range of job search resources, including public-access computers, telephones, and fax machines. The Job Center, located in Waukegan, IL serves 1,700 visitors per month.

Lake County currently contracts with an outside firm to provide turnkey Entry Screening, Over Night Security, General Security, and Mail Screening services, and has been contracting these services for over 15 years. Please refer to the provided exhibit A for all locations that shall be serviced by this Request for Proposal (RFP). The successful proposer shall provide and assign the necessary personnel to provide entry screening at the Lake County Courthouse and Court Tower, Adult Probation, Depke Juvenile Complex, 19th Judicial Circuit Branch Courts (Mundelein, Round Lake Beach, and Park City), and General Security at all Health Department sites and clinics. In addition to entry screening, and general security the successful proposer shall provide mail pick up and screening.

Lake County currently provides and shall continue to provide x-ray baggage scanners, x-ray mail baggage scanner, walk through metal detectors, and hand-held wand style detectors.

The Lake County Health Department (LCHD) and Community Health Center provides typical/traditional public health services including multiple physician ambulatory outpatient adult and pediatric medicine, immediate care, and women's health, supplemental nutrition, dental services, sexually transmitted infection/HIV prevention, diabetes prevention, tuberculosis, immunizations, substance abuse prevention and treatment, and integrated behavioral health for persons of all ages, cultures and economic backgrounds. No one is refused services because of inability to pay. The LCHD, will require for use during each shift and at each site a hand-held Guard tour system to monitor check in/out times and daily routes completed.

C. SCOPE OF WORK

Lake County currently contracts with an outside firm to provide turnkey operations for:

- A. **Entry Screening Services**, including checkpoint security, x-ray screening, walk thru and hand-held metal detection.
- B. **Overnight Security Services** provide inspection of various interior and exterior locations using a guard tour system. These services are provided seven (7) days a week and begin daily when the entry screening services end. On Saturday and Sunday, overnight security services provide 24 hour continuous coverage until entry screening resumes on Monday morning.
- C. **General Security Services** provide a visible presence, deter inappropriate actions, report suspicious activity, and act as a fire watch.
- D. **Mail Screening Services** provide mail transport and x-ray mail screening of all incoming USPS mail. This service includes pick up of Lake County mail from the United States Postal Service twice a day, five days a week.

E. PROJECT TIMELINE

Action Item	Proposed Schedule
Issue RFP	August 31, 2018
Deadline for submission of questions	September 13, 2018
RFP Opening	September 20, 2018
Shortlist Presentations (if necessary)	October 1-5, 2018
Contract Negotiations	October 8-12, 2018
County Board Approval	November 13, 2018

***This timeline is subject to change.**

Scope of Work**A. Entry Screening Services - General Duties**

1. Provide turnkey entry screening services to individuals entering the County buildings by use of x-ray screening, walk-through metal detector, bag check screening, and hand held wands.
2. Ensure entry screening stations are staffed and operational, including lunch breaks by 7:00am Monday through Friday and shall be maintained for the duration of the day until general public access is denied.
3. Make available a separate entry screening station for County employees and attorneys with Lake County Bar Association access passes during peak hours at the Waukegan Court Tower, and Court Admin North Entrance.
4. Maintain order and crowd control in County building entrance ways.
5. Respond to disruptions, physical altercations, and emergencies as required and in a professional manner.
6. Provide written reports on all breaches of security to designated Lake County Court Security personnel. Incident reports shall be completed to document unusual or dangerous situations, individuals or activities and be submitted to Lake County Court Security personnel.
7. Document and maintain a log at each post of the total number of individuals entering each location.
8. Establish and conduct checkpoint detection and testing. The Checkpoint Detection report consists of a list of all prohibited items, detected at the Checkpoint. The Testing report consists of a list of tests that were conducted by the Contractor on the Entry Screening personnel. This report includes items tested, location of test, date of test, equipment tested, frequency of testing, and test results.
9. Conduct a sweep of building(s) at end of each business day, ensuring there are no persons remaining.
10. Assist in the evacuation of the public and County personnel in the event of a fire, bomb threat, or other emergency.
11. Remain at assigned post until building is closed.
12. Provide daily, weekly, monthly and annual headcounts of visitors to main courthouse and branch courts (including juvenile) to Lieutenant of Court Security.

B. Overnight Security Services - General Duties

1. Overnight Security Services shall be provided seven days a week regardless of holidays, including but not limited to Independence Day, Thanksgiving, Christmas.
2. Secure the perimeter doors of building(s) at the end of the working day and check all perimeter doors to ensure they are open before the working day begins.
3. Conduct interior patrols to check security and safety of building(s), supplies, and equipment every 2 hours. Patrol times shall be random and staggered and monitored through use of a guard tour system. Contractor shall be responsible for providing a guard tour system. The number of checkpoint locations will be determined by Lake County and Contractor.
4. Secure interior doors when necessary.
5. Check for fire and safety hazards and report all hazards and maintenance problems to Lake County Facilities.
6. Provide entry screening and related services to authorized individuals entering the County buildings during non-business hours by use of x-ray screening, walk-through metal detector, bag check screening, and hand held wands.
7. Open doors for authorized meetings and County employees. Secure after meetings are completed.
8. Activate and supervise silent alarms where installed.
9. Perform lobby and access control.
10. Periodically patrol the Court Tower, and floors two through ten of the Administration Building.
11. Provide written reports on all breaches of security and arrests to designated Lake County Court Security personnel.
12. Enforce employee policies, including but not limited to code of conduct as applicable to each location.
13. Remain at assigned post until next shift has begun operations, including, but not limited to, entry screening.
14. Perform and/or assist with monitoring employee traffic exiting the employee portions of the parking garage.
15. Overnight Security Staff shall take breaks one at a time, and meals shall be eaten at designated areas, not at the Security Desk.

C. General Security Services – All County Facilities

1. Ensure peaceful and orderly function of all waiting areas.
2. Maintain interior access control as directed by designated staff.
3. Secure the perimeter doors of building(s) at the end of the working day (at all location sites) and check all perimeter doors to ensure they are open before the working day begins.
4. Check for fire and safety hazards and report all hazards and maintenance problems to Lake County staff.
5. Respond to disruptions, physical altercations, and emergencies as needed and in a professional manner
6. Provide written reports on all breaches of security to designated Lake County staff. Incident reports shall be completed to document unusual or dangerous situations, individuals or activities and be submitted to Lake County staff.
7. Maintain order and crowd control at building entrances.
8. Periodically patrol building exteriors and parking areas.
9. Be on alert for unsafe conditions and report same to designated Lake County staff.
10. Enforce employee policies, including but not limited to code of conduct as applicable to each location.
11. Remain at assigned post until building is closed.
12. Ability to deal courteously and tactfully with the public and Lake County staff.
13. Maintain a basic knowledge of acceptable conduct expected on public grounds.
14. Ability to deal with people without a show of force, except as a last result.
15. Ability to observe and report suspicious activities and evidence of loss or damage to property and equipment.
16. Ability to deal with emotionally disturbed, inebriated and belligerent individuals.
17. Ability to work the location walking and/or standing.
18. Ability to write and understand reports, ensuring incident reports is as complete as possible.
19. Maintains working knowledge of and adheres to Lake County and Lake County Health Department policies and procedures regarding on-the-job behavior, safety, harassment, cell phone usage, confidentiality and smoking (policies to be provided).
20. Shows interest in and professionalism regarding customer service to visitors, patients and staff.
21. Ability to cross-train between specific responsibilities for each clinic site in the event guards would need to be shifted to an alternate site during the work day.
22. No guns shall be permitted in or around any of the Lake County and Lake County Health Department locations.
23. Guards assigned to Lake County Court locations shall take direction from the Head of Sheriff Court Security. Guards assigned to Health Department sites shall report through the Materials Management department, if they are being asked to do something new at any site, the directions should be coming from the Materials Management department.
24. Security guards should only be utilizing cell phones in emergencies, no blue tooth devices are allowed, and no video games are allowed to be played when on duty. Security guards should have little to no distractions when on duty.
25. Contractor shall maintain county property in liked condition by keeping area clean and free of clutter. Contractor shall not use any spaces to store supplies unless an area has been designated by Lake County.

D. Mail Screening – General Duties

1. Contractor shall provide personnel and vehicle necessary to perform x-ray mail screening for incoming USPS mail.
2. Ensure personnel and vehicle responsible for mail screening is properly licensed and insured per State of Illinois requirements.
3. Over see and manage USPS mail pick up, mail screening, and delivery of mail to County Dock.
4. Ensure staff is well trained to screen letters and parcels including, but are not limited to powder and powder spills, air contaminates, suspicious packages, and potential incendiary devices.

Requirements**A. Staffing**

1. Contractor agrees to hire employees of the highest quality and integrity. All personnel must, at a minimum, be 21 years of age, in addition to be in full compliance of the Illinois Unarmed Security Guard Licensing Requirements as published by the Illinois Department of Financial & Professional Regulation (<https://www.idfpr.com/profs/SecurityCont.asp>).
2. Each site location shall be staffed to maintain optimum conditions for safety and security. If the level of security, at any time, is considered unacceptable to the County, the Contractor will be required to increase staff or take the necessary measures to reach acceptable levels of security as deemed necessary by the County.
3. Prior to any employee performing work for the County under this Contract, Contractor agrees to provide to the County copies of all completed background checks and training records verifying said employees meet both industry and County specified standards.
4. The County reserves the right to withhold its approval for any potential guard for any reason whatsoever.
5. It is hereby recognized and agreed that due to the necessity for strict and confidential security involving public property, the employees who perform such services under this Contract must be subject to the strictest scrutiny and must adhere to the most stringent standards of integrity.
6. The County reserves the right to remove or prevent any employee designated by Contractor from performing work under this Contract and such right can be exercised at any time and without prior notice. Any employee designated by the Contractor that is prohibited from performing work under this contract may not be assigned to any other location covered by this contract.
7. Contractor shall immediately remove and replace any employee that Lake County determines is not properly carrying out the duties specified in this Contract, or wherein the certification of an assigned employee has lapsed and not been renewed in a timely manner.
8. All employees designated by Contractor must be able to read, write, and communicate verbally in English.
9. At least one employee providing entry screening services per shift should be able to communicate with public in Spanish as needed.
10. Additional languages will be considered a value add.
11. Contractor shall make every effort to recruit new employees locally.
12. Contractor shall assume all legal responsibility as the employer of said persons, including payment of wages, benefits, and all applicable federal, state, and local tax requirements.
13. The County's Ethics Ordinance and all policies related to compliance, harassment, workforce violence prevention, or similar subject matter apply to all employees of the contractor when deployed to Lake County location sites.
14. Contractor shall make available current employee roster for Sheriff to conduct at its own expense an annual background check to ensure employees maintain staffing requirement (see #1).

B. Supervisor

1. Contractor shall maintain a regular and systematic inspection routine of all designated County locations by its designated supervisory personnel to ensure that contracted services specified herein are consistently performed in a professional and workmanlike manner at all times. This inspection routine shall cover all County contracted shifts for each business day at all County designated sites.
2. Contractor is required to provide a fulltime dedicated Account Manager and uniformed supervisory staff.
3. Account Manager and uniformed supervisory staff shall make themselves available monthly or quarterly as needed for County Staff to ensure effective operations are maintained.
4. Lake County Health Department would like the proposer to provide costs on a proposed uniformed supervisory staff. Please refer to the Price Proposal section to submit a cost for this added resource.
5. Contractor shall provide the County with the names and contact numbers of its designated supervisory staff.
6. All work assigned under this Contract shall be directed by qualified Industry trained and experienced Security Guard personnel supervisors. These assigned supervisory personnel shall be trained and instructed in Security Guard methods and systems.

7. Industry standard "Incident Reports" and "Daily Activity Reports" (logs) are the preferred format for the documentation of all situations reported and/or responded to by contracted Security Guard personnel, including actions taken and notifications made by them.

C. Uniforms

1. Contractor shall provide to its assigned employees performing services under this contract a complete uniform, including a photo ID. Uniforms must be consistent with Lake County Sheriff Department's written policy.
2. The County shall approve the particular style of uniform, including its colors and patches.
3. The Contractor shall ensure that its employees are in full uniform while on duty at all times and present such uniforms properly.

D. Equipment

1. Contractor shall be responsible to perform testing of the checkpoint equipment at the start of each day.
2. Contractor shall be responsible for providing a report on all maintenance performed to each specific reporting location.
3. Contractor's personnel are to be trained to operate the specific scanners and metal detectors provided by Lake County. Contractor personnel are responsible for monitoring the daily operation of all the provided equipment.
4. Contractor shall immediately report any malfunctions or broken equipment to manufacturer and to Lake County Facilities. Contractor shall make a trained operator available to speak with manufacturers tech support as needed to assist with troubleshooting.
5. Contractor shall supply employees with equipment to communicate with fellow contract employees and Lake County staff as may be required at each specific reporting location. Lake County will not provide radios or cell phones for employees.
6. Employees regardless of assigned shift are not permitted and shall not use personal electronic devices such as cell phones, tablets, laptops or other devices that would cause interference with performing tasks. Personal devices shall only be used during designated break time.

E. General

1. Contractor shall never leave their post unless properly relieved by another member of contractor or a Lake County Sheriff Court Security Officer.
2. All staff assigned to perform work on premises will be subject to a review of their criminal history record information.
3. If monthly hours fall below 95% of the required hours the Lake County Sheriff Office shall apply staffing withholds.
4. Penalties and withholds shall include the hourly guard billed rate and or \$30 per hour if a Lake County Court Security Officer must staff and perform General Duties as required.
5. The contractor shall provide bill rates based on a minimum hourly wage of \$13.50 that is paid to contractor staff.

F. Lake County Health Department Specifications – In addition to the above

1. Periodical foot-patrol of building's interiors, exteriors and parking areas.
2. Monitor traffic and activities.
3. Remain at post until staff has left the buildings, including if requested by Staff and having the ability to stay after posted closing time to monitor after hours clinics.
4. Respond to requests by staff to assist in deescalating any volatile situation.
5. Escort staff to their vehicles as requested.
6. Escort Mobile Health Nurses/Staff to and from the parking area.
7. Secure campuses (all buildings); if required, shut off all designated lights at the end of the work shift.
8. Perform other security services and methods commonly associated with established security practices as requested by LCHD.
9. Contractor shall return all Health Department issued identification badges and/or keys for all employees who cease employment under this contract within 10 business days. For any violations of this clause the Health Department may withhold up to \$500 per occurrence.

DETAILED SUBMITTAL REQUIREMENTS

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Introduction Material and Executive Summary
- B. Company Background
- C. Scope of Services and Staffing Plan
- D. Subcontractors
- E. Client References
- F. Exceptions to the RFP
- G. Price Proposal
- H. Sustainability Statement
- I. Value Added Services

A. Introduction Material and Executive Summary

The introductory material must include a title page with the RFP number, subject, name of the Proposer, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

B. Company Background

In this section provide information about the company so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

- Company name and location of the corporate headquarters and of the nearest office to Lake County.
- The number of years the company has been in business and the number of years the company has been providing security services to the public sector.
- Include information on the company's customer base, such as the number of public sector clients the company serves, the number of local government clients, and the number of public sector clients in the state.
- Identify if the company serves other industries.
- Include a brief summary of the company's organizational characteristics such as the number of employees, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
- Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).

C. Scope of Services and Staffing Plan

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project and the scope of work. Please provide methodology for staffing which should discuss an overview of deliverables, assumptions and assumed responsibilities and roles of the County.

1. Provide a proposed staffing schedule to operate all posts through all designated hours, including shift relief as needed. Please explain how you propose to ensure posts are properly staffed.
2. Provide the total number of employees that will be assigned to this contract. Please describe the role for each employee, including job title, hourly rate, & job descriptions. This includes Account Manager and all shift Supervisors.
3. Provide a sample of post orders that are currently utilized company wide and or site specific.
4. Describe your procedures for recruitment, screening, interviewing, competency testing and certification of employees.
5. Describe your form of background checks as well as verification of employee references.
6. What is your employee retention rate?
7. Describe your performance evaluation, retention, and promotion plans for current employees.
8. Describe the benefit program offered to employees, indicating each specific benefit and the portion of each benefit paid by Contractor and the portion paid by the employee.
9. Describe your strategy for local recruitment.

10. Does your company actively recruit or employ interns from local law enforcement training programs and if so, which programs? Will you utilize the recruits as part of this contract?
11. Provide evidence of staffing resources including your information on average staff tenure at similar facilities.
12. Include your policy regarding the following areas: 1) Overtime pay; 2) Personal Leave; 3) Sick Leave; 4) Holiday Pay
13. How are employees trained in the use of x-ray equipment and hand wands? Does all the training, with equipment take place as on the job training at Lake County?
14. Describe all training and development programs offered to employees.
15. Provide resumes for onsite supervisors including, qualifications, and background of all proposed staff. Provide detailed narrative discussing your company's approach and methodology to providing 100% staff coverage for each position.

D. Subcontractors

Vendor shall list all subcontractors used for this project, along with a detailed description of their contribution/responsibility towards this project.

E. Client References

The County considers references to be an important factor in its decision to award a contract. Proposers should supply references that will be available to speak with the County. Three references should be provided that provided similar type of work completed in the past five years. A reference sheet is included as a submittal as part of this RFP document.

F. Exceptions to the RFP

All requested information to this RFP must be supplied as this document and subsequent proposals submitted help form the basis for a contract with the selected contractor. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County and the descriptions of the advantages or disadvantages to the County as a result of the exception. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

G. Price Proposal

The price proposal cost sheeting included as part of this proposal shall be completed and returned with your response. Any additional services identified by the proposer shall be delineated separately for the County to consider.

H. Sustainability Statement

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, Proposers are asked to provide a Statement of Sustainability to demonstrate that they are also incorporating sustainability into their firms' practices. A Sustainability Statement form is included as part of the RFP. Proposers are asked to provide a clear description of your firm's sustainable practices, policies, or procedures in the following areas: waste minimization, energy efficiency, water efficiency, staff and education.

I. Value Added Services

Please include any value-added services your firm provides in your submittal.

The County will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this procurement effort. All proposals will be evaluated by how well the proposal satisfies the described/stated needs, rather than how exactly the proposal matches the strictest interpretation of the terminology and design concepts stated herein.

Evaluation Organization

- a. An Evaluation Committee will be established to score and evaluate the submitted proposals.
- b. The Evaluation Committee may include members from Lake County's departments who have experience with these services. The Committee will be responsible for the proposal evaluation (including corporate reference checks).

Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

Evaluation Factors:

- Qualifications of Personnel – Demonstrated accessibility and responsiveness
- Quality of Service – How effective are your customer service and relationship management?
- Annual Training and Proficiency – Demonstrated access to regular training to maintain a ready and effective guard staff
- Experience and references
- Cost - Price

Short List

The evaluation factors will be used to assist the evaluation committee in determining a short list. Proposers will be notified by the County if they have been selected for the short list. Please note, Lake County reserves the right to not short list any and all Proposers if it is not in the best interest of the County.

Interview

Lake County reserves the right, as part of the evaluation process, to ask for additional materials, interview, or schedule site visits to any locations serviced by Proposers. Site visits may be scheduled or unscheduled as determined by the County. If applicable, the County shall contact Proposers to arrange an interview.

Additional Investigations

The County reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal.

Best and Final Offer

The County reserves the right to request a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking. A BAFO will not be used solely to reduce pricing. If a BAFO is requested, all short-listed proposers, or if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the County. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.



Addendum Acknowledgement RFP #18138

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Submittal Number: 18138

Company Name: _____

Authorized Representative: _____

Authorized Representative: *Signature* _____

Print _____

Date: _____

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to purchasing@lakecountyil.gov prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

Entry Screening and Security Services**PROPOSAL PRICE SHEET****August 2018**

The following section information shall be submitted with the proposal. Please use Exhibit A as basis for calculating the pricing. The proposer will consider all costs (labor, material, overhead, administration, profit, travel, etc.) associated with providing the services listed in this RFP. (Please attach additional sheets if necessary). The following information shall be submitted with the proposal:

Provide hourly rates for all positions (Hourly Rate + Overhead & Profit = Bill Rate)

Ex. $\$13.50 + \$3.50 = \$17.00$

Guard Hourly Rate +	Overhead & Profit =	Bill Rate

Supervisor Hourly Rate +	Overhead & Profit =	Bill Rate

Group 1 – Entry Screening

Site	Address	Monthly Amount	Annual Amount
1	Lake County Courthouse & Administrative Building 18 N. County Street Waukegan, IL		
2	Lake County Criminal Court Tower 300 Washington Road Waukegan, IL		
3	Adult Probation 215 Water Street Waukegan, IL		
4	Depke Juvenile Complex 24647 N. Milwaukee Ave Vernon Hills, IL		
5	19th Judicial Circuit South Branch Court 105 E Route 8 Mundelein, IL		
6	19th Judicial Circuit North Branch Court 1792 Nicole Lane Round Lake Beach, IL 60073		

7	19th Judicial Circuit Park City Branch Court 430 Lakehurst Road Waukegan, IL 60085		
Total			

Group 2 – Overnight Security

Site	Address	Monthly Amount	Annual Amount
1, 2	Lake County Courthouse, Admin Building, and Court Tower 18 N. County Street Waukegan, IL 60085		
Total			

Group 3 – General Security

Site	Address	Monthly Amount	Annual Amount
8	Workforce Development 1 N. Genesee Street Waukegan, IL 60085		
Total			

Group 4 – Health Department

Site	Address	Monthly Amount	Annual Amount
9	Belvidere Health Center 2400 Belvidere Road Waukegan, IL 60085		
10	Grand Avenue Health Center 3010 Grand Ave Waukegan, IL 60085		
11	Mid Lakes Health Center 224 W. Clarendon Dr. Round Lake Beach, IL		
12	North Chicago Health Center 2215 14th St North Chicago, IL		
13	Northeast Health Center 1819 27th St Zion, IL		

14	Williams Consent Drop in Center 1022 27th St. Zion, IL		
Total			

Group 5 – Health Department Optional Cost

Site	Address	Monthly Amount	Annual Amount
9-14	Roving Supervisor for all Heath Department Sites. Amount should include salary, vendor provided vehicle (all applicable gas, insurance and maintenance)		
Total			

Group 6 – Mail Screening Services

Site	Address	Monthly Amount	Annual Amount
1, 2	Pick Up: US Post Office, 326 N. Genesee St. Waukegan, IL 60085 Mail Delivery: Lake County Administrative Building Dock 18 N. County Street Waukegan, IL		
Total			

Group 7 – Additional Services. Attach additional sheets as necessary

Item	Additional Service	Description	Hourly Rate	Weekly Rate	Monthly Rate
1	Early Voting	Additional staff needed to cover the Courthouse Entry Screening			
2					
3					

AUTHORIZED NEGOTIATORS:

Name: _____ Phone # _____ Email Address: _____

Name: _____ Phone # _____ Email Address: _____

BUSINESS ORGANIZATION: (check one only)

_____ Sole Proprietor: An individual whose signature is affixed to this proposal.

_____ Partnership: State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.

_____ Corporation: State of incorporation: _____

_____ Non-profit Corporation

_____ 501c3-- U.S. Internal Revenue Code

By signing this proposal document, the proposer hereby certifies that it is not barred from responding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Business Name_____
Signature_____
Print or Type Name_____
Title_____
Date

List below other similar size clients for who you have provided similar services.

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Agency Name: _____
Address _____
City, State, Zip Code _____
Telephone Number _____
E-Mail _____
Contact Person _____
Dates of Service _____
of Employees _____

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking proposers to provide a Statement of Sustainability to ensure our proposers are also incorporating sustainability into their firms' practices.

INSTRUCTIONS

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

CONTINUE TO NEXT PAGE

Waste Minimization

Energy Efficiency

Water Efficiency

Staff

Education

Entry Screening and Security Services
EXHIBIT A – DESIGNATED SERVICE SITES

August 2018

Below is a summary of County designated service sites based on current service configuration.

Site	Service Type	Address	Hours of Operation	Daily Hours Required	Weekly Hours Required	# of Locations
1.	Entry Screening	Lake County Courthouse & Administrative Building 18 N. County Street Waukegan, IL	Monday - Friday 7:00am–5:00pm	10	70	1 - Entry Screening
1.	Overnight Security	Lake County Courthouse, Tower, Administrative Building 18 N. County Street Waukegan, IL	Overnight Security Mon-Fri 5:00pm – 7:00am Overnight Security Sat & Sun 24 hours	Mon-Fri 14 Sat 24 Sun 24	118	3 Buildings
2.	Entry Screening	Lake County Criminal Court Tower 300 Washington Road Waukegan, IL	Mon-Fri 8:00am–5:30pm; Sat 8:00am–Noon Sun 8:00am–11:00am	Mon-Fri 9 Sat 4 Sun 3	52	1 – Entry Screening
3.	Entry Screening	Adult Probation 215 Water Street Waukegan, IL	Mon, Tues, Thurs, Fri 7:00am–5:00pm Wed 7:00am–6:30pm	Mon&Tue&Thurs&Fri 14 Wed 11.5	65	1 – Entry Screening
4.	Entry Screening	Depke Juvenile Complex 24647 N. Milwaukee Ave Vernon Hills, IL	Mon- Fri 8:00am–5:00pm Wed & Fri 6:00pm–8:30pm Sun 2:00pm–4:00pm & 6:00pm-8:30pm	Mon- Fri 9 Wed & Fri 2.5 Sun 4.5	54.5	1 – Entry Screening
5.	Entry Screening	19th Judicial Circuit South Branch Court 105 E Route 8 Mundelein, IL	Monday - Friday 8:30am–5:00pm	8	40	1 – Entry Screening
6.	Entry Screening	19th Judicial Circuit North Branch Court 1792 Nicole Lane Round Lake Beach, IL 60073	Monday - Friday 8:30am–5:00pm	8	40	1 – Entry Screening
7.	Entry Screening	19th Judicial Circuit Park City Branch Court 430 Lakehurst Road Waukegan, IL 60085	Monday - Friday 8:30am–5:00pm	8	40	1 – Entry Screening

8.	General Security Service	Workforce Development 1 N. Genesee Street Waukegan, IL	Monday - Friday 8:30am–5:00pm	8	40	1 – Entry Screening
9.	General Security Service & Overnight Security	Belvidere Health Center 2400 Belvidere Road Waukegan, IL	Mon-Thurs 7:30am–10:00pm Fri-Sat 7:30am–5:00pm <i>One additional guard required on Thurs from 2:00pm–9:00 pm</i>	Mon-Thurs 14.5 Fri 9.5 Thurs 7	89	3 Buildings
10.	General Security Service & Overnight Security	Grand Avenue Health Center 3010 Grand Ave Waukegan, IL	Mon-Wed 8:00am–5:00pm Thurs 8:00am–8:30pm Fri 10:00am–3:00pm	Mon-Wed 9 Thurs 12.5 Fri 5	44.5	3 Buildings
11.	General Security Service & Overnight Security	Mid Lakes Health Center 224 W. Clarendon Dr. Round Lake Beach, IL	Mon 8:00am–3:00pm Tue 8:00am–4:30pm Sat 8:00am–4:30pm	Mon 7 Tue 8.5 Sat 8.5	24	1 Building
12.	General Security Service & Overnight Security	North Chicago Health Center 2215 14 th St North Chicago, IL	Mon-Thurs 7:00am–9:00pm Fri 7:00am–5:00pm Sat 8:00am–5:00pm	Mon – Thurs 14 Fri 10 Sat 9	75	1 Building
13.	General Security Service & Overnight Security	Northeast Health Center 1819 27 th St Zion, IL <i>*Services are not needed from 11:30am-1:00pm</i>	Mon 7:30am–2:30pm Tues-Wed 7:00am–3:00pm Thurs 7:00am–7:00pm Thurs*	Mon 7.5 Tues-Wed 8 Thurs 10.5	34	1 Building
14.	General Security Service & Overnight Security	Williams Consent Drop in Center 1022 27th St. Zion, IL	Mon-Fri 9:30am–5:00pm Sat 8:00am–4:00pm Sun 8:00am–12 noon	Mon-Fri 7.5 Sat 8 Sun 4	49.5	1 Building
15.	Mail Screening	Pick Up Location: US Post Office 326 N. Genesee St Waukegan, IL	Pick up USPS mail two times daily.		N/A	3 Locations

Exhibit B

2018 County Observed Fixed Holiday Schedule

Holiday	Date Observed
New Year's Day	January 1, 2018
Memorial Day	May 28, 2018
Independence Day	July 4, 2018
Labor Day	September 3, 2018
Thanksgiving Day	November 22, 2018
Day after Thanksgiving	November 23, 2018
Christmas Eve	December 24, 2018
Christmas Day	December 25, 2018

2018 County Observed Floating Holiday Schedule

Holiday	Date Observed
Martin Luther King Jr. Day	January 15, 2018
Lincoln's Birthday	February 12, 2018
Float Holiday (Good Friday)	March 30, 2018
Columbus Day	October 8, 2018
Veteran's Day	November 12, 2018

Exhibit B

Lake County, Illinois Request for Proposals # 18138 Entry Screening & Security Services for Lake County

This Request for Proposal (RFP) is for the purpose of establishing a contract with a qualified firm to provide turnkey Entry Screening, Over Night Security Service, General Security Service, and Mail Screening as outlined herein.

GENERAL REQUIREMENTS:

Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted.

SUBMISSION LOCATION:

Lake County Purchasing Division
18 N. County Street, 9th Floor
Waukegan, IL 60085-4350

SUBMISSION DATE & TIME:

September 20, 2:00 p.m. local time
Proposals received after the time specified will not be opened.

CONTACT / QUESTIONS:

Should the proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to purchasing@lakecountyil.gov. All questions shall be submitted no less than seven (7) days prior to the RFP opening date.

CONTENTS:

The following sections, including this cover sheet, shall be considered integral of this solicitation.

- *Cover Sheet
- *General Terms and Conditions
- *General Information
- *Specifications
- *Submittals
- *Evaluation Criteria
- *Addendum Acknowledgement
- *Proposal Price Sheet
- *General Information Sheet
- *References
- *Sustainability Statement
- *Exhibit A
- *Exhibit B

If your RFP includes any exceptions, proposers must insert an "X" in the following box indicating a submission with exceptions and provide separately a submission with noted exceptions.

☐

Entry Screening and Security Services
GENERAL INFORMATION SHEET

August 2018

AUTHORIZED NEGOTIATORS:

Name: Michael Boyle Phone # 773-565-0405 Email Address: mboyle@monterreysecurity.com
Name: Steven Gaytan Phone # 773-565-0406 Email Address: steveng@monterreysecurity.com

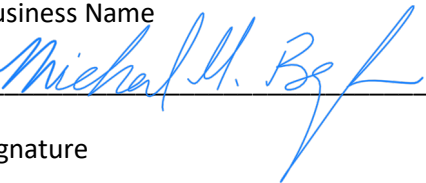
BUSINESS ORGANIZATION: (check one only)

- ☐ Sole Proprietor: An individual whose signature is affixed to this proposal.
- ☐ Partnership: State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.
- ☒ Corporation: State of incorporation: Illinois
- ☐ Non-profit Corporation
- ☐ 501c3-- U.S. Internal Revenue Code

By signing this proposal document, the proposer hereby certifies that it is not barred from responding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

Monterrey Security Consultants, Inc

Business Name



Signature

Director of Administration

Title

Michael H. Boyle

Print or Type Name

9/20/2018

Date



Addendum Acknowledgement RFP #18138

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE
Addendum #1- 9/13/18	<i>Michael H. Boyle</i>

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Submittal Number: 18138

Company Name:

Monterrey Security Consultants, Inc.

Authorized Representative:

Authorized Representative:

Signature

Michael H. Boyle

Print

Date:

9/20/2018

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to purchasing@lakecountyil.gov prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

September 20, 2018

Michael Schieve
Purchasing Officer
Lake County – Purchasing Division
18 N. County Street, 9th Floor
Waukegan, IL 60085-4350

Dear Mr. Schieve-

Attached please find the Monterrey Security Consultants, Inc. response to RFP# 18138, Entry Screening & Security Services for Lake County.

We hope that the effort and enthusiasm that our team put into the preparation of this response is reflective during your review. We are hopeful for the opportunity to serve the residents of Lake County and the staff that work in your facilities. Thank you for your consideration.

Table of Contents

- Executive Summary – Page 3
- Technical Proposal – Page 7
- Subcontractors – Page 147
- Client References – Page 149
- Exceptions – Page 151
- Price Proposal – Page 153
- Sustainability – Page 155

Proposal Contact Information

Monterrey Security Consultants, Inc
Michael Boyle
Director of Administration
2232 S. Blue Island Avenue
Chicago, IL 60608
(773) 565-0405
mboyle@monterreysecurity.com

Thank you,

Michael Boyle
Monterrey Security Consultants, Inc

EXECUTIVE SUMMARY



Throughout the many proposals you receive to provide Security Services, you are likely to see many similarities. It is our hope that this proposal stands out as unique — with a depth of experience, level of quality service and unparalleled connection to the community that makes our company - and proposal - unlike any other.

At Monterrey Security, we are built on a foundation of protection, prevention and service. From that, we have spent years working to earn our impeccable reputation, one that has allowed us to become the only security company in the nation that provides services to fans of five professional sports leagues, as well as major college sports.

We are the only security company entrusted to secure events ranging from the NFL Draft to the NATO Conference, Lollapalooza to Congressional Medal of Honor ceremonies. That's in addition to the services we provide to more than 100 financial institutions across the Midwest, some of the country's largest museums and the most massive concerts in the world.

We have created security plans to open stadiums and facilities that serve teams in the National Football League, Major League Soccer, National Hockey League, Women's National Basketball Association and the NCAA, and we are the only company The University of Notre Dame trusted as it looked to hire an outside security firm for the first time in more than 100 years of playing.

We have been able to do all of that while reflecting the communities we serve. From our executive leadership to entry-level employees, 71% of our workforce are minorities or women.

We also have a strong record of partnerships with labor unions, law enforcement agencies and community groups, who know that we don't simply provide part-time, weekend jobs - we invest in our employees to provide meaningful skills and the opportunity to build lifelong careers with Monterrey.

Our full-time recruitment coordinators work closely with those community partners and go into neighborhoods and identify the very best qualified candidates who meet our stringent hiring requirements and who are committed to maintaining the high level of customer service that we demand at every venue we serve. It is a business model that creates opportunities and is proven to work.

Parallel to the efforts of our full-time recruiters, our compliance team works constantly to ensure that our staff meet or exceed all state requirements for their specific positions. Employee files are audited at time of hire and at regular intervals to ensure our strict standards are adhered to. Finally, our Compliance Committee composed of high-level attorneys and former regulators ensures that our internal systems are being maintained.

We know that our employees are our most valuable resource, so we provide them with exceptional pay, unparalleled training and world-class supervision. Most importantly, we treat them with fairness, respect and dignity - an approach that motivates them to continue providing extraordinary service to our guests. The average tenure of more than 4,500 employees is three years — something we take great pride in and which allows us to better serve our customers with a more experienced and dedicated workforce.



We further invest in our employees through our service-focused training program, based in our new, \$1 million training center. Our staff are supervised by experienced public safety professionals with deep connections in the communities we serve. We also provide our employees with the very latest technology, including our iPad-based tracking system and our extensive ISS systems for incident command. Our training exceeds basic state requirements, often doubling the required standards, in order to provide guests with the very best service possible. Our training is so extensive that we have been able to reach partnerships with local community colleges to recognize those hours spent in the classroom as the equivalent of college courses, giving class credit to our employees who are studying as criminal justice and hospitality majors. And while we foster an environment that encourages career development with Monterrey Security, we also recognize the impressive skills our employees gain while working for us. Because of the valuable experience they receive in security, life safety and guest services, our team members are often recruited for careers in law enforcement, live entertainment and the hospitality industry. We encourage that professional development and are proud of the reputation Monterrey employees have earned through their hard work and dedication to our clients.

As you review our proposal, you will see all that has gone into Monterrey Security becoming one of the fastest-growing minority-owned companies in the U.S. and the largest Latino-owned security firm in the Midwest. We are a company unlike any other, providing services that consistently exceed expectations.

PROTECTION

Though Monterrey Security takes several steps to ensure we are more than just a security company, there is no question that we are judged largely by our ability to protect those we are serving.

Our CEO, Juan Gaytan, Jr. started the company while still serving on the Chicago Police Department, and those law enforcement roots remain strong. Among our 900+ supervisors and managers, 600 are former law enforcement officials. We enter into long-term agreements with them, knowing their institutional knowledge and connections with current officers from local jurisdictions are bonds that can prove invaluable. Those relationships also allow us to hire local law enforcement officers to assist our team on event days.

We focus on protection through environmental design. We reduce vulnerabilities through electronic and architectural security measures, focusing on perimeters, lighting, as well as points of ingress and egress. Whether we are serving a 71,000-patron concert venue or a community school, our planning involves dividing the facility into a series of zones, applying a different security strategy to each, based on the features and needs. That allows us to make optimal decisions on staffing assignments and areas of expertise of those staff.

**71% OF OUR
WORKFORCE ARE
MINORITIES OR
WOMEN**

Monterrey Security brings deep experience in protecting high-profile, multi-purpose facilities like those in Lake County and we are regularly recognized for our professional service by leading professional sports organizations. We also have experience with Level 1 National Special Security events, as our company was the only private security firm vetted and authorized by the U.S. Secret Service to provide services for the 2012 NATO/G8 Summit.

At Soldier Field, we have been evaluated by NFL inspectors and earned a "1" - the highest achievable score - for the league's Best Practices and for their Fan Code of Conduct. Our dedication to protection results in one of the league's lowest rates of fans seeing a negative incident and one of the league's highest rates of awareness of the texting program that alerts our officers to incidents.

We ensure our staff remain alert, but also flexible, so they can adjust to changing security requirements. We also rely on a system-wide quality control program designed to help us continually improve our ability to protect our guests.

PREVENTION

Before founding Monterrey Security in 1999, Juan served as a beat cop in some of Chicago's toughest neighborhoods. His ability to connect with residents made him a natural fit for the Chicago Police Department's community policing program, where he continued to build bonds of trust in neighborhoods across the city. It's an approach that led to a noticeable prevention of crime in those neighborhoods.

Just as Juan did as a police officer, we ensure our staff are trained to prevent situations from occurring. We know that early detection of an issue is the key to our success. If we can anticipate a problem, as well as our guest's needs, we can develop better security plans.

Still, when incidents inevitably occur, we train our staff to diffuse situations. They know that when a guest has a complaint, they should apologize and deliver a quick response to resolve the matter. We have the opportunity to take complete control of the customer experience and manage any problem from start to finish - turning an angry guest into a satisfied customer.

We view each guest interaction as an opportunity to learn and improve the way we work. We rely on our employees to provide input as we implement plans - we want to know what is working and what is not. That allows us to identify deficiencies before they impact performance. We can quickly address a problem to improve short-term situations, then develop a long-term solution to prevent it from happening again.



TOP SCORES
FROM NFL INSPECTORS FOR BEST PRACTICES
AND FAN CODE OF CONDUCT

Directly involving each of our employees in our decision-making process is a hallmark of what we do at Monterrey Security. As company leaders, it is critical for us to listen to our employees, our customers and our clients. It is that constant communication that allows us to continue to provide the quality service that we do.

We also make sure our managers and supervisors lead by example. It is not uncommon to see Juan personally overseeing an event, out on the field or in the stands assisting with a situation. That hands-on approach is inspiring to Monterrey Security employees at every level and everyone develop a sense of ownership in our success.

Our clients benefit from that emphasis on service. We further strengthen our customer service program with a detailed system for all records and reports. Each incident is formally documented, with careful follow-up, to ensure there was a successful resolution. Those steps, coupled with keeping our clients consistently informed and involved, creates a formalized accountability system in all that we do, leading to improved service.

Those investments in customer service are what makes Monterrey Security unique as a security company. Recognizing the importance of service, our senior managers attend regular training sessions at the Disney Institute in Anaheim CA. and Orlando, FL. As those managers lead our own training programs, they do so with a stronger knowledge of how to provide world-renowned service. When our staff interacts with guests, they make sure to recognize the guest and provide

courteous service while personally taking responsibility to handle their request. We encourage them to **SHOW** at their job:

- »» Smile.
- »» Help.
- »» Own.
- »» Wow.

As one of the premier service agencies in the U.S., we understand that memories are being made each time a visitor walks through the door. Because we rely on systems, rather than instructions, we can focus on the total guest experience. A professional approach, with friendly service, allows us to ensure that each guest's visit becomes a treasured memory. Monterrey Security has grown to where we are today not simply because of our incredible service, detailed prevention plans or professional protection programs, but also because of our dedication to our customers and ability to deliver on the promises we make to our clients. Our growth has been strategic, as we identify opportunities where our strengths will be best utilized and where we can introduce a level of service and deep community connection that likely has not been seen before.

We would be honored to partner with Lake County to provide that quality service to your residents, staff, and visitors.



WHEN OUR STAFF INTERACT WITH GUESTS, THEY MAKE SURE TO RECOGNIZE THE GUEST AND PROVIDE COURTEOUS SERVICE WHILE PERSONALLY TAKING RESPONSIBILITY TO HANDLE THEIR REQUEST. WE ENCOURAGE THEM TO **SHOW AT THEIR JOB:**

SMILE.
HELP.
OWN.
WOW.

CONTRACT ORGANIZATION EXPERIENCE OF KEY PERSONNEL



The entire management team at Monterrey Security is dedicated to consistently delivering the best security services available, as well as outstanding customer service, to our partners. Our team has decades of experience in a range of complementary industries from policing and counterterrorism, to large event management and guest services.

At Monterrey, we build management teams that draw on the expertise of police, firefighters, public safety professionals, client relations directors, risk managers and professional sports executives.

Monterrey currently employs more than 2,000 civilian security event staff, 1,500 guest services staff, along with 650 off-duty police officers who work with Monterrey.



JUAN GAYTAN, JR.

PRESIDENT & CEO

Juan Gaytan, Jr. serves as President & CEO of Monterrey Security, focusing on innovation, exceptional customer service, specialized training and top-level project management. As a former member of the Chicago Police Department, Juan has set the bar for shaping the security and service techniques Monterrey Security staff employ every day. Through his experience in law enforcement serving the people of Chicago, Juan has built Monterrey Security around the operating philosophy of protection, prevention and service: "The Best Protection comes through Prevention."

Since establishing the firm in 1999, Juan's efforts have led him to achieve numerous industry awards and recognition including being named Entrepreneur of the Year Rising Star under 40 in 2003, being listed twice on Hispanic Business Magazine's list of 100 Fastest Growing Companies in the U.S., as well as maintaining a spot on their list of 500 Largest U.S. Hispanic-Owned Companies. Juan has also been featured in Public Venue Security magazine, Access Control and Security Systems magazine.



STEVEN GAYTAN

EXECUTIVE VICE PRESIDENT, OPERATIONS

As Executive Vice President of Operations, Steven oversees operations at Monterrey Security. He works closely with all department leaders troubleshooting issues, evaluating overall performance and ensuring frequent communication among them to ensure the organization is working seamlessly to provide the best service possible. Steven also is responsible for ensuring all qualifications set by our partners, including the Illinois Department of Professional and Financial Department, are met at each location Monterrey Security serves.

Steven served in the United States Marine Corps for 10 years, serving in Operation Iraqi Freedom (2003/2006-Kuwait/Iraq) and Operation Southern Watch. He ended his tour as a Drill Master at Marine Corps Recruit Depot San Diego, CA as a Staff Sergeant. His military education is extensive and includes Basic Reconnaissance, Anti-Terrorism Awareness, Black Belt Martial Arts Instructor School, Drill Instructor School, Aviation Mechanic School, among others.

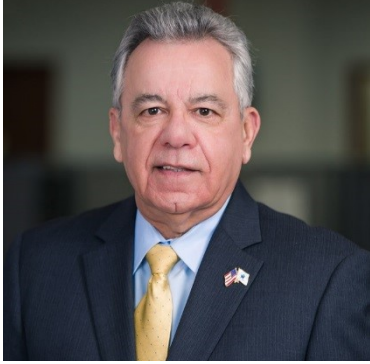


DANIEL RAMOS

VICE PRESIDENT/GENERAL MANAGER

Daniel Ramos joined Monterrey Security in 2005. As Vice President-General Manager, he is responsible for all of the day-to-day operations of the company including immediate oversight of all departments. Daniel works operations, human resources, recruitment, and finance to ensure we are consistently delivering quality service to all of our partners. He works closely with all Monterrey Directors who are responsible for overseeing client relations, contract fulfillment, workforce management, development and quality control.

Daniel previously served as the Director of Operations for Monterrey Security. In that capacity he oversaw 375 full-time employees providing armed and un-armed security and guest services at more than 120 locations across Illinois. Daniel was instrumental in building and implementing systems to streamline the firm's 24-hour security services and training.



HIRAM GRAU

SR DIRECTOR, SECURITY STRATEGIES AND COMPLIANCE

Hiram serves as Senior Director of Security Strategies and Compliance and brings over 30 years of experience directing public and private Law Enforcement and Security Operations. Recognized for his strong leadership and outstanding performance Hiram successfully moved through the ranks of the Chicago Police Department, Investigations Bureau at the Cook County State's Attorney Office, and most recently as Director with the Illinois State Police. Hiram brings an unapparelled level of leadership, commitment to training and compliance to the organization where he works closely with senior leadership and key clients to continue to enhance and elevate private security protocol and service delivery. His expertise continues to elevate private security protocol and coordination with all levels of public agencies.

- **Director, Illinois State Police**
- **First Deputy Superintendent, Chicago Police Department**
- **Chief Investigator, Investigations Bureau - Cook County State's Attorney Office**



ROBERT KLICH

DIRECTOR OF SECURITY STRATEGIES

Robert serves as the Director of Security Strategies and brings over 35 years of experience directing law enforcement operations with particular success in the areas of mass public gatherings, special events, and crowd management. The entirety of his career with the Chicago Police Department was spent in high activity districts and assignments. As the Commander of the 001st District, Robert acted as the Incident Commander for all events at Soldier Field, concerts at Northerly Island, international dignitary events at McCormick Place, and thousands of additional permitted events across the museum campus. Additionally, he oversaw the challenging task of managing the security and 1st Amendment implications for the countless protests and demonstrations that took place throughout the Chicago loop. Robert works closely with senior leadership and key partners to review security plans and coordinate with on-duty public safety. He also serves as an independent investigative authority for internal investigations here at Monterrey.

- **001st District Commander, Chicago Police Department**
- **Bureau of Detectives, Chicago Police Department**
- **Internal Affairs Division, Chicago Police Department**
- **Auditing and Internal Control Division, Chicago Police Department**



DANIEL NESIS JR.

DIRECTOR OF SECURITY OPERATIONS

As director of security operations for Monterrey Security, Dan is responsible for quality control and oversight of all 24-hour security operations – from contract fulfillment to training, client relationships to risk assessments. In this position, he implements security standards and policies for more than 30 client groups and more than 125 facilities across the Midwest, from Soldier Field to the Shedd Aquarium, Lincoln Park Zoo to The University of Notre Dame Stadium.

Dan is also active in Monterrey's community outreach and recruitment efforts, working with neighborhood groups and community leaders to identify candidates who meet Monterrey's strict hiring requirements. Since he started working for Monterrey in 2005, Dan has completed several training sessions through the U.S. Department of Homeland Security, including programs focusing on incident command systems, surveillance detection and active shooter responses.

PROFESSIONAL EXPERIENCE

Monterrey Security

2017-present

Vice President of Operations/GM

- Assure quality, consistency, and efficiency of security processes, operations and infrastructure company wide.
- Meet weekly with senior management team to report on status of ongoing security operations, training, financial impacts, and new project initiatives.
- Lead and manage team of department Directors including Human Resources, Event Operations, 24hr Security, Training and Recruitment.
- Maintain ongoing effective communication between all departments.
- Relationship management and communication conduit for clients large and small with a focus on customer service and contract fulfillment.
- Initiate the acquisition and implementation of new business.
- Promote client and employee retention initiatives.
- Manage multiple projects and work streams to ensure proper and timely execution.

Monterrey Security

2012-2017

Director of Security Operations

- Quality control and oversight of all 24hr security operations including contract fulfillment, training & development, client relationship & communication, new contract implementation, as well as risk management assessments.
- Serve as interdepartmental liaison for Operations with Human Resources, Events Services, Risk Management, Finance and Partnership development departments.
- Develop and implement policy and procedure at the corporate level to provide security standards and policies across a range of more than 30 client groups encompassing over 125 facilities across the State of Illinois.
- Facilitate on-going training and development of security work force to surpass industry standards and provide a high level of services to clients.
- Coordinate employee recognition programs for front line staff company-wide.
- Community outreach and recruitment
- Implemented cost saving programs such as paperless reporting, wireless incident notification systems and overtime reduction initiatives.
- Developed and managed growth of existing client groups, new business partnerships and event operations within the company.
- Redeveloped corporate post orders and operations manuals

EDUCATION

DePaul University
Chicago, IL



Hiram Grau

Senior Director of Compliance & Security Strategies

Hiram serves as Senior Director of Compliance & Security Strategies and brings over 30 years of experience directing public and private Law Enforcement and Security Operations. Recognized for his strong leadership and outstanding performance Hiram successfully moved through the ranks of the Chicago Police Department as the Deputy Superintendent, Bureau of Investigative Services; Deputy Chief, Investigations Bureau at the Cook County State's Attorney Office; and most recently as Director with the Illinois State Police.

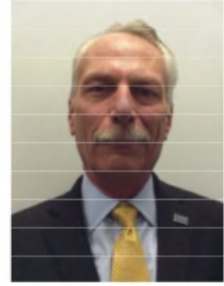
His formal education, countless management training programs and awards ranging from the Chicago Police Department, Federal Bureau of Investigations the Cook County State's Attorney and the Illinois Crime Commission, to name a few, are a

testament to his exemplary commitment, enthusiasm and stellar performance.

Hiram brings an unparalleled level of leadership, commitment to training and compliance to the organization where he works closely with senior leadership and key clients to continue to enhance and elevate private security protocol and service delivery. His expertise continues to elevate private security protocol and coordination with all levels of public agencies.

Not only is Hiram a leader at work, but he has also been recognized by his peers and the Hispanic Illinois Law Enforcement Association and the Mexican American Police Association. He served his country honorably during the Vietnam Campaign and received four medals during a 13-month period. Monterrey is proud of Hiram's service to our country and his many years in public service.

Robert H. Klich
773-972-2047
rklich@monterreysecurity.com



EXPERIENCE: Chicago Police Department, August 1982 to February 2018

Director of Security Strategies, Monterrey Security

Commander of Police, 001st District/Central

December 2015 – Present

Responsible for overseeing the patrol and administrative functions of law enforcement for the Central Business District in the City of Chicago. Additional responsibilities include overseeing the Department's Central Detention Section.

Captain of Police, Bureau of Detectives/Area North Detective Division

March 2015 – December 2015

Executive Officer/Second in Command. Responsible for overseeing the investigative and administrative functions of the Division. Acting Division Commander in the absence of the Commander.

Captain of Police, 015th District/Austin

October 2013 - March 2015

Executive Officer/Second in Command, west side of the City. Responsible for overseeing the patrol and administrative functions of law enforcement for the District. Acting District Commander in the absence of the Commander.

Lieutenant of Police, 001st District/Central

May 2007 - October 2013

Foot Operations Lieutenant. Responsible for day to day operations, activities, and performance of the Operation Team. Focused primarily on downtown (the "Loop"), protest rallies, parades, special events, and dignitary protection.

Lieutenant of Police, 012th District/Monroe

February 2007 - May 2007

Field Lieutenant/Watch Commander. Responsible for day to day law enforcement operations, activities, and performance of watch.

Sergeant of Police, Personnel Division

August 1998 – February 2007

Organized and updated Department's Behavioral Intervention System and Personnel Concerns Program. Monitored programs by tracking behavioral traits; recommended counseling and/or other corrective actions. Coordinated, supervised, maintained Psychological Fitness for Duty Program. Commanding Officer of the Background

Investigation Section. Supervised teams of sergeants and investigators conducting background investigations of both sworn and civilian Department employee applicants.

Sergeant of Police, Auditing & Internal Control Division.

March 1998 – August 1998

Temporary assignment evaluating operations at the Department's Evidence & Recovered Property Section. Noted challenges and made recommendations to correct and eliminate them. Authored the first ever Standard Operating Procedure manual for that unit.

Sergeant of Police, 018th District/East Chicago

April 1996 - March 1998

Monitored and supervised Patrol Officers, responded to radio assignments.

Police Agent, Internal Affairs Division

March 1988 to April 1996

Comprehensive investigator of allegations of Department member misconduct (sworn and civilian). Investigations ranged from administrative misconduct to criminal activities. Duties included recommending subsequent discipline and/or prosecution if warranted.

Police Officer/Research Analyst, Research & Development Division

Detailed in 1991 & 1993

Two separate temporary duty assignments. Established policies related to Multiple Arrest Situation Procedures, Police Officer Battery Reporting Procedures, the Chicago Alternative Policing Strategy and Distribution of Case Reports.

Police Officer, 018th District/East Chicago

August 1982 – March 1988

Patrol field duties encompassed all responsibilities related to District Law Enforcement including preliminary investigations and criminal prosecution.

EDUCATION

Lewis University, Romeoville, Illinois – Bachelor of Arts, Criminal Justice – May 2002, Highest Honors and Dean's List

Chicago Police Department – Executive Development Program – Graduate and Administrator

PROFESSIONAL ASSOCIATIONS

International Association of Chiefs of Police (I.A.C.P.)

Police Executive Research Forum (P.E.R.F.)

100 Club of Chicago

Chicago Police Captain's Association

Police Benevolent & Protective Association of Illinois

Fraternal Order of Police, Lodge #7



Daniel Nesis, Jr.

Director of Security Operations

DAN NESIS, JR.

Daniel Nesis began his career at Monterrey in 2006 as a security supervisor at Soldier Field. Dan holds an associate's degree in Business Management. In 2008 he was promoted to Security Manager at Soldier Field where he was responsible for all officers assigned to Soldier Field. Dan was charged with the responsibility of ensuring that all officers received the site specific training and knowledge necessary in order to deem the stadium safe both on non-event days and event days.

In 2011 he was promoted to Security Project Manager where he managed multiple sites and was responsible for ensuring all security officers and supervisors received proper training and all post orders were in compliance with client contracts.

In 2014 he was promoted to Assistant Director of Security Operations where he now oversees 5 Security Project Managers. While Dan's experience is vast some notable projects include the Ryder Cup, 2012 NATO Summit, BMW Championship and the roll out of the security services for the University of Notre Dame Football.

In 2014 he was promoted to Assistant Director of Security Operations where he now oversees 5 Security Project Managers. While Dan's experience is vast some notable projects include the Ryder Cup, 2012 NATO Summit, BMW Championship and the roll out of the security services for the University of Notre Dame Football.

In 2016, Dan was promoted to the Director of Security Operations. In this capacity he oversees all 24-hour security operations for the company. Dan has played a major role in the development of several very large and successful security programs including those currently in place at the John G. Shedd Aquarium, Lincoln Park Zoo, and Catholic Charities centers throughout the Chicagoland area.



CURRENT CONTRACTS AND CLIENTS

SOLDIER FIELD - CHICAGO BEARS (NFL)

UNIVERSITY OF NOTRE DAME

TOYOTA PARK- VILLAGE OF BRIDGEVIEW

VILLAGE OF ROSEMONT:

-ALLSTATE ARENA - CHICAGO WOLVES (AHL)

-ROSEMONT THEATER

-DONALD E. STEPHENS CONVENTION CENTER

-IMPACT FIELD

NFL SECURITY DEPARTMENT (2015, 2016,
2017 NFL DRAFT EVENTS)

MCCORMICK PLACE PARKING LOTS

HUNTINGTON BANK PAVILION (NORTHERLY
ISLAND)

ACERO CHARTER SCHOOLS NETWORK

LOLLAPALOOZA MUSIC FESTIVAL

BANK OF AMERICA CHICAGO MARATHON

MILLENNIUM PARK

GRANT PARK

CITY OF EVANSTON

JOHN G. SHEDD AQUARIUM

LINCOLN PARK ZOO

FIELD MUSEUM

CHICAGO CATHOLIC CHARITIES

WINTRUST FINANCIAL

SECOND FEDERAL CREDIT UNION

URBAN PARTNERSHIP BANK

VILLAGE OF OAK LAWN



AREAS OF EXPERTISE

NFL*

MLS*

WNBA

AHL

NHL HOCKEY

DIPLOMATIC EVENTS

CHARITABLE PROGRAMS

NCAA FOOTBALL

BASKETBALL

CONCERTS

ARENA EVENTS

RUGBY

INTERNATIONAL SOCCER

CLUB SOCCER

SERVICES:

GUEST SERVICES

CROWD MANAGEMENT

SECURITY SERVICES

DIGNITARY SECURITY

EVENT PLANNING

BACKGROUND INVESTIGATION

*MONTERREY IS THE ONLY MINORITY-OWNED SECURITY COMPANY WITH CONTRACTS IN THESE AREAS



CASE STUDY

SOLDIER FIELD

CONTRACT AWARDED: 2001

NUMBER OF EMPLOYEES: FOR THE DAY-TO-DAY, 24-HOUR OPERATION OF THE PROPERTY — 6 SECURITY OFFICERS; FOR SPECIAL EVENTS; GAME DAY — 600 SECURITY STAFF; 400 GUEST SERVICE STAFF

SERVICES PROVIDED: CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES

MONTERREY MANAGER AT FACILITY: DANIEL NESIS, JR.

MARQUEE EVENTS:

LAKE COUNTY FACILITIES-
FOOTBALL NHL STADIUM SE-
RIES

SOLD-OUT CONCERTS, INCLUDING TAYLOR SWIFT, U2 AND THE GRATEFUL DEAD'S "FARE THEE WELL" TOUR

CHICAGO FOOTBALL CLASSIC

NCAA SHAMROCK SERIES CLASSIC
FOOTBALL GAME

2015 CHICAGO BLACKHAWKS STANLEY
CUP CELEBRATION

INTERNATIONAL RUGBY

INTERNATIONAL SOCCER

The work that Monterrey Security provides at Soldier Field is indicative of the high-quality security and crowd management services that we will be able to provide at Lake County Facilities. Since 2001, Monterrey has worked with Soldier Field to provide not only security services at varied events the stadium hosts, including sold-out NFL games, record-breaking concerts and numerous community events, but also around-the-clock surveillance and security at a facility uniquely and accessibly positioned in the heart of Chicago. Each day at Soldier Field, Monterrey implements the NFL's Best Practices of Stadium Security and have received the NFL's highest score - a Level 1 - for our work. Here, we have helped the stadium and its management navigate necessary changes - such as policies surrounding personal belongings

following the 2013 Boston Marathon bombings - as well as enhancing and evaluating security needs and requirements as a result of the stadium's redevelopment, completed in 2003. Most importantly, Monterrey has documented expertise in providing services for multi-purpose facilities. Just as in Lake County Facilities are complex, Soldier Field is much more than a football stadium.

Whether managing crowds and delivering an arrest-free "Fare Thee Well" tour from the Grateful Dead in 2015, or managing events in the green park spaces surrounding Soldier Field, the parallels between the levels of experience and expertise needed at Lake County Facilities are many. Given our success at Soldier Field, we are confident that we will be able to fully exceed the expectations for crowd management, security services and customer service at Lake County Facilities.



CASE STUDY

TOYOTA PARK

CONTRACT AWARDED: 2001

NUMBER OF EMPLOYEES: 200 SECURITY STAFF; 150 GUEST SERVICE STAFF

SERVICES PROVIDED: CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES

MONTERREY MANAGER AT FACILITY: TERRY THOMPSON

MARQUEE EVENTS:

2006 MLS ALL-STAR GAME

2006 WORLD CUP QUALIFYING MATCH

2006 INTERNATIONAL RUGBY

2007 AND 2010 CROSSROADS GUITAR FESTIVAL

B96 PEPSI SUMMER BASH

Since 2001, our event staff have provided the highest quality security planning and event services at Toyota Park, home of the Major League Soccer team the Chicago Fire. Here, our role includes providing perimeter security, field security and guest management. Additionally, we are responsible for all team travel initiatives to ensure security at home and on the road.

Unique to this experience is the interaction Monterrey has with international audiences. As the world's most popular sport, professional soccer draws diverse crowds and event teams from around the world. In our experience, we have

been fortunate enough to work with Soccer United Marketing (SUM), World Cup and the Confederation of North, Central American and Caribbean Association Football (CONCACAF) to ensure successful soccer events in Illinois. The key to this success is collaboration. We understand that it takes many expert teams to successfully execute daily operations, and we look forward to implementing our collaborative spirit at Lake County Facilities to help ensure the success of the world-class programs and services you provide.



CASE STUDY

THE UNIVERSITY OF NOTRE DAME

CONTRACT AWARDED: 2013

NUMBER OF EMPLOYEES: 250 SECURITY OFFICERS; 500 GUEST SERVICES STAFF

SERVICES PROVIDED: CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES; EXECUTIVE PROTECTION

MONTERREY MANAGER AT FACILITY: ALEX NOVELLI

MARQUEE EVENTS:

NOTRE DAME FIGHTING IRISH FOOTBALL

In 2012, The University of Notre Dame played the annual Shamrock Series Football Game at Soldier Field against the University of Miami. Not only did the Fighting Irish come away with a victory, the university and its management team came away with an understanding of how game-day security and facility management should be done. Monterrey Security made such an impression on Notre Dame that - after more than 100 years of the same security process - they approached Monterrey Security about bringing that same level of professionalism and expertise to South Bend as their first outside security firm.

Since beginning work in 2013, Monterrey has taken security and guest service to the next level at Notre Dame Stadium. Understanding that each football game is an important chapter in the story of this legendary team, Monterrey ensures that we have the staff on hand to handle any situation that may arise, including crowd management, bag checks and perimeter control.

However, we have built a relationship and trust with The University of Notre Dame that goes far beyond football. When Father Theodore Hesburgh - the University's longtime president - passed away earlier this year, it was Monterrey who was called upon to provide security services for the widely attended funeral. We were humbled by the trust placed in us by the University at such a time, and continue to appreciate and respect the work that we are able to do together.

We have provided security for the stadium even as it is surrounded by an ongoing \$445 million renovation and expansion project - a unique challenge 7 days a week, but particularly on game day.

The experience that Monterrey has in South Bend is valuable know how that we are ready to put to work at Lake County Facilities.



CASE STUDY

2015, 2016, 2017 NFL DRAFT

CONTRACT AWARDED: 2014

NUMBER OF EMPLOYEES: 700 SECURITY OFFICERS AND GUEST SERVICE STAFF

SERVICES PROVIDED: CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES; EXECUTIVE PROTECTION

MONTERREY MANAGER AT FACILITY: MICHAEL BOYLE

On April 30, 2015, the NFL Draft officially kicked off in Chicago with the opening of Draft Town. Over the course of three days, more than 200,000 sports fans, officials, players and their families gathered in Grant Park and Roosevelt University's Auditorium Theatre for the first NFL Draft held in Chicago in more than 50 years.

Given Monterrey's experience with the NFL Best Practices in security, we were chosen as the NFL's security partner for the 2015 draft. Our work began weeks before the event started to ensure the safety and security of employees, residents and assets as the facility was being prepared.

During all of the festivities, Monterrey was responsible for controlling entry and exit throughout the area, equal to the size of several football fields, numerous press and technology areas, player meet-and-greets and other interactive attractions. We also facilitated the safe navigation of

the park, as well as the security services provided to NFL officials, players and their families, and elected officials and special guests attending the 2015 NFL Draft. When the draft returned to Chicago in 2016, Monterrey was again selected as the security services provider by the NFL.

In 2017 when the NFL Draft moved to Philadelphia, staffing issues prevented a local provider from being able to service the event. The NFL Security Department contacted Monterrey just 72 hours before load-in coverage would need to start. The same day Monterrey management personnel were on the ground in Philadelphia to begin the process of organizing a workforce. Even in the face of those extreme challenges, Monterrey was able to ensure a safe and enjoyable experience for the 100,000+ attendees.



CASE STUDY

LOLLAPALOOZA

CONTRACT AWARDED: 2010

NUMBER OF EMPLOYEES: 650 SECURITY OFFICERS AND GUEST SERVICE STAFF

SERVICES PROVIDED: CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES

MONTERREY MANAGER AT FACILITY: LUIS BALLESTEROS

Each year, more than 100,000 music lovers descend on Chicago for Lollapalooza, a three-day music festival held in Chicago's Grant Park. Since 2010, the City of Chicago has looked to Monterrey Security to ensure the safety and security of guests, residents, local businesses and the festival grounds.

One of the greatest challenges of managing Lollapalooza is the location - a sprawling, 319-acre park in the heart of Chicago. Though fenced off, the park is in an uncontained area compared to arenas and stadiums. Here, we bring our varied expertise to ensure a safe, fun musical event.

Throughout the weekend, we facilitate the safe entry, re-entry and exit of guests throughout the festival's duration. Additionally, our security experts control the perimeter, protecting against the festival spilling out into Chicago's busy streets. We also work with guests to prevent prohibited items from entering the park, and work with Chicago to keep area residents informed and secure.

As part of our rigorous training program, employees are up-to-date on alcohol and drug trends, and are able to expertly identify individuals who may be engaging in dangerous or illegal behavior before situations escalate. At each step, we are working hand-in-hand with the Chicago Fire Department and the Chicago Police Department to coordinate services to keep Lollapalooza the pinnacle of summer music festivals. We look forward to doing so for many more years to come, and we are confident that our experience here - especially when it comes to logistical planning and management - sets us apart.



CASE STUDY

NATO G8 SUMMIT

CONTRACT AWARDED: 2012

NUMBER OF EMPLOYEES: 900 SECURITY OFFICERS AND GUEST SERVICE STAFF

SERVICES PROVIDED: DIPLOMATIC SECURITY; CROWD MANAGEMENT; SECURITY SERVICES; GUEST SERVICES

MONTERREY MANAGER AT FACILITY: DANIEL RAMOS

The breadth of Monterrey Security's expertise extends far beyond professional sports and stadiums, which is why we are the U.S. government's security firm of choice when leaders and dignitaries visit Chicago. We have provided services for the visit of Mexican Presidents Felipe Calderon and Vicente Fox, as well as numerous Congressional Medal of Honor ceremonies. We have also provided security for the 2007 U.S. Presidential debate, and we accompanied the U.S. Olympic delegation overseas in 2009.

In 2012, we provided a full range of security services during the NATO G8 Summit in Chicago - the first time that a Summit was held in the U.S. outside of Washington, DC, and a federally designated Level 1 event. Leaders, dignitaries and officials from 64 nations and organizations participated in the Summit. Proudly, Monterrey was the only private security firm vetted and approved by the U.S. Secret Service to be a part of the event.

Throughout the Summit, we provided maximum security with minimal disruption. We worked with federal agencies, including the U.S. Secret Service, FBI and Department of Homeland Security, as well as local police, to ensure protection and adherence to proper protocols. We also coordinated the use of motorcades, and secure pick-up and transit of dignitaries throughout the area.

COMMITMENT TO DIVERSITY

As one of the fastest growing minority-owned security firms in the country, Monterrey understands the importance and value of diversity within our workforce. We also firmly believe that our workforce should represent the diversity of the communities we serve. Through our workforce training and professional development programs, we continue to elevate members of historically disadvantaged communities. Throughout our recruitment process, we maintain this commitment and will staff Lake County Facilities with a workforce that goes beyond simply collecting a paycheck - we are looking for individuals who want to make a career with Monterrey Security in Lake County.

We truly believe in working within the community to find the best talent to support the security services at Lake County Facilities. As your facilities are a unique opportunity to showcase what makes Lake County great, providing security services there is an exciting work opportunity for many in the area. For years we have worked constantly to bring these careers to residents that are most in need of these opportunities. We would continue to build on this momentum by working with local organizations, such as diversity hiring councils, local chambers of commerce, community workforce organizations, veterans' organizations, local educational institutions and events to let potential employees within Lake County know how they can get involved and become a part of the excitement of the Lake County Facilities mission.



DESCRIPTION OF BIDDER



When Juan Gaytan, Jr. founded Monterrey Security in 1999, he was focused on a simple yet powerful philosophy: do the right thing, the right way, for the right reason. Since then, our Chicago-based company has grown to become the Midwest's premier security firm, serving local, regional and global clients. Each day we work with our clients to create and implement individualized security and guest services programs that are right for our clients, their guests and events.

At Monterrey, we employ more than 4,500 experienced professionals who specialize in crime prevention and public safety, and we hire off-duty law enforcement officers to supervise all unarmed officers and guest service professionals. We also employ firefighters and paramedics to provide exemplary security service in situations where personal safety and emergency response are critical.

However, the expertise of Monterrey does not stop at security services. We also deliver unparalleled customer service to guests at each of our clients' venues. Our guest services division includes unarmed personnel who provide public-facing security services with an emphasis on delivering a great visitor experience. Our personnel are responsible for greeting guests, verifying identification, approving visitors, operating and monitoring closed-circuit television systems, assisting with evacuation procedures in the event of an emergency and ensuring overall facility safety. All our guest service specialists go through rigorous security as well as customer service training that emphasizes courteousness and professionalism as they work to maintain a secure and safe environment.

Our experience, training, customer service and philosophy of prevention are designed to provide maximum protection and value. In an industry where success is defined by what did not happen, we deter potential threats and reduce your risk. We employ industry best practices, including the NFL's Best Practices for Stadium Security, cutting-edge technology and the best-trained public safety professionals to ensure that our clients receive the services they deserve and that guests have the best experience possible.

Our clients include professional sports franchises, including NFL, MLS, NCAA and AHL clients, global corporations, more than 100 financial institutions, world-class entertainment venues and revered museums visited by millions of guests from across the world each year. Each contract is managed as if it was our only contract, and every client has its own management, operational and administrative resources available. All clients, large and small, have access to senior company leaders as well as project managers. From our officers to the company founder, we are all easily accessible and responsive to client needs.

We look forward to working with Lake County Facilities leadership to design tailored security programs that help you exceed your goals and further establish Lake County as the model for professional facilities in the country. Protecting your residents, staff and assets is - and will always be - our number one priority.



LIFE SAFETY PARTNERSHIPS

FOR EACH AND EVERY FACILITY WE SECURE, WE EMPLOY FIREFIGHTERS AND PARAMEDICS TO ENSURE THAT VISITORS AND EMPLOYEES HAVE IMMEDIATE ACCESS TO SAFETY AND EMERGENCY PERSONNEL, WHEN NECESSARY.

BUILDING ON OUR REPUTATION OF GOING ABOVE AND BEYOND, WE ALSO ESTABLISH AND TRAIN A LIFE SAFETY DIVISION AT EACH OF THE VENUES WE SERVE. THIS DIVISION WORKS WITH THE FACILITY, FIRST RESPONDERS AND LOCAL GOVERNMENT OFFICIALS TO VERIFY AND UPHOLD ALL BUILDING CODES, LIFE SAFETY PROTOCOLS AND PROCEDURES.

ADDITIONALLY, TWICE A YEAR, WE REQUIRE THAT ALL OF OUR MAJOR FACILITIES CONDUCT EMPLOYEE FIRE DRILLS, VERIFY CONCESSIONAIRE CODE COMPLIANCE AND REVIEW AND REVISE PRE-EVENT CHECKLISTS.

ALL OF THESE STEPS AND PARTNERSHIPS MEAN THAT MONTERREY IS THE BEST-EQUIPPED SECURITY FIRM TO ENSURE THE SAFETY AND WELL-BEING OF RESIDENTS, STAFF, AND VISITORS AT LAKE COUNTY FACILITIES.

EXPERIENCE OF BIDDER



Monterrey is proud of our exceptional quality performance and experience. Our dedication to our mission to provide the highest quality services for our clients has resulted in significant recognition for our team and the awarding of high-profile, diverse contracts. We are confident that our experience in managing professional sports stadiums, as well as providing security and guest services for smaller corporate events, readily and uniquely equips us to meet and exceed the goals defined by Lake County Facilities.

Throughout our history, we have learned from our experiences and applied these lessons to ensure that our clients receive the best performance and workmanship. At Lake County Facilities, we look forward to translating our experience in order to:

- »» Anticipate changes and plan accordingly
- »» Create an organization that is both extensively trained and flexible
- »» Manage and react to changing priorities, contingency missions and emergencies
- »» Utilize advancing technology as a resource and tool
- »» Keep you informed and consistently involved in the process - honesty is the best policy
- »» Fully embrace the principles of Total Quality Management (TQM)
- »» Understand that our team members are our greatest asset

This is where Monterrey's strengths shine brightest. We will work with you to craft a security plan that fits your needs at each step every day. We don't believe in a one-size-fits-all approach when it comes to protecting your assets and ensuring the best experience.

We also have in-depth experience opening new facilities and event spaces and in establishing security programs and protocols that meet the unique needs of new facilities in new markets. Since 1999, we have developed security programs to help open Soldier Field, renovated in 2003, Sears Centre Arena, and Toyota Park, home of the Chicago Fire MLS team. We are also providing security at Notre Dame Stadium as it sits at the center of a \$445 million expansion and construction project that opened with great success in 2017.

**25% OF OUR STAFF
HAVE BEEN WITH
US FOR 10 OR
MORE YEARS**

At Lake County Facilities, we propose a strategic mix of law enforcement officers and industry experts to help execute our contract. This will ensure effective management, sound knowledge of your facility and the ability to implement industry best practices. We look forward to working closely with the organization to craft tailored staffing plans that meet your needs at each step of each event.

STAFFING PLAN - LAKE COUNTY FACILITIES

TITLE	LOCATION	DUTIES	SHIFT
President	Monterrey Headquarters	Responsible for contract execution; 24/7 access to client	24/7 availability
Project Manager	Lake County Facilities	Overall daily management of contract; direct interface with Lake County Facilities	All Shifts
Quality Control/Safety Manager	Lake County Facilities	Oversees quality controls and safety; Conducts Total Quality Management training; answers directly to President	All Shifts
Training Manager	Lake County Facilities	Responsible for all employee training and evaluation	All Shifts
Client Services Coordinator	Lake County Facilities	Management and supervisor of all security personnel, mentoring and supervision	All Shifts
Supervisor	Lake County Facilities	Direct management and supervision of all employees during shifts	All Shifts
Lead Officer	Lake County Facilities	Mentors staff; provides additional level of supervision for Supervisor	All Shifts
Security Officer	Lake County Facilities	Provides security and access control for Lake County Facilities	All Shifts
Traffic Aides	Lake County Facilities	Provide traffic management services as needed	All Shifts
Event Staff	Lake County Facilities	Frontline of customer service	All Shifts

STAFFING QUALIFICATIONS

Throughout Monterrey, we use a comprehensive checklist to ensure that all of our employees meet contractual and company requirements. The qualifications of each employee will be verified and demonstrated prior to being hired to support the Lake County Facilities contract. Each potential hire will be evaluated by the Project Manager, Quality Control Manager and CIT lead using the provided checklist:

	ITEM/TASK	YES	NO
1	Has the individual received a favorable and complete criminal record background check?		
2	Does the individual have job references? (attached)		
3	Has the individual completed and received a negative drug screening blood test?		
4	Has all information relative to experience, certification, licensing, other documentation of qualifications and references been verified?		
5	Has the individual's prior experience been verified with previous employers?		
6	Has the individual been disciplined for poor performance in previous positions? If yes, see attached.		
7	Has the individual prior experience with greeting guests and making conversation with guests in line?		
8	Does the individual have experience politely greeting guests and explaining search procedures?		
9	Does the individual have the ability to perform the complex and demanding service requirements of their particular field without direct supervision?		
10	Is the individual knowledgeable and capable of performing Management/Supervisory level functions?		
11	Does the individual have the ability to understand and follow instructions without follow-up by a supervisor?		
12	Does the individual have the skills and knowledge to execute service operations and sequences to best utilize abilities, time and resources?		
13	Could the individual be posted at strategic locations to identify guests requiring ADA services to expedite admissions into the facility?		
14	Does the individual have a valid Illinois driver's license and a clean driving record?		
15	Does the individual possess a positive, customer-focused, can-do attitude?		
16	Can the individual formulate a plan of action to effectively react to emergency security situations?		

*Continued on next page

	ITEM/TASK	YES	NO
17	Has the individual successfully passed training courses and met the requirements of Monterrey?		
18	Does the individual have the ability, knowledge and skills to execute services in a safe manner under strenuous conditions?		
19	Does the individual have the ability to perform work in a rapid and efficient manner under extreme conditions?		
20	Is the individual mindful of safe operating procedures, and able to follow these procedures at all times?		
21	Does the individual have the skills and ability to troubleshoot weaknesses and deficiencies in our operations and recommend corrective actions?		
22	Does the individual notify supervisors of all complaints and problems and the resolution of the complaint or problem?		
23	If a problem exists, does the individual listen attentively and attempt to establish facts without becoming defensive? Does the individual display empathy and concern while acknowledging the inconvenience?		
24	Does the individual demonstrate the ability to communicate effectively, project a positive attitude and demonstrate good interpersonal qualities when dealing with customers throughout all operational areas?		
25	Does the individual demonstrate an understanding of the project and requirements to accomplish assigned tasks in accordance with instructions, contract requirements and timelines established?		
26	Does the individual work effectively as a team member when required, and does the individual provide advice and assistance to others as necessary and required?		
27	Does the individual have the ability to recognize potential safety hazards and the ability to immediately react to rectify the situation?		
28	Does the individual possess a bilingual language capacity? If so, what languages?		

As one of the few minority-owned security firms of our size in the country, Monterrey understands the importance and value of diversity within our workforce. We also firmly believe that our workforce should represent the diversity of the communities we serve. In Chicago, we have taken the time to get to know the community and will continue to maintain strong partnerships.

Through our workforce training and professional development programs, we will continue to elevate members of historically disadvantaged communities. Throughout our recruitment process, we will maintain this commitment and will staff Lake County Facilities with a workforce that goes beyond simply collecting a paycheck - we are looking for individuals who want to make a career with Monterrey Security at Lake County Facilities.



CAREERS NOT JOBS

THOSE WHO WORK FOR MONTERREY SECURITY SHOULDN'T EXPECT A SIMPLE PART-TIME, WEEKEND JOB. WE BELIEVE IN INVESTING IN EACH OF OUR EMPLOYEES AND EXPECT THEM TO INVEST IN THE EXPERIENCE OF THE GUESTS WE SERVE. WE GIVE THEM THE TRAINING AND REAL-LIFE EXPERIENCES TO BEGIN BUILDING A CAREER.

IN AN INDUSTRY WHERE TURNOVER REGULARLY EXCEEDS 50%, MONTERREY IS PROUD TO REPORT THAT APPROXIMATELY 25% OF OUR EMPLOYEES HAVE BEEN WITH US FOR 10 YEARS OR MORE. IN ADDITION, DOZENS OF OUR EMPLOYEES HAVE, USED THOSE SKILLS TO BEGIN CAREERS IN LAW ENFORCEMENT AND THE HOSPITALITY INDUSTRY. WE ARE INCREDIBLY PROUD OF THE OPPORTUNITIES WE CREATE FOR ALL OF OUR EMPLOYEES.

WORK PLAN



Monterrey Security has used years of experience to develop and employ customized security, public safety and crowd management plans for large events ranging from NFL and MLS stadiums to concert arenas and community spaces. In Lake County Facilities, we will work closely with your management team craft a comprehensive Security Services plan that includes:

- » Access & Control
- » Traffic management
- » Emergency response and contingency planning
- » Ensuring the security and safety of all patrons and staff

This starts with our highly qualified and dedicated professionals. From our management to our on-the-ground personnel, we employ a diverse team with a broad spectrum of disciplines committed to ensuring superior performance. Our staff will handle every aspect from the minute residents and staff arrive on school grounds. We oversee

Our success originates with our in-depth training programs. All of our employees receive extensive training far beyond state-mandated requirements, with ongoing instruction throughout the year. All personnel, from guest services through armed security, are given extensive training that emphasizes courteousness and professionalism to help maintain a secure, safe and fan-friendly environment.

Monterrey is always prepared to mobilize and respond to any situation. As with every aspect of working with Monterrey, the work plan will be tailored to the needs of the Lake County Facilities. Monterrey is a forward-thinking security firm, taking the extra time to study and understand every inch of your facilities so that our team can recognize when something is not right.

Specifically, we are proud of our staff's ability to identify and diffuse a troubling situation before it can begin. Monterrey goes through dedicated training to recognize these circumstances before they get out of hand and act quickly to mitigate the situation quickly and safely.

Each of our armed officers is trained more than the state minimum requirement, including annual re-qualification in the use of deadly force. We never plan for any situation to reach this point, but we prepare for any and all possibilities to ensure the safety and security of your guests. To ensure smooth cooperation between Monterrey and local law enforcement, we employ off-duty and retired local police to work inside the facilities we service. By doing so, we are able to establish a mutual respect and cooperation amongst staff.

Monterrey maintains a fluid-staffing plan, always able to adapt to any unforeseen changes. In the event of an emergency or heightened security state, we are prepared to employ increased requirements to cover any and all potential scenarios.

Our experience speaks for itself. We have overseen security and crowd management for Presidential and dignitary visits, the 2012 NATO Summit, NFL, MLS and NCAA events and massive music festivals, all with flawless execution.

Our experience has also equipped us with the skills to safely and calmly evacuate an entire facility if necessary, whether due to weather or other unforeseen emergency.

In 2013, Soldier Field had to be evacuated due to severe weather conditions. In a short amount of time, Monterrey and Soldier Field management worked together to evacuate all patrons from every level of the stadium and direct them to areas throughout the concourses that would be safe as the weather passed. In addition, in both 2012 and 2015, Monterrey worked with safety officials to facilitate a complete evacuation of Lollapalooza in Grant Park — totaling more than 100,000 festival-goers.

In all instances, Monterrey was able to ensure that patrons were safely evacuated when necessary, and we managed re-entry when weather passed so that guests could continue to enjoy these events.

Monterrey does not just show up on day one and start to work. Beginning six months out, our team is on the ground conducting a full security assessment of the facility. We review every detail, no matter how small, in order to implement

the best practices for that building. This allows our staff to recognize potential congestion or problem zones and plan accordingly. For example, if an exit narrows, presenting an opportunity for crowd congestion, we will assign additional staff to help with crowd management and crowd flow, alleviating the risk that comes with high-traffic areas.

This extends outside the building as well, where our team is experienced in controlling and coordinating with crowds that could spill into public streets, affecting safety and traffic flow.

Monterrey staff knows how to work with local traffic authorities to maintain order and a safe entry and exit process.

In addition, individual staff hold certifications in occupational safety and health, construction safety, hazardous materials handling, crowd control management and evacuation planning.



TRAINING

At Lake County Facilities, we would implement a training program similar to the one outlined below to ensure top-quality performance from all of our employees.

TRAINING OUTLINE

TRAINING SUBJECT	TRAINING OUTLINE
Orientation	Introduction to the training program objectives; discuss appearance, grooming and standards of conduct.
Customer Service & Quality Control	Training on total quality performance and exceptional guest service.
Building Site Orientation & Emergency Plan	Tour the facility and train on necessary internal systems; explain duties of each position; review Illinois necessary regulations and Emergency Plans; understand outlined security duties outlined by Lake County Facilities.
Personnel Identification & Entry/Exit Control	Familiarize staff with various types of identification used throughout facility; instruct on the importance of proper identification and the role of staff to verify identification and control entry and exit points.
Bomb Threats, Natural Disaster Response; Terrorism & Anti-Terrorism	Discuss actions upon a natural disaster as outlined by the Federal Protective Services; awareness of trends in terrorism, bombings, hostage situations, kidnappings and armed assault; ensure full understanding of government threat conditions.
Report Writing	Hands-on training and discussions on report and log requirements; highlight the importance of field notes.
Telephone & Radio Communication	Hands-on training on the proper use of radio and telephone equipment, especially during emergency situations, patrol and requests for assistance.
Role of Local, State & Federal Police Agencies	Instruction on the relationship between Monterrey and other law enforcement agencies; clarification of event staff role in enforcement of building relations, policies and special requirements.
Awareness at Special Events	Train on importance of patrolling during events and the proper observation techniques required; study the skills required for patrol while maintaining excellent guest relations.
Guest Response	Train employees on various types of disorderly conduct and the appropriate staff response to each; discuss the care and caution required when coming upon a disgruntled patron.

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TRAINING OUTLINE

TRAINING SUBJECT	TRAINING OUTLINE
Safety & Fire Prevention	Define team member responsibilities for fire safety and prevention; provide guidelines for the use of necessary equipment, including fire suppression system and fire alarm system.
Guest Service Core Expectation	Work to define the guest's core expectations.
Ethics & Professionalism	Discuss what professionalism is; provide instruction on ethics using relevant examples.
Public & Professional Relations	Discuss the basic knowledge required to become a team member, providing an understanding of each employee's own actions and of those they work with; discuss behavior under stress, actions due to mental illness and irrational behavior due to drug and/or alcohol use; discuss the reflection of the team member with respect to Lake County Facilities policy on standards of professionalism.
CPR, Emergency Medical Assistance & First Aid	Train on CPR methods and techniques, basic heart and lung functions, and CPR on infants; train on stopping external bleeding, identification of shock and response to sudden illness due to stroke, heart attack, convulsion or epilepsy; course taught by certified instructor.
Crowd Management	Hands-on instruction in handling and controlling crowd situations; emphasis placed on discipline, control and cooperation with other law enforcement agencies; train on defensive and offensive team actions for control.
Guest Relations	Hands-on and lecture training on managing a crisis while maintaining optimum guest relations.
Media Relations	Provide guidelines for team member contact and interaction with the media; provide examples of when media are trying to extract information and how to direct media to the appropriate spokesperson.
NFL Best Practices	Train on the techniques of the NFL Best Practices.
Occupations Exposure to Blood Borne Pathogens	Instruction on the skills and precautions of the hazards of blood borne pathogens by explaining how they are transmitted, employee hazard recognition, personal protective equipment (PPE), vaccines and emergency procedures.

MONTERREY LEARNING CENTER



Since its inception, Monterrey Security has endeavored to provide specialized event training to its personnel. The state of the industry however has for years accepted the bare minimum in regards to training often utilizing a cookie-cutter approach for security officer training that was rarely up to date and almost never event focused.

For many years Monterrey had coupled classroom training with onsite visits at our venues to try and create an experience to appropriately prepare our staff to real-life event interactions. In 2014, Monterrey set out to break the mold and create a state-of-the-art training facility unlike anything ever used in the training of event security personnel in Illinois. After acquiring property adjacent to our headquarters, Monterrey invested over \$1.5 million dollars to develop our Learning Center.

Resembling a University auditorium, our Learning Center has seating for over 50 students plus multiple instructors. Our

advanced technology allows guest speakers to video conference directly with students to provide motivational messages from our partners to important tips from public safety officials.

Each officer is met with a set of expectations when they come for training at the Monterrey Security Learning Center. They are to do their best, be professional, and engage! Students do not learn only by sitting in their seats. During class, students will learn current material in our ever changing environment. Students will engage with the instructor's demonstrations/props and in group exercises including the always popular "Marshmallow Challenge". This exercise promotes natural leadership and teamwork. The lesson in the marshmallow challenge is that we need to identify the assumptions in our service – the real customer needs, the expectation of the service, and the duration of the service during events. Throughout the training students will be tested with knowledge checks and final exams.



SPECIALIZED TRAINING

Security Awareness Courses

- IS-906 Workplace Security Awareness
- IS-907 Active Shooter: What Can You Do
- IS-912 Retail Security Awareness: Understanding the Hidden Hazards
- IS-914 Surveillance Awareness: What You Can Do
- IS-915 Protecting Critical Infrastructure Against Insider Threats
- IS-916 Critical Infrastructure Security: Theft and Diversion – What You Can Do

STOP THE BLEED

- 1:8 Ratio
- 60-minute training with certificate of complete
- Basic training in Bleeding Control to provide immediate frontline aid until first responders arrive
- Must provide free training to anyone we officer it to
- Can train other instructors who have a medical background to assist for the need of the company

American Heart Association CPR & AED

- 1:10 Ratio
- 4 Hour training with Material
- 2-year certification with card

American Heart Association Family & Friends

- 1:10 Ratio
- Certificate of completion
- 1 Hour Hands Only

Unattended vs Suspicious Package

- Covered during Safety and Emergency Management section of 20HR Basic Security Officer Training
- Integrated Marathon Right of the Boom Training NCSP, 2013 (National Center Security & Preparedness)
- Integrated Suspicious and Unknown Mail/Package/Explosive Awareness Training provided by Illinois Terrorism Task Force
- Site review of venues and policy protocols

Active Shooter

- Covered during Safety and Emergency Management section of 20HR Basic Security Officer Training
- FEMA IS-907: Active Shooter What you can do
- 60-Minute training

MONTERREY SENIOR TRAINER RESUME

Katrina Miller

Training & Professional Development Manager

Monterrey Security Consultants, Inc.

Years with Monterrey Security: 3

Years in Industry: 11

Past Positions

- * Training Coordinator / Chicago - Downtown
- * Operations Manager / Chicago - Downtown
- * Field Manager / Chicago

Experience

- * Currently responsible for developing and implementing training strategies and updated content as directed by client contractual obligations, state regulations, and federal mandates.
- * Maintains multiple certifications in a variety of proprietary, federal, and local training programs.
- * Acted as training coordinator for large nationwide contract security provider for multiple years.
- * Assigned as Operations Manager for a contract security provider with a portfolio totaling over 5,000 HPW.

Certifications

- * Illinois Emergency Management Agency (IEMA)
- * Federal Emergency Management Agency (FEMA)
- * Texas A&M Engineering Extension Service (TEEX)
- * Occupational Safety and Health Administration (OSHA)

Instructor Certifications

- * Community Emergency Response Team (CERT)
- * Oleoresin Capsicum Aerosol Training (OCAT)
- * Practical and Tactical Handcuffing (PATH)
- * Management of Aggressive Behavior (MOAB)
- * American Heart Association BLS Instructor (CPR/AED/First Aid)
- * National Rifle Association of American (NRA) Law Enforcement Firearms Instructor for Handgun
- * National Rifle Association Credentials Certified Pistol (Civilian)
- * ASP Tactical Weapon Instructor
- * HazMat Awareness

Industry Associations

- * American Society of Industrial Security (ASIS) / Chicago Chapter
- * Illinois Security Professionals Association (ISPA) / Member

MONTERREY SENIOR TRAINER

CERTIFIED AND EXPERIENCED TRAINING IN THE FOLLOWING AREAS:

EMS/Fire

- Emergency Medical Technician Basic (EMT-B)
- Rapid Intervention Team Training (RIT)
- Hazardous Materials Awareness
- Firefighter II

Illinois Emergency Management Agency (IEMA)

- Principles of Emergency Management
- Leadership & Influence
- Effective Communications
- Developing Volunteer Resources
- Emergency Planning
- Illinois PDS Certification
- Behavioral Threat Assessment Summit
- Disaster Assistance Process
- Debris Management Course
- ICS 300 – Intermediate ICS
- ICS 400 – Advance ICS
- Leadership in Today's World
- MGT 310 Threat and Risk Assessment
- EOC Management & Ops

Federal Emergency Management Agency (FEMA)

- IS- 20.11 Diversity Awareness
- IS- 22 Are You Ready? An In-depth Guide to Citizen Preparedness
- IS- 37 Managerial Safety and Health
- IS- 100.b Introduction to Incident Command System ICS-100
- IS- 100.SCa Introduction to Incident Command System ICS-100 for School
- IS- 106.12 Workplace Violence Awareness Training
- IS- 120.a An Introduction to Exercises
- IS- 130 Exercise Evaluation and Improvement Planning
- IS- 139 Exercise Design
- IS- 200.b ICS for Single Resources and Initial Action Incident, ICS-200
- IS- 230.b Fundamentals of Emergency Management
- IS- 235.b Emergency Planning
- IS- 240.a Leadership and Influence
- IS- 241.a Decision Making and Problem Solving
- IS- 242.a Effective Communication
- IS- 244.a Developing and Managing Volunteers
- IS- 265 Basic Instructional Skills
- IS- 325 Earthquake Basics Science Risk and Mitigation
- IS- 700 National Incident Management System (NIMS), An Introduction
- IS- 700.a National Incident Management System (NIMS) An Introduction
- IS- 702.a National Incident Management System (NIMS) Public Information Systems

MONTERREY SENIOR TRAINER

CERTIFIED AND EXPERIENCED TRAINING IN THE FOLLOWING AREAS:

Federal Emergency Management Agency (FEMA)

- IS- 703.a National Incident Management System (NIMS) Resource Management
- IS- 800.b National Response Framework, An Introduction
- IS- 906 Basic Workplace Security Awareness
- IS- 907 Active Shooter: What You Can Do
- IS- 914 Surveillance Awareness: What You Can Do
- IS- 916 Critical Infrastructure Security: Theft and Diversion- What You Can Do
- Homeland Security Exercise and Evaluation Program (HSEEP)
- Protective Measures Course
- Social Media for Natural Disaster Response and Recovery
- AWR-147 Rail Car Incident Response

Texas A&M Engineering Extension Service (TEEX)

- Jurisdictional Threat and Hazard Identification and Risk Assessment
- Critical Infrastructure Security and Resilience Awareness
- Critical Asset Risk Management
- Advanced Critical Infrastructure Protection
- Infrastructure Protection

Occupational Safety and Health Administration (OSHA)

- OSHA 511 Occupational Safety and Health Standards for General Industry

Instructor Certification

- Community Emergency Response Team (CERT)
- Oleoresin Capsicum Aerosol Training (OCAT)
- Practical And Tactical Handcuffing (PATH)
- Management of Aggressive Behavior (MOAB)
- American Heart Association BLS Instructor
- National Rifle Association of American (NRA) Law Enforcement Firearms Instructor for Handgun
- National Rifle Association Credentials Certified Pistol (Civilian)
- ASP Tactical Weapon Instructor
- HazMat Awareness

Additional Training

- Carol Stream Citizens Police Academy
- 20hour Armed Security Officer Training
- Lake in the Hills Police Community Emergency Response Team Training
- Illinois Poison Center Poison Prevention Education
- CPI (Nonviolent Crisis Intervention)
- Traffic Incident Management Training (IDOT)
- Advanced Severe Weather Seminar



LEVEL 1 EXPERIENCE

AS THE ONLY PRIVATE-SECTOR COMPANY SELECTED TO SECURE THE 2012 NATO/ G8 SUMMIT - THE FIRST HELD IN THE U.S. OUTSIDE OF WASHINGTON D.C. - MONTERREY SECURITY'S STAFF KNOWS ALL THAT GOES INTO A NATIONAL SPECIAL SECURITY EVENT. IN ADDITION TO THE 2012 SUMMIT, MONTERREY IS ALSO THE SOLE PROVIDER FOR ANOTHER NSSE SEAR RATED EVENT—THE BANK OF AMERICA CHICAGO MARATHON.

WE HAVE WORKED WITH THE FBI, U.S. SECRET SERVICE AND U.S. DEPARTMENT OF HOMELAND SECURITY ON SEVERAL PROJECTS, INCLUDING CONGRESSIONAL MEDAL OF HONOR CEREMONIES, THE BOA CHICAGO MARATHON AND MORE.

OUR EMPLOYEES HAVE BEEN SCREENED AT THE HIGHEST LEVELS AND WE HAVE ALSO BEEN INVOLVED IN SEVERAL INTERNATIONAL EVENTS, PROVIDING DIPLOMATIC SECURITY FOR HEADS OF STATE, MAKING INTERNATIONAL TRIPS AS PART OF U.S. OLYMPIC COMMITTEE BID PRESENTATIONS AND UNDERSTANDING SECURITY NEEDS AT THE VATICAN, WHILE SECURING ARCHDIOCESE LEADERS.

GUEST SERVICES



From the moment a patron steps foot onto the footprint of a Lake County Facility, each guest service and security officer they come into contact with will have a positive impact on their experience. Even the smallest details, like directions to nearby concessions or the restroom, can make a difference in your guests' experience. When it comes to providing Guest Services at Lake County Facilities, our personnel will be responsible for:

- »» Greeting guests
- »» Verifying identification
- »» Approving visitors
- »» Assisting with evacuation procedures in the event of emergency
- »» Ensuring overall facility safety

Most importantly, we encourage our employees to show in the job:

- »» **Smile.**
- »» **Help.**
- »» **Own.**
- »» **Wow.**

What sets us apart from other firms is our commitment to the training we put our employees through. Over time, we have developed and enhanced training modules for every aspect our team must address during their shift. All our guest service specialists go through rigorous security and customer service training that emphasizes courtesy and

professionalism as they work to maintain a secure and safe environment. Guests may approach a security team member for directions and while that is not their primary responsibility, they are trained on how to respond to enhance the guest's experience.

At the core of this training is our coordination with the Disney Institute. Five years ago, Monterrey began sending teams to Disney Institute facilities to participate in a variety of training programs. Different groups of employees attend the Disney Institute several times each year, taking advantage of the various modules and programs. The benefits of this program were felt instantly, and to this day, we continue to send staff to take part in the rotating section of training programs.

At Monterrey, we take pride in going above and beyond what is expected, requiring our staff to undergo extended training and several refresher courses throughout the year. We contract with active law enforcement officers to stay one step ahead and adjust for new trends to enhance the services we provide.

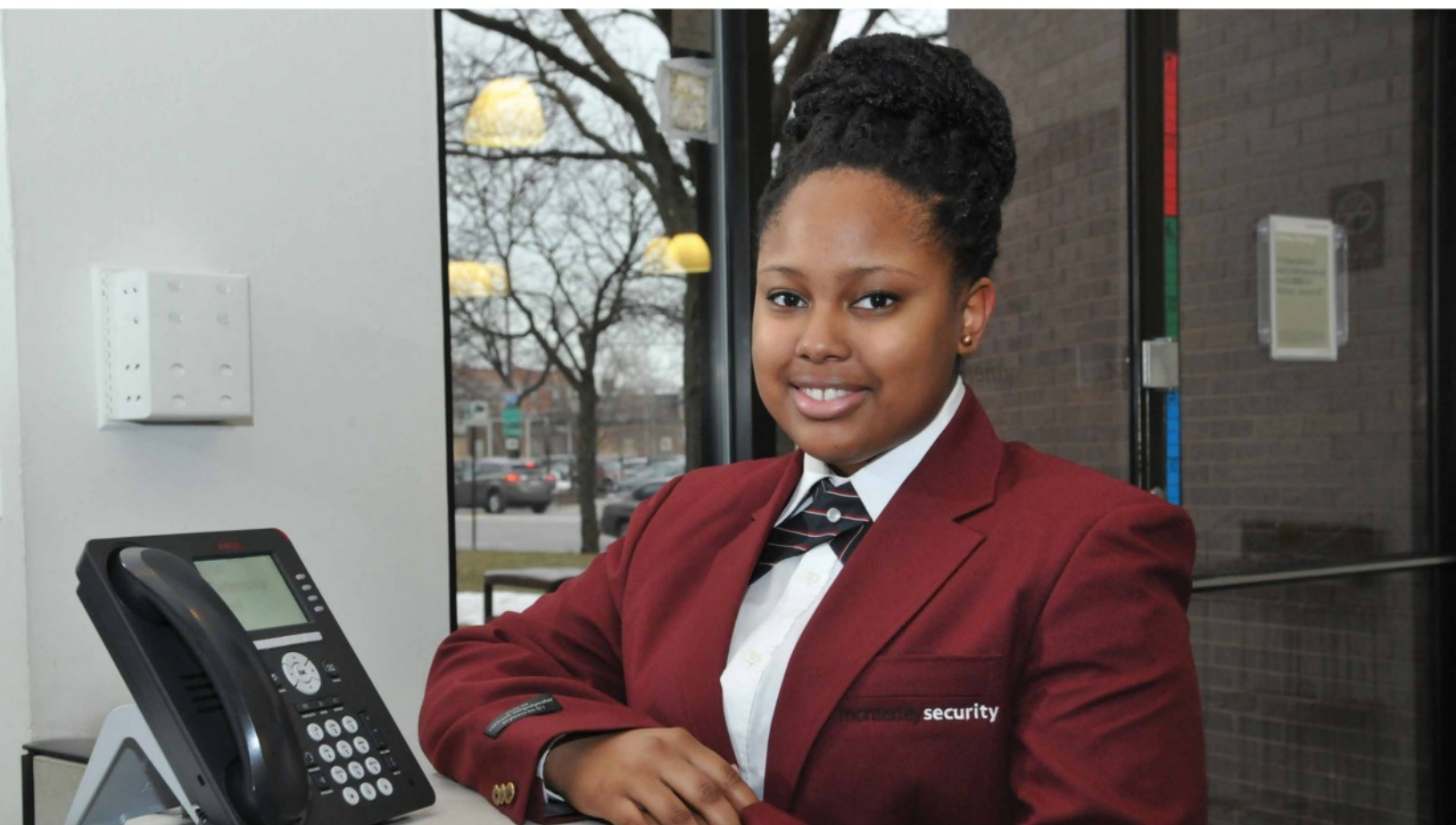
Knowing that every aspect of the stadium experience is different, Monterrey works to implement specialized training for each area of the stadium. The greetings and services offered in a club level, for example, often times different from general seating. Our management team reviews the producers for each section and implements specific training for Monterrey team members working in those areas.

We've also taken guest services best practices from specific contracts and worked to implement them at the facilities we work with throughout the country.

When we began our work with The University of Notre Dame, we were asked to extend a personal greeting to each and every patron who passed through the gates. With smiles on our faces, our staff welcomes guests with a "Welcome to The University of Notre Dame." In doing so, we ourselves have become a part of the South Bend family, building relationships that extend far beyond a Saturday football game. We have also established the same practice at each and everyone of our client venues - "Welcome to Soldier Field"; "Welcome to Toyota Park." We take pride in our reputation for creating exceptional guest experiences, and we look forward to the continued opportunity to greet Lake County residents and facility staff with a warm and heartfelt welcome. Establishing a strong foothold in the communities we work in is vital to the success of our Monterrey team. We have long established relationships in communities throughout the greater Chicagoland area, communities that would provide the basis for our future work force.

By helping to grow excitement and passion for Lake County Facilities, we can help the community feel like a part of the project, which helps to grow grassroots excitement and support for the organization. We want our team to come from Lake County communities, to stay with us and to grow as part of the Monterrey family. By investing in the community and our work force, our employees feel invested in the job, in Lake County Facilities and as part of a team, rather than just viewing this as a job. Simply put, we are looking for more than a name on a job application, we are looking for team members who have a desire to commit to the future of Lake County Facilities security program and a desire for excellent customer service.

We are confident that our experience in managing government and professional facilities, as well as providing security and guest services for smaller corporate events, readily and uniquely equips us to meet and exceed the goals defined by Lake County Facilities.





MONTERREY SECURITY'S WORK AT TOYOTA PARK – HOME OF THE CHICAGO FIRE – WAS RECOGNIZED BY J.D. POWER FOR PROVIDING THE BEST FAN EXPERIENCE AMONG ALL SPORTS TEAMS IN THE CHICAGO MARKET. IN THE 2016 FAN EXPERIENCE STUDY, TOYOTA PARK EARNED THE HIGHEST SCORES FROM ANY STADIUM IN CHICAGO FOR "SECURITY AND USHERS" AND "LEAVING THE GAME" – DUTIES HANDLED BY MONTERREY SECURITY.

24-HOUR SECURITY



At the core of Monterrey Security is our ability to protect and secure your facility 24 hours a day, even when the parking lots have emptied out. To do this, we use state-of-the-art equipment and a proven staffing plan that ensures every aspect of your facility is secured at all times. We operate based on established standards - ones that have been implemented at Soldier Field, The University of Notre Dame and Toyota Park - to ensure 24-hour security with maximum efficiency.

As with every project we undertake, Monterrey will tailor our plan to meet the specific needs and designs of Lake County Facilities. Knowing each facility is different, our expert team - including our full management staff - will undertake a comprehensive review of each campus. From there, we will implement a program that includes roving patrols, CCTV monitoring, employee check in, and will cover all entrances, including the loading dock and service doors. Monterrey staff is highly trained to recognize anything that may look out of place or that may cause problems - we will bring this perspective and expertise to the Lake County Facilities.

Monterrey has in-depth experience opening new facilities and establishing security programs and protocols that meet the unique needs of new facilities in new markets. Since 1999, we have opened the newly renovated Soldier Field, Notre Dame Stadium, Toyota Park, and the newly renovated Lincoln Park Zoo. This includes creating specialized training

for any new programs or new sections. Monterrey does not use a one-size-fits-all model where we drop in staff no matter the situation. For each post, we conduct specialized security training to prepare for any and all scenarios and assign staff who bring unique insights and skills.

The 24-hour security program extends beyond what is happening inside the walls of each school. We are prepared for events that may not take place inside, but can still affect our operations. For example, during the 2012 NATO G8 Summit in Chicago, we briefed and prepared detailed security plans for our clients near the summit location and corresponding protests. Given the locations of each facility, we must be prepared to deal with issues that arise in a major metropolitan area, including protests, traffic congestion, celebrations, holiday events and any other event Lake County might experience.

We provide armed and unarmed officers, often deployed in combination, to secure commercial and residential buildings and project sites. We can offer professional firefighters and paramedics trained in emergency response for added safety. We also have considerable experience securing construction sites, monitoring deliveries and protecting valuable building materials and equipment.

We also understand that security needs change, and Monterrey has shown its ability not only to adapt, but also to lead this change in order to provide the highest level of security. In addition to on-the-ground support, we utilize bike teams to patrol and secure facility perimeters; use K9 units to guard against hazardous or illegal materials; and plain-clothes officers to keep an eye on activities that take place in and around the facilities we serve.

We are also a trusted partners in providing security for dignitaries and special events. Whether its The University of Notre Dame's Father Jenkins and Jack Swarbrick visiting an unfamiliar facility for the first time or Mexican President Felipe Calderon traveling to Chicago, Monterrey provides a secure escort using proven tactics that allow special guests to travel securely without incident and with minimal disruptions.

To offer the best service, Monterrey uses web-based software to manage all our security services and business operations. Tablet and smart-phone applications allow for fast and efficient incident reporting, as well as continuous communications between command and security personnel. At all steps and levels, we employ state-of-the-art technology. From employee identification to scheduling, our software conveniently automates all staffing, including attendance and performance tracking.

We look forward to working with Lake County Facilities to truly understand your needs and craft a tailored security plan that exceeds your expectations. World-class facilities like those in Lake County deserve a customized security plan when it comes to protecting your residents and staff and ensuring the security of your assets.



CLIENT IMPLEMENTATION TEAM (CIT)

For each of our clients, we establish a Client Implementation Team (CIT) that will be responsible for all actions necessary to produce a professional, efficient opening. The success of our unique CIT system has been demonstrated throughout our contracts.

The CIT will be responsible for the following tasks and deliverables leading to opening:

- »» Review, update and revise standard operating procedures based on agreed-upon objectives and on-the-ground feedback
- »» Interview potential personnel and assist Training Manager with job placement, training and orientation
- »» Plan and coordinate personnel orientation, training, equipment training and other preparatory actions
- »» Establish administrative processes to ensure all aspects of contract operations are met
- »» Prepare for and assign responsibilities for accomplishing inspection and inventory of all property and equipment.
- »» Finalize material and logistical requirements for the contract

KEY PRE-OPENING PERSONNEL

The transition process of integrating Monterrey's services at Lake County Facilities will be seamless and efficient because of the group of experienced and knowledgeable professionals who will be involved.

Project Director - Business Management

The Project Director - Business Management will serve as the head of our CIT at Lake County Facilities. The Director will:

- »» Form and mobilize the complete CIT for Lake County Facilities
- »» Conduct daily meetings with the Lake County Facilities team
- »» Maintain regular contact with Monterrey president on status of integration
- »» Review all reports and administrative submissions to ensure they are timely and in accordance with contract requirements
- »» Act as lead decision-maker and problem solver for issues that may arise at Lake County Facilities
- »» Work with Lake County Facilities to establish inventory protection protocols for assets

Director of Administration

The Director of Administration will serve as the second in command to the Project Director. The Director of Administration will provide expertise on:

- »» Financial and accounting procedures
- »» Contract support services
- »» Property inventory
- »» Administrative submissions
- »» Human resources

Training Manager

The Training Manager will manage the day-to-day staffing needs at Lake County Facilities. The Training Manager will report to the Project Director and Director of Administration, and will:

- »» Establish Contract Administration files
- »» Oversee new hire training and compliance
- »» Coordinate orientation and training classes, meeting the requirements of both Monterrey and Lake County Facilities management
- »» Prepare personnel packets for new hires
- »» Coordinate personnel administration hiring procedures
- »» Establish reporting system with Lake County Facilities management

Quality Control & Safety Manager

The Quality Control & Safety Manager will review and ensure all quality and safety functions in accordance with OSHA and Lake County policies. The Quality Control Plan, developed with Lake County Facilities, will be implemented during the final 10-days before the service start date. Overall, the goals of the Quality Control & Safety Manager will be to:

- »» Safeguard the lives, health and safety of all residents, personnel, visitors, contractors and the general public
- »» Protect Lake County Facilities and their assets; provide assurances that our performance and operational methods will not harm or damage property, equipment, vehicles or the facility
- »» Ensure full regulatory compliance and meet legal, moral and contractual safety obligations

MILESTONE PLAN AND PROGRESS TRACKER

Working with Lake County Facilities, we will create a Milestone Plan and Progress tracker to clearly define goals and expectations prior to the start of our contract to support Lake County Facilities. We have worked with all of our new facility clients to develop this program, and we have found it key to our success.

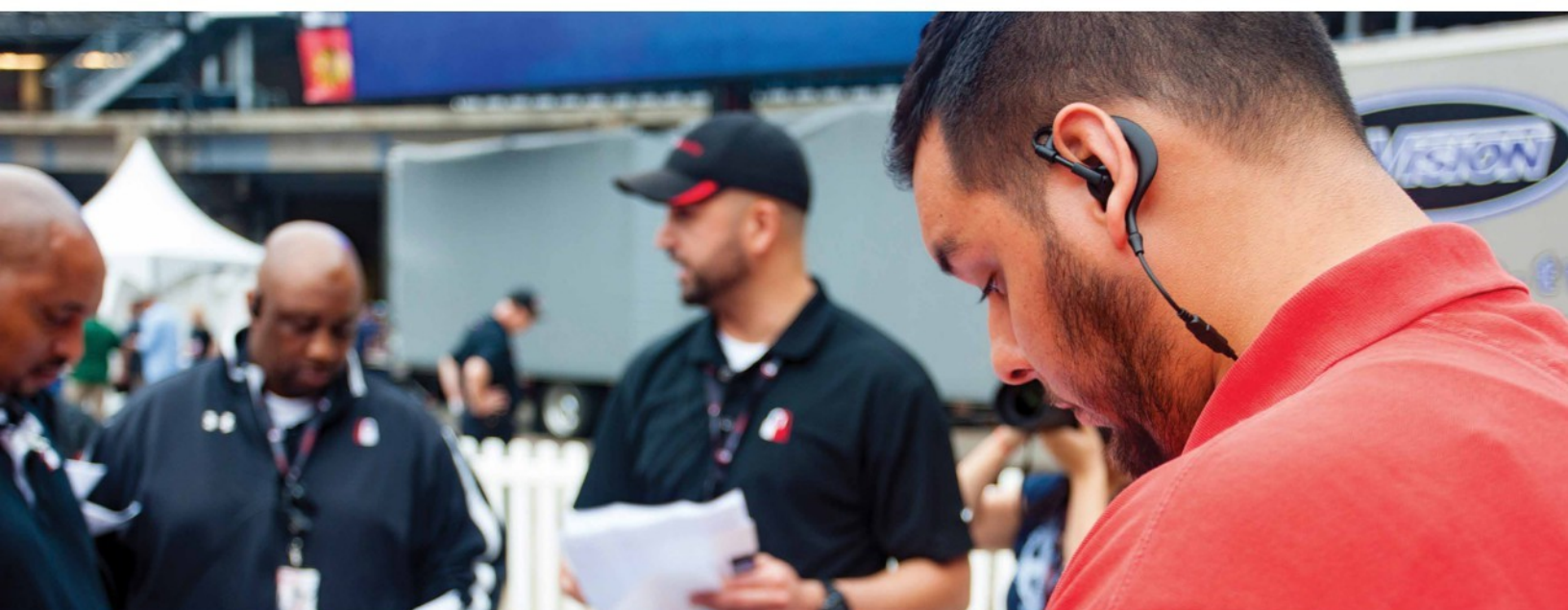
MILESTONE PLAN & PROGRESS TRACKER (SAMPLE)

TASK	DETAILS	DAYS BEFORE START
Establish Contract Implementation Team (CIT)	Program Director; Director of Administration; Training Manager; Quality Control & Safety Manager	Upon notice of award
Internal review & revisions of integration plan	Finalize all licensing requirements for City of Chicago and State of Illinois	75 days out
Start interviews & recruitment	CIT key staff review resume, hire initial staff and beginning orientation and training	69 days out
Establish formal communications channels	Set up conference with Lake County Facilities and Monterrey CIT team	69 days out
Submit integration plan to Lake County Facilities	Review and revise w/ Lake County Facilities	60 days out
Purchase all additional equipment	Based on supplier/vendor agreements; RFP requirements	59 days out
Finalize training manuals	Responsibility of Training Manager	57 days out
Finalize insurance requirements	Policies for General Public Liability; employers' liability; workman's compensation; licensing	55 days out
Establish Administrative records, operational logs and online set-up	Responsibility of Director of Administration	55 days out
Background & drug testing	Required for all employees	45 days out
Completion of full organizational chart	To Lake County Facilities for review and approval	45 days out
Finalize full inventory	To Lake County Facilities for review and approval	43 days out

*Continued on next page

MILESTONE PLAN & PROGRESS TRACKER (SAMPLE)

TASK	DETAILS	DAYS BEFORE START
Submit Month 1 schedule	To Lake County Facilities for review and approval	40 days out
Uniforms and equipment to staff	Responsibility of Training Manager	30 days out
Status Update	Visual and oral briefing	21 days out
Physical site visit with essential staff	Update to Lake County Facilities	14 days out
Final equipment tests	All equipment properly functioning	12 days out
All training completed	Responsibility of Training Manager	12 days out
Final transition documentation to Lake County Facilities	Final transition documentation to Lake County Facilities	5 days out
Contract Commencement	Contract Commencement	TBD



QUALITY ASSURANCE PLAN



Monterrey's Quality Assurance Plan ensures:

- »» Successful, cost-effective and secure operation
- »» Provides management with an objective evaluation of staff performance
- »» Allows us to put feedback from your guests into action to improve their overall experience

Since we were founded in 1999, Monterrey has continually improved this plan, allowing us to provide extensive, high-quality services to multi-purpose facilities throughout the Midwest. The Monterrey Quality Assurance Plan is anchored by scheduled and unscheduled inspections of all security functions. Our inspection techniques will include, but are not limited to, self-inspection, checklists, customer feedback, trend analyses and formalized inspection reports. Our Quality Assurance Plan is also augmented by direct client, employee and guest involvement and feedback. By making this plan flexible and dynamic, it allows us a complete analysis of total performance, as well as the ability to adjust in order to exceed your expectations for security services at Lake County Facilities.

ENSURING QUALITY AT LAKE COUNTY FACILITIES

As with every aspect of working with Monterrey, the Quality Control Plan will be tailored to the needs of Lake County Facilities. We have established a methodology for identifying concerns before they become issues, because the best protection is prevention. When it comes to quality and safety, our motto is "taking ownership rather than taking a back seat."

QUALITY CONTROL PLAN

Goal: Establish methodology, identify individual responsibility and confirm procedures to identify deficiencies and continually elevate the level of service provided by Monterrey.

At Lake County Facilities, this plan will be kept simple, practical and results-driven. We will focus on real solutions, not just reporting and working on symptoms. Our entire philosophy is based on a user-friendly and customer-friendly environment.

This plan is comprised of:

- »» Establishment of inspection system to cover all service components, including security, guest services, traffic management and overall performance at Lake County Facilities.
- »» Announced and unannounced inspections of shifts, facility and personnel
- »» Establishment of the methods to be used to identify, prevent and resolve deficient contract performance
- »» Establishment of method of documenting quality control at Lake County Facilities
- »» Identification of responsibilities of all personnel involved in ensuring and reporting on quality control
- »» Establishment of Customer Feedback Program
- »» Development of process for investigating customer complaints and taking corrective action
- »» Establishment of timeline for progress reports to be delivered to Lake County management

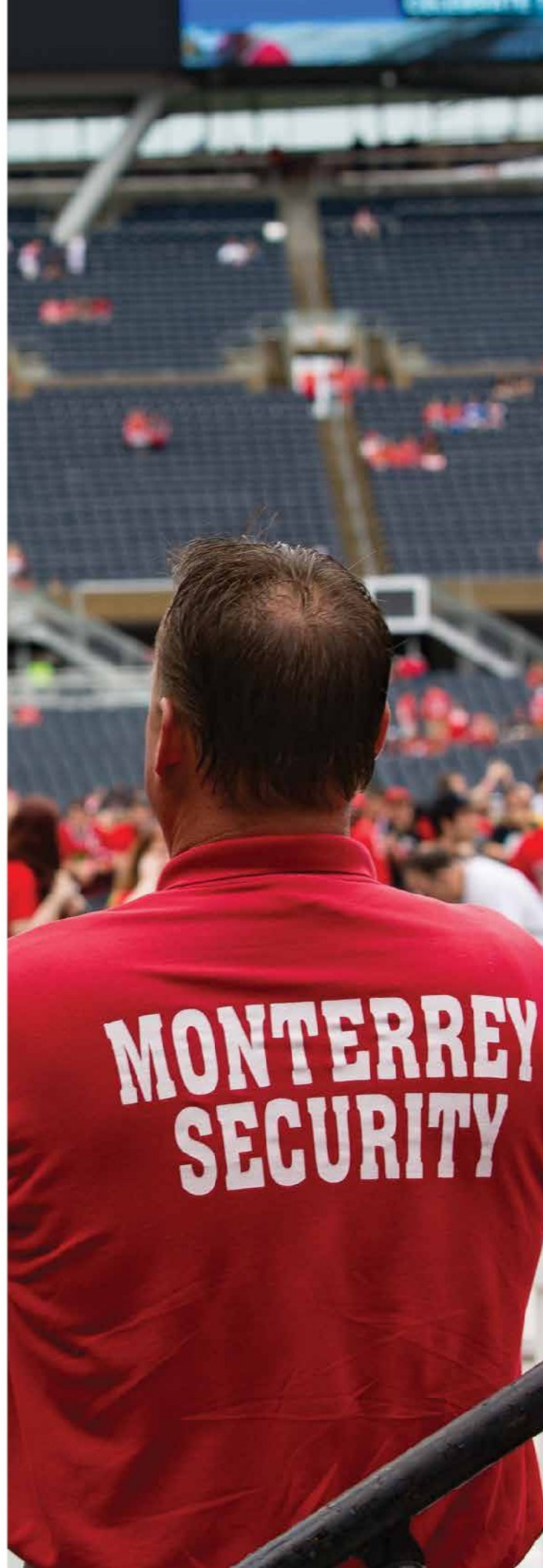
TOTAL QUALITY MANAGEMENT PROGRAM (TQM)

Monterrey's Quality Assurance Plan is augmented by our Total Quality Management Program. A requirement of all employees, this program is designed to allow our workforce the opportunity and ability to participate in the application and inspection of our Quality Assurance Plan. Employees are encouraged to make suggestions and provide insight on ways to enhance Monterrey's services. In doing so, we are able to instill a sense of ownership from each employee into the success at Lake County Facilities.

QUALITY CONTROL INSPECTIONS

Our Quality Control Inspection program covers all required event support services, records all inspections and corrective actions taken, and procedures to prevent recurrence of any issues. The team members assigned to the role of inspectors will be extremely knowledgeable about events that take place at Lake County Facilities and their ancillary spaces. The four pillars of our QC Inspection program at Lake County Facilities will be: Simplicity; Flexibility; Thoroughness; Personal Involvement.

The use of our Master Inspection Plan (MIP) will be critical to our success and ability to ensure quality at Lake County Facilities. The MIP encompasses each functional service area Monterrey operates. This document reflects the performance requirements, inspection frequency and instructions required to support the services we provide.





MASTER INSPECTION PLAN — GENERAL

INSPECTED SERVICE	INSPECTION STANDARDS	INSPECTION METHOD	SCHEDULE
Staff Uniforms & Personal Appearance	Uniform will be neat, clean, well-fitting and serviceable. No facial hair; employee will have proper haircut and personal hygiene	Visual of all personnel	Daily; prior to the start of each event and mid-event
Emergency or Response Actions	Responds to emergencies or critical situations immediately; understands the coordination steps to take an requirements of local law enforcement and FPS	Random Sampling	As services are required
Staff Knowledge of Responsibilities	Employee has read, signed and passed the employee customer service checklist; fully understands functions and responsibilities of each job	Random Sampling	Daily; during events
Code BLUE	Employee understands the procedures for emergencies either by visual or by phone call	Random Sampling	Quarterly; random sample during events
Guest Service Procedures & Methods	Employee has conducted guest service checklist and implemented where needed	Review of checklists; 100% compliance required	Daily; on-shift inspection
Service Equipment Use & Locations	Employee understands how to use needed equipment	Random Sampling	Daily; twice at each event



MASTER INSPECTION PLAN — ADMINISTRATIVE

INSPECTED SERVICE	INSPECTION STANDARDS	METHOD	SCHEDULE
Supervisor Staff	Employee has education, experience, leadership and commitment to customer	Staff Evaluation	Weekly
Performance Control & Scheduling	Employee is efficient, effective and knowledgeable of scheduling requirements	Staff Evaluation	Weekly
Automated Management Systems	Systems provide timely access and instant response to queries and audits; systems are accurate and timely; updates provided no later than 24 hours after queries	Staff Evaluation	Monthly
Training & Recertification	Employees are requalified and recertified with weapons	Review of certification; 100% required	Semi-annually



MASTER INSPECTION PLAN — BUSINESS MANAGEMENT

INSPECTED SERVICE	INSPECTION STANDARDS	METHOD	SCHEDULE
General Contract Management	Problems resolved and corrective action implemented in timely manner	Staff Evaluation	Quarterly
Corporate Support	Effective channels of communication, authority and responsibility identified; timely and effective decision-making from corporate staff	Staff Evaluation	Monthly
Management of Lake County Facilities	Internal controls and inventory procedures in place to effectively prevent loss; proper identification methods utilized to protect property	Staff Evaluation	Monthly



MASTER INSPECTION PLAN - QUALITY CONTROL

INSPECTED SERVICE	INSPECTION STANDARDS	METHOD	SCHEDULE
Overall Program Implementation	Maintains focus on long-term corrective actions and continuous inspections; effective and responsive performance monitoring controls in place; good utilization of staff and resources	Staff Evaluation	Monthly
Customer Satisfaction	Aggressive customer comment/complaint program in place; timely follow-up	All Forms	Monthly
Documentation, Records & Reports	Optimizes automated reporting for reports and logs; timely and accurate reporting	Staff Evaluation	Monthly
Customer Feedback System	All customer complaints evaluated and reported to Lake County Facilities	Review of systems; 100% compliance required	Daily
Safety & Security	Full compliances with Lake County Facilities policies, regulations and directives	Staff Evaluation	Monthly

GUEST FEEDBACK

Gauging guest feedback and enjoyment is one of the most important ways for Monterrey to continuously improve its services and best serve and represent Lake County Facilities. Guest satisfaction results from providing timely, quality services and treating every single guest with the utmost respect. At Lake County Facilities, our management team will seek feedback through comment postcards, feedback email and focus groups. We will provide all customer feedback materials to Lake County Management for review and approval prior to utilization amongst staff and visitors.

Guest Services Feedback

Name _____
Email _____
Phone _____
Section _____ Row _____ Seat (s) _____ ☐ Club Seat Season Ticket Holder?

Friendliness of Staff
☐ Great ☐ Good ☐ Needs Improvement
Knowledge of Venue
☐ Great ☐ Good ☐ Needs Improvement
Helpfulness of Staff
☐ Great ☐ Good ☐ Needs Improvement

Notes: _____

UNITED CLUB

(Previous Sample)

CLIENT FEEDBACK

Formal communications between Monterrey and Lake County Management will include meetings, reports, letters, memos and other important documentation in support of our contract operations. Performance evaluation meetings will be scheduled to discuss various aspects of our contract performance, and special meetings may be called as necessary to address any areas of concern.

CONTRACT DISCREPANCY REPORTS

We take our performance to exceed your goals very seriously and want the management of Lake County Facilities to challenge us to provide the best services possible. As part of our overall service, the Lake County Facilities management team will have the opportunity to complete discrepancy reports and share them with our team whenever our performance falls below standards. The Project Manager will spearhead this effort and will submit a complete report at the end of each contract year. In addition, our entire management team will provide a full report of the inspection of services provided at Lake County Facilities.

QUALITY CONTROL BENEFITS

By taking a holistic approach to quality assurance, we will be able to facilitate a process of continuous inspection. Not only will we be able to identify areas of concern before they become problems, we will foster communication between management, employees and customers. To us, this is the best of all worlds and ensures that your goals are met and that the experience for residents, staff, and visitors at Lake County Facilities is always a safe and enjoyable one.



EMPLOYEE TRAINING PROGRAM



At Monterrey, we understand that it is our personnel that sets us apart in the industry. The reason that our personnel are called upon as experts in the field is because of our unique training program and the skills we introduce at our new, \$1M training center. We realize that by providing exceptional training, we can ensure top quality performance and instill a mindset of total quality and customer service in our team members.

The objective of our comprehensive training program is to bring us closer to our ultimate goal of producing a service team that meets and exceeds the goals of Lake County Facilities management. The training program outlined below equips all of our team members with the necessary tools to demonstrate technical proficiency, integrity, critical judgement and responsibility in any situation.

TRAINING OBJECTIVES

Just as we have in all of our other client markets, we will go above and beyond when it comes to required training. We do not depend on the bare minimum to get the job done. We will require that all employees complete 40 hours of training - double the required amount for crowd management and security services in Illinois. We will also require 8-hour supplemental training twice a year, as well

as on-site training as needed. Additionally, we will provide ongoing training as necessary to keep our employees aligned with the very latest best practices and industry trends, as well as any additional security measures and/or policies required due to current events.

As always, we are also committed to ensuring that all of our employees meet the training requirements set forth by the leadership of Lake County.

TRAINING TOOLS

We utilize a variety of tools and methods to ensure the effectiveness and quality of the training we require of our employees. Given our relationships and past and current experiences with law enforcement, we have partnered with the Federal Bureau of Investigations, and the U.S.

Department of Homeland Security, to develop and utilize training videos for our employees.

In addition to the valuable visual training we provide, we also require extensive hands-on training to ensure the highest retention rate of learned information. Put to work at Lake County Facilities, this type of training will allow Monterrey to staff with the most prepared and well-equipped security workforce in the industry.

IF MONTERREY IS AWARDED THIS CONTRACT, WE WOULD LOOK TO FURTHER INVEST IN OUR ALREADY ADVANCED TRAINING FACILITY, AIMED AT IMPROVING THE SKILLS OF OUR EXISTING EMPLOYEES AND PROVIDING A STRONG FOUNDATION FOR OUR FUTURE EMPLOYEES.

ONGOING TRAINING

Training is not just important when an individual or team is starting a project - it is critical that a workforce remains up-to-date on best practices, trends and current events and put these learnings to use each and every day. That's why at Monterrey, training never stops. Once employees start, they are always enhancing learnings by:

TRAINING OUTLINE

- »» Training as a team
- »» Training as you expect to perform
- »» Training using effective and up-to-date materials
- »» Using performance-oriented training
- »» Training to challenge
- »» Training to sustain proficiency
- »» Training safely

In Lake County Facilities, we would implement a training program similar to the one outlined below to ensure top-quality performance.

TRAINING OUTLINE

TRAINING SUBJECT	TRAINING OUTLINE
Orientation	Introduction to the training program objectives; discuss appearance, grooming and standards of conduct.
Customer Service & Quality Control	Training on total quality performance and exceptional guest service.
Building Site Orientation & Emergency Plan	Tour the facility and train on necessary internal systems; explain duties of each position; review Lake County Facilities necessary regulations and Emergency Plans; understand outlined security duties outlined by the Lake County Facilities.
Personnel Identification & Entry/Exit Control	Familiarize staff with various types of identification used throughout facility; instruct on the importance of proper identification and the role of staff to verify identification and control entry and exit points.
Bomb Threats, Natural Disaster Response; Terrorism & Anti-Terrorism	Discuss actions upon a natural disaster as outlined by the Federal Protective Services; awareness of trends in terrorism, bombings, hostage situations, kidnappings and armed assault; ensure full understanding of government threat conditions.
Report Writing	Hands-on training and discussions on report and log requirements; highlight the importance of field notes.
Telephone & Radio Communication	Hands-on training on the proper use of radio and telephone equipment, especially during emergency situations, patrol and requests for assistance.
Role of Local, State & Federal Police Agencies	Instruction on the relationship between Monterrey and other law enforcement agencies; clarification of event staff role in enforcement of building relations, policies and special requirements.

*Continued on next page

TRAINING OUTLINE

TRAINING SUBJECT	TRAINING OUTLINE
Awareness at Special Events	Train on importance of patrolling during events and the proper observation techniques required; study the skills required for patrol while maintaining excellent guest relations.
Guest Response	Train employees on various types of disorderly conduct and the appropriate staff response to each; discuss the care and caution required when coming upon a disgruntled patron.
Safety & Fire Prevention	Define team member responsibilities for fire safety and prevention; provide guidelines for the use of necessary equipment, including fire suppression system and fire alarm system.
Guest Service Core Expectation	Work to define the guest's core expectations at an event.
Ethics & Professionalism	Discuss what professionalism is; provide instruction on ethics using relevant examples.
Public & Professional Relations	Discuss the basic knowledge required to become an event team member, providing an understand of each employees own actions and of those they work with; discuss behavior under stress, actions due to mental illness and irrational behavior due to drug and/or alcohol use; discuss the reflection of the team member with respect to Lake County policy on standards of professionalism.
CPR, Emergency Medical Assistance & First Aid	Train on CPR methods and techniques, basic heart and lung functions, and CPR on infants; train on stopping external bleeding, identification of shock and response to sudden illness due to stroke, heart attack, convulsion or epilepsy; course taught by certified instructor.
Crowd Management	Hands-on instruction in handling and controlling crowd situations; emphasis placed on discipline, control and cooperation with other law enforcement agencies; train on defensive and offensive team actions for control.
Guest Relations	Hands-on and lecture training on managing a crisis while maintaining optimum guest relations.
Media Relations	Provide guidelines for team member contact and interaction with the media; provide examples of when media are trying to extract information and how to direct media to the appropriate spokesperson.
NFL Best Practices	Train on the techniques of the NFL Best Practices.
Occupations Exposure to Blood Borne Pathogens	Instruction on the skills and precautions of the hazards of blood borne pathogens by explaining how they are transmitted, employee hazard recognition, personal protective equipment (PPE), vaccines and emergency procedures.



TRAINING CASE STUDY

THE DISNEY INSTITUTE

In world-class government facilities like those in Lake County, we understand that you will have visitors coming from around the world to participate in programs and tour your facilities. The training that Monterrey's senior management has received through the Disney Institute not only sets us apart in the industry, but it elevates the level of service and cultural awareness that we will bring to this partnership.

In 2010, Monterrey began sending groups of managers to the Disney Institute, the professional development arm of the Disney Corporation. Here, Monterrey managers take in-depth courses on Leadership Excellence, Employee Engagement, Quality Service and Business Excellence.

Not only is the time used to learn from Disney experts, our team also has the opportunity to gain hands-on experience by shadowing guest service representatives within the park. Then, having seen first-hand what goes into a truly unique experience, our employees are able to take this new perspective and skill set back to the facilities where we operate. Our managers then bring these fundamentals back to all of our employees.

By working in partnership with Monterrey, we are certain that we will be able to bring some of "The Happiest Place on Earth" to the Lake County Facilities security program to ensure that your residents, staff, and visitors have the experience they expect and deserve time and again.



DEPTH OF RELATIONSHIPS

IN EACH COMMUNITY WE SERVE, MONTERREY SECURITY IS KNOWN FOR ESTABLISHING DEEP ROOTS IN AND STRONG CONNECTIONS TO THAT COMMUNITY. THAT'S EVIDENT NOT ONLY IN WHO WE PARTNER WITH, BUT IN THE WORK WE ARE OFTEN ASKED TO DO, GOING BEYOND ANYTHING ASKED FOR IN OUR CONTRACTS. AS AN EXAMPLE, WHEN BELOVED NOTRE DAME PRESIDENT FATHER TED HESBURGH DIED IN FEBRUARY, WE WERE ASKED TO PROVIDE SECURITY AND GUEST SERVICES FOR THE FUNERAL AND CEREMONIES. WE WERE HONORED BY THE REQUEST AND WILLINGLY DID SO - DEEPLY APPRECIATIVE OF THE TRUST SHOWN BY NOTRE DAME IN OUR FIRM AND IN OUR LEADERSHIP.

SAMPLE SECURITY OFFICER EMPLOYEE FILE

IDPR EMPLOYEE FILE CHECKLIST



EMPLOYMENT APPLICATION INCLUDING WORK HISTORY



PHOTOGRAPH



20-HOUR CERTIFICATE FOR BASIC TRAINING



COPY OF CURRENT PERC CARD



PERC VERIFIED VIA ILDPW WEBSITE-LICENSE LOOK UP

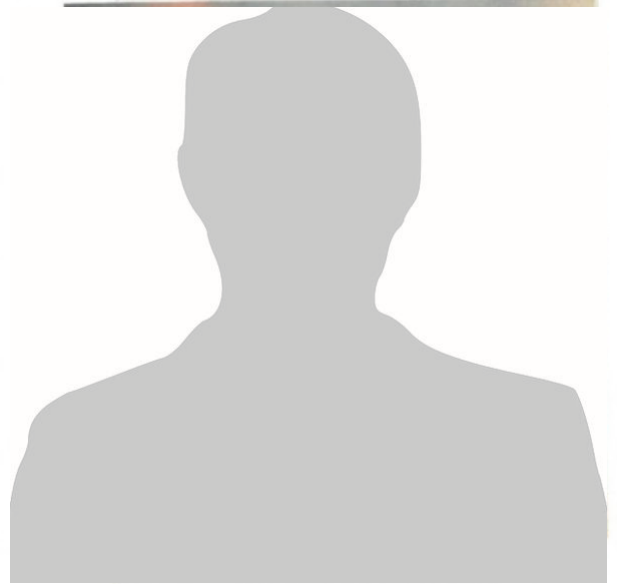


FINGERPRINT VERIFIED VIA ILDPW WEBSITE LOOK UP

**** Copy of live scan fingerprint receipt if applicable****



EMPLOYEE STATEMENT



****If EE does not have a PERC then:**

_____ COPY OF PERC APPLICATION

****Replace with PERC card when issued**

_____ COPY OF LIVE SCAN FINGERPRINT RECEIPT

_____ COPY OF IDPW FINGERPRINT LOOK-UP/VERIFICATION

****Eligible**

_____ COPY OF CHECKS



"AT WILL" EMPLOYMENT APPLICATION

Monterrey Security Consultants, Inc. is an equal opportunity/affirmative action employer. All qualified applicants will be considered without regard to age, race, color, sex, religion, national origin, marital status, ancestry, citizenship, veteran status, sexual orientation or preference, physical or mental disability

APPLICANT INFORMATION									
Last Name	Doe			First	John		M.I.		
Street Address	123 Main street						Apartment/Unit #		
City	Chicago			State	IL		ZIP	60608	
Phone	773-553-5555			E-mail Address	John.doe@gmail.com				
Date Available	ASAP		Social Security No.	123-45-6789		Referred by			
Position Applied for	Event Security								
Are you at least 16 years of age?			YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>					
Have you ever worked for this company or its affiliates?			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	If so, when?				
Do you have any relatives employed by the company or its affiliates?			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	If yes, list their names				
EDUCATION									
High School	John Marshall			Address	3256 W. Adams				
From	97	To	01	Did you graduate?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	Degree		
College	Daley College			Address	7500 S. Pulaski Rd				
From	01	To	05	Did you graduate?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	Degree	Associates	
Other				Address					
From		To		Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree		
EMERGENCY NOTIFICATION – IN CASE OF EMERGENCY, PLEASE NOTIFY:									
Name:		Phone Number:			Relationship:				

PREVIOUS EMPLOYMENT - LIST EMPLOYMENT FOR THE PAST 3 YEARS

Company	ABC Security			Phone	555-5555		
Address	125 Security Lane			Supervisor	John Wayne		
Job Title	Security Officer	Starting Salary	\$ 15.00	Ending Salary	\$ 25.00		
Responsibilities							
From		To		Reason for Leaving			
				Better Opportunity			
May we contact your previous supervisor for a reference?				YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>		
Company				Phone			
Address				Supervisor			
Job Title		Starting Salary	\$	Ending Salary	\$		
Responsibilities							
From		To		Reason for Leaving			
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>		
Company				Phone			
Address				Supervisor			
Job Title		Starting Salary	\$	Ending Salary	\$		
Responsibilities							
From		To		Reason for Leaving			
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>		

MILITARY SERVICE

Branch		From		To	
Rank at Discharge		Type of Discharge			
If other than honorable, explain					

DISCLAIMER AND SIGNATURE

Monterrey Security Consultants (the Company) does not offer tenured or guaranteed employment. Either the company or the employee can terminate the employment relationship at any time, with or without cause, with or without notice. This at-will employment relationship exists regardless of any other written statements or policies contained in this employee packet or any other company documents or any verbal statement to the contrary.

I certify that my answers are true and complete to the best of my knowledge. I understand that if hired, my employment would be at-will and could be terminated at any time by either party, with or without cause and with or without notice.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature		Date	3/1/18
-----------	---	------	--------

IMPORTANT NOTICE: Completion of this form is necessary for consideration for licensure under 225 ILCS 446/1 et seq. (Illinois Compiled Statutes). Disclosure of this information is VOLUNTARY. However, failure to comply may result in this form not being processed.

CERTIFICATION OF COMPLETION OF BASIC AND/OR REFRESHER TRAINING AS REQUIRED BY THE ILLINOIS PRIVATE DETECTIVE, PRIVATE ALARM, PRIVATE SECURITY, AND LOCKSMITH ACT OF 2004.

TRAINEE: *This is your permanent record of training - A duplicate will not be issued.*

NAME (LAST, FIRST, MIDDLE INITIAL)

Doe John

HOME STREET ADDRESS

123 Main Street

CITY

Chicago

STATE

IL

ZIP CODE

60608

DATE OF BIRTH

06/09/1997

SOCIAL SECURITY NUMBER

123-45-6789

WEIGHT

5'10

HEIGHT

210

HAIR COLOR

brn

EYE COLOR

brn

I hereby certify that I have completed the basic training checked below as required by the Illinois Private Detective, Private Alarm, Private Security, and Locksmith Act of 2004.

Signature of Trainee:

John Doe

Date:

3-12-18

INSTRUCTOR: *This form is to be returned to the trainee after completion. This serves as the trainee's permanent record of completion of 20-hour basic and or refresher training.*

Check one of the following that apply to the basic training or refresher training that has been completed by the applicant listed above in compliance with the guidelines outlined in the Illinois Private Detective, Private Alarm, Private Security, and Locksmith Act of 2004.

20-Hour Basic Training

- ☐ Completed Basic Training under Section 15-25 for a Detective Agency
- ☐ Completed Basic Training under Section 20-20 for an Alarm Contractor Agency
- ☒ Completed Basic Training under Section 25-20 for a Security Contractor Agency
- ☐ Completed Basic Training under Section 30-20 for a Locksmith Agency
- ☐ Completed Basic Training under Section 35-45 for a Proprietary Security Force

8-Hour Training Courses

- ☐ Completed 8-Hour Site-Specific Training under Section 25-20 for a Security Contractor Agency
- OR
- ☐ Completed 8-Hour Refresher Training under Section 25-20 for a Security Contractor Agency

NAME OF ENTITY OFFERING TRAINING

MONTERREY SECURITY CONSULTANTS INC.

STREET ADDRESS

2232 S. BLUE ISLAND

CITY

CHICAGO

STATE

ILLINOIS

ZIP CODE

60608

DATE TRAINING COMPLETED

3-12-18

NAME OF INSTRUCTOR

SAMPLE 101

I hereby certify that the above-named trainee successfully completed the training checked above as required by the Illinois Private Detective, Private Alarm, Private Security, and Locksmith Act of 2004.

Signature of Instructor:

Sample 101

Date:

3-12-18

For future reference, IDfPR is now providing each person/business a unique identification number, 'Access ID', which may be used in lieu of a social security number, date of birth or FEIN number when contacting the IDfPR. Your Access ID is: [REDACTED]

STATE OF ILLINOIS 10288215
DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION
DIVISION OF PROFESSIONAL REGULATION
JESSICA BAER, DIRECTOR
PERMANENT EMPLOYEE REGISTRATION CARD
The below named individual has met requirements for registration under the Private Detective, Private Alarm, Private Security, Fingerprint Vendor, and Locksmith Act of 2004.
Reg.No: [REDACTED] Expires: 05/31/2018
Signature of Employee
JOHN [REDACTED]
CHICAGO, IL 60632-4722



Remove Card by Cutting on Dotted Line

As set forth in 68 IAC 1240.540(a), you are required to notify the Division within 30 days after any conviction(s), arrest(s), felony information, and/or indictment(s), by completing a 30 Day Arrest & Conviction Reporting Form available at idfpr.com.



Illinois Department of
Financial and
Professional
Regulation

Lookup Detail View

Contact

Contact Information

Name	City/State/Zip	DBA/AKA
JOHN [REDACTED]	Chicago, IL 60632	

License

License Information

License Number	Description	Status	First Effective Date	Effective Date	Expiration Date	Ever Disciplined
129 [REDACTED]	PERMANENT EMPLOYEE REGISTRATION	ACTIVE	01/08/2016	01/08/2016	05/31/2018	N

Generated on: 4/27/2018 12:04:50 PM


**Illinois Department of Financial & Professional Regulation**

Bryan A. Schneider, Secretary



Agency Quick Links
IDFPR Home Page
Information About
IDFPR
Banking
Non-banking Financial
Institutions
Professional Regulation
Real Estate
About IDFPR
Contact Information
General FAQs

Fingerprint Results**Notice to Licensed Agencies****Fingerprint Help!****FINGERPRINT RETURN RESULTS**

APPLICANT'S NAME	DATE OF BIRTH	ISP* RESULTS AND DATE
JOHN	6/9/1997	ELIGIBLE - 12/23/2015
*ISP is Illinois State Police		
Peace Officer Exemption		
 FingerPrint Search		

New Web Site:



External Links



State Features

Office of the Governor
Illinois Business Portal
Illinois Veterans Care
Get Covered Illinois

© 2015 Financial & Professional Regulation

| State of Illinois | Illinois Privacy Information | Accessibility | Contact IDFPR

<p>IMPORTANT NOTICE: Completion of this form is necessary to accomplish the requirements outlined in 225 ILCS 446/1 et. seq. (Illinois Compiled Statutes). Disclosure of this information is REQUIRED. Failure to provide any information will result in this form not being processed.</p>	<p>EMPLOYEE'S STATEMENT</p> <p>To be retained in employee's personnel file by the employing agency.</p>	<p>EMPLOYEE NUMBER 123456</p>																						
		<p>DATE OF EMPLOYMENT 4-30-18</p>																						
<p>NAME AND ADDRESS OF EMPLOYING AGENCY</p> <p>Monterrey Security Consultants, Inc. 2232 S. Blue Island Chicago, IL. 60608</p>	<p>NAME OF EMPLOYEE John Doe</p>	<p>SOCIAL SECURITY NUMBER 123-45-6789</p>																						
	<p>ADDRESS OF EMPLOYEE (Include Street, City, State, and ZIP Code)</p> <p>123 Main Street Chicago, IL 60608</p>																							
	<p>DATE OF BIRTH (Month/Day/Year) 06/09/87</p>	<p>PLACE OF BIRTH Chicago</p>																						
<p>Have you ever been dishonorably discharged from the armed services? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>																								
<p>Have you ever been convicted of ANY criminal offense, including a misdemeanor or a felony? <i>If yes, include a detailed explanation of the nature of the offense and the final disposition of the case.</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>																								
<p>Have you been declared by any court incompetent by reason of mental or physical defect or disease? <i>If yes, please explain.</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>																								
<p>Have you suffered from habitual drunkenness or from narcotic addiction or dependence? <i>If yes, please explain.</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>																								
<p>Have you ever had a certificate denied, suspended or revoked under the Illinois Private Detective, Private Alarm, and Private Security, and Locksmith Act? <i>If yes, please explain.</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>																								
<p>Please state business or occupation engaged in for the five (5) years immediately preceding the date of execution of this statement, the location of such business or occupation, and the names of employers, if any.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%; text-align: left; border-bottom: 1px solid black;">Start and End Dates</th> <th style="width: 60%; text-align: left; border-bottom: 1px solid black;">Business/Employer Name(s)</th> </tr> </thead> <tbody> <tr> <td style="border-bottom: 1px solid black;">2013 - Current</td> <td style="border-bottom: 1px solid black;">ABC Security</td> </tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> <tr><td style="border-bottom: 1px solid black;"> </td><td style="border-bottom: 1px solid black;"> </td></tr> </tbody> </table>			Start and End Dates	Business/Employer Name(s)	2013 - Current	ABC Security																		
Start and End Dates	Business/Employer Name(s)																							
2013 - Current	ABC Security																							
<p>Date: 3/1/18 Signature of Employee: John Doe</p>																								



Report Disclosure

Pursuant to California Civil Code 1786.29, please note that this report does not guarantee the accuracy or truthfulness of the information as to the subject of the report, but only that it is accurately copied from public records, and information generated as a result of identity theft, including evidence of criminal activity, may be inaccurately associated with the consumer who is the subject of the report. ADP shall provide a consumer seeking to obtain a copy of a report or making a request to review a file, a written notice in simple, plain English and Spanish setting forth the terms and conditions of his or her right to receive all disclosures as provided in Section 1786.26.

Report Contents

- Client Order Summary

Limitation on Reportable Information

Consumer Reporting Agencies (CRA) are restricted in certain states from providing certain criminal and arrest information and certain states limit a CRA's ability to report criminal history records beyond 7 years. Criminal history information will not be provided in certain states beyond 7 years despite a client ordering an Extended Criminal History Report.

Client Order Summary

The following is a summary of your order of the ADP background checks you requested. The details on the results provided are contained in the report that follows.

Your order was completed on 03/26/2018

Verification Tools

Social Security Number Death Master Search (SSNDMS)

- ☒ No Death Record Found

Criminal Records Search

7 Year Federal Criminal - Northern District of Illinois

- ☒ No Record Found

ADP Crim Radar

- ☒ No Record Found

Illinois, Cook County Criminal History Report

- ☒ No Record Found

Governmental Registries Search

Government Sanctions Registry

- ☒ No Record

Sex Offender Registry Search

Multi State Sex Offender Registry

- ☒ No Record

Other/Misc.

Order Builder

MONTERREY SECURITY
CONSULTANTS



MONTERREY SECURITY COMPLIANCE MANUAL



Compliance Manual

Monterrey Security was founded in 1999 on a simple, yet powerful, philosophy:

Do the right thing, the right way, for the right reason.

Our reliance on that core philosophy has taken the company a long way since its founding. Monterrey is a family and minority owned business that has grown to include over 4,300 employees. Monterrey has transitioned itself into a premier security firm that serves local, regional, and global clients, including five professional sports leagues, NATO, the Congressional Medal of Honor ceremonies, some of our country's largest museums and music festivals, and more than 100 financial institutions.

"Doing the right thing" means that we go above and beyond what is required of the services we provide, the protection we offer, and the way we treat our clients and employees. Our values reflect the best aspects of the Company's heritage, and they are critical to fulfilling our purpose of helping our clients thrive and helping our employees realize their ambitions. The "right thing" means being dependable, delivering on our commitments, being resilient and trustworthy, and taking accountability for our actions. Execution on these values ensures that Monterrey creates a safe and rewarding environment for our employees, our clients, and the communities we serve.

Doing things "the right way" is both a nod to how we service our clients, but also, and more importantly, how we operate as a company. In addition to complying with the numerous laws and regulations that apply to the Company, we hold ourselves to the highest ethical standards and seek to act with the utmost transparency in everything that we do. Doing things "the right way" means that the Company seeks to build lasting and meaningful connections with our clients, their patrons, and the community. Monterrey expects that each of its employees treats others with respect, ensures that no corners are cut, and provides service with the highest level of quality and integrity.

Operating for the "right reasons" is the backbone of everything that we do. Monterrey prides itself on being a community-based, minority-owned, business that draws its strength from employing individuals from the communities in which the Company operates. We have strong ties to community organizations including faith groups, community-based charitable organizations, universities, local sports teams, and armed forces and veterans organizations. These ties help the Company empower others, give back to our communities, provide opportunities, develop our employees, and promote diversity and inclusion in the workforce. We also believe in giving back to our community by supporting [organizations](#) that create opportunities for youth, disadvantaged children, and promote health and wellness for women and families.

What We Do

Monterrey offers across-the-board security services for our clients, ranging from 24-hour on-site security, to crowd management, event security, building/personal security, and armed protection. In addition, Monterrey offers guest services and event staff. Given that the core of our business is providing security services to our clients, Monterrey's practices are regulated and subject to certification by a number of entities, at the federal, state, and local levels, including the Illinois Department of Finance and Professional Regulations (DFRP), and various other licensing agencies.

It is of the utmost importance to Monterrey that the Company as a whole, and each employee acting on its behalf, are fully compliant with all federal, state, and local laws, as well as Monterrey's own policies and values. This includes upholding our obligations with respect to hiring, licensing, certifications, training, and accreditation.

Monterrey Security maintains all licenses required to perform its services. In addition, we regularly obtain numerous certifications and licenses above and beyond what is required by law. The Company recently underwent a routine audit by DFPR, completed on May 31, 2017. The agency closed its comprehensive and exhaustive audit with no adverse findings to report. We also recently received a 100% score on a surprise review audit by the NFL, and a 100% audit review with no adverse findings by the New York State Department of Labor.

Most recently, the City of Chicago Department of Procurement Services issued a statement of support of Monterrey as a Minority Owned Business, thanking Monterrey for its "dedication to transparency, community, and integrity."

The Company has gained Homeland Security Infrastructure Protection certification from the U.S. Department of Homeland Security, and is one of a few security firms licensed by the Illinois State Police (ISP) to access the ISP's fingerprint database (a practice which is regularly audited by ISP). Monterrey is fully accredited and insured, and is also certified by both the State and the Federal Emergency Management Agencies. Monterrey's armed-guards include many off-duty law enforcement officers, are certified to carry concealed firearms, and received training in excess of the state minimum requirements, including annual re-qualification in the use of deadly force.

In addition, individual employees hold certifications in occupational safety and health, construction safety, hazardous materials handling, crowd control management and evacuation planning.

A blue geometric graphic consisting of several overlapping triangles and polygons, creating a dynamic, abstract shape. It is positioned to the left of the 'Licenses/Certifications' section header.

Licenses/Certifications:

- ILLINOIS DPFR
- ILLINOIS STATE POLICE
- U.S. DEPT. OF HOMELAND SECURITY
- FEMA
- CITY OF CHICAGO --
Recognized for "dedication to transparency, community, and integrity"

Who We Are

Monterrey's employees are our lifeblood, which is why we select, screen, train, and invest in employees that represent the values of the Company. Monterrey employs individuals in the following client-facing roles:

- 24-hour Security Officer- licensed position
- Armed Security Officer- licensed position
- Event Security- licensed position
- Event Staff (guest services/usher) - unlicensed position

Monterrey has developed defined job roles and responsibilities for each position, which are documented, published, and regularly communicated to employees. Our employees are our most valuable resource, which is why we provide them with exceptional pay, unparalleled training, and world-class supervision. Most importantly, we treat them with fairness, respect, and dignity – an approach that motivates our employees to continue providing extraordinary service to our guests. More than twenty-five percent of our staff have been with Monterrey for 10 years or more — something we take great pride in and which allows us to better serve our customers with a more experienced and dedicated workforce.

We also take pride in our second chance program that provides valuable job skills and career opportunities to community residents who often face challenges re-entering the workforce. Through this program, Monterrey invests in the development and futures of deserving candidates by providing jobs to nonviolent ex-offenders and others who face barriers to employment, and offering a wide range of training, education, mentoring and networking. While Monterrey seeks to offer second chances to candidates who demonstrate a marked dedication to bettering themselves and their communities, convictions for the following offenses render a candidate ineligible for employment: Murder, Attempted murder, sexual offenses, battery, abuse, or assault, home invasion, theft, hijacking, possession of stolen goods/property, burglary or robbery, fleeing police/escape, resisting arrest/police, weapons charges, terrorism, and kidnapping offenses. Convictions for all other offense are reviewed by the Director of Human Resources on a case by case basis to determine eligibility for employment.

Hiring Procedures. Monterrey also partners with local social service organizations and career centers in keeping with our long standing tradition of connecting with underrepresented communities to bring career opportunities and resources to local organizations. These partnerships, along with attendance at job fairs and our applicant portal, serve as the primary resources for recruiting new employees.

The Company's hiring process is set forth in formal procedure documents (for each job position), which are maintained by the Human Resources Department. In short, the process begins with all applicants applying online, through a secure portal in which applicants provide basic information, and certify and attest to the truthfulness of their representations. Qualified applicants are then interviewed, and, depending on the results of this interview, offered employment conditional on background checks and verification of credentials.

Importantly, Monterrey requires that all candidates, even those applying for non-security positions, are subject to at least one background check. The first background check, performed for all employees, consists of a social security trace, a search of the national sex offender database, and various local and national registries related to criminal conduct and government sanctions. This background check is performed by Monterrey despite not being required by law. Monterrey also requires that all security position candidates undergo an additional fingerprint background screening procedure, in accordance with applicable regulations.

In addition to the above steps, candidates in Illinois that are applying for a security position must apply for a Permanent Employee Registration Card (PERC), issued by the State before they will be considered for security employment. Candidates applying for armed security positions must meet additional requirements, including having obtained a Firearm Control Card, possessing a valid Firearm Owners Identification card, and having received a certificate of completion for fire-arm training (a 20-hour training session administered by a certified firearms instructor). Candidates who fail to pass any of these requirements are not hired in armed capacity.

Upon hiring, all Monterrey employees, even those not required to do so by relevant regulations, are required by the Company to complete orientation training. This orientation trains new employees on topics including their roles and responsibilities, legal issues related to their job performance, public relations, customer service, service standards, safety, the company's values and ethics, and job specific duties and issues. Employees who will work at specific facilities are also required to undergo additional training upon hiring (for example, employees who will work with the NFL are required to undergo NFL-specific training).

Candidates seeking a security position are also required to undergo a 20-hour training session, as required by applicable law, which educates employees on topics such as asset protection, public relations, report writing and investigations, communications, patrols, physical security and crime prevention, fire protection, criminal and civil law, ethics and professional conduct, and responding to emergency situations. Before beginning work, new security employees are required to pass a security screening exam to demonstrate their knowledge and understanding of their obligations as security employees.

Newly hired employees are required to read the Company's Employee Handbook, policies, and Code of Conduct, and attest to their willingness and ability to abide by these documents in their employment with Monterrey. Candidates who refuse to do so are not permitted to work for the Company.

Employees who satisfactorily complete their initial training are then hired for a probationary period, during which their job skills and their commitment to Monterrey's values and culture are measured and evaluated. If an employee does not meet the Company's expectations during the probationary period, that employee will not be transitioned into an employee.

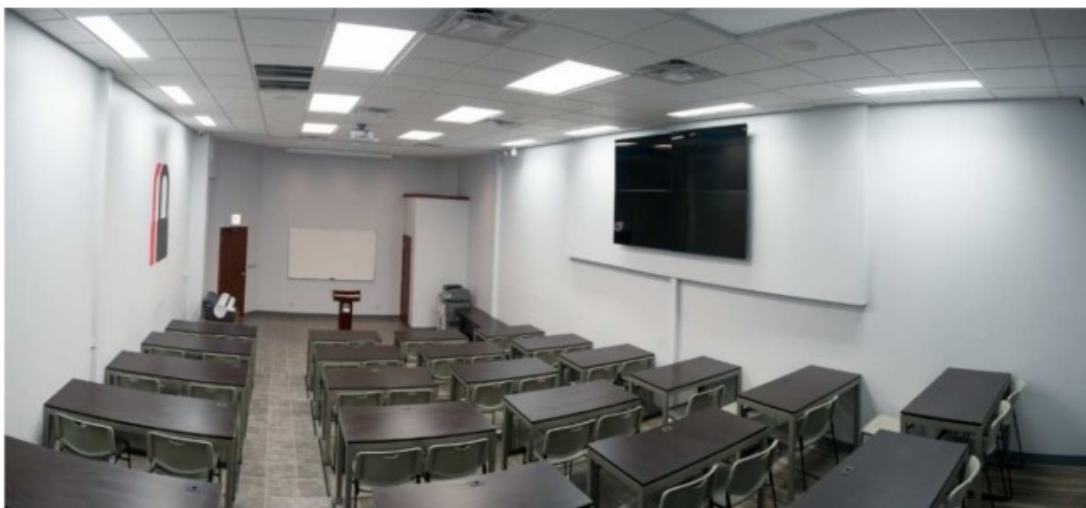
Ongoing Compliance Activities. Monterrey Security is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with the Company are treated in a respectful and fair manner. To this end, the Company has created an Employee Handbook which sets forth the specific behavioral expectations for all employees. In addition to

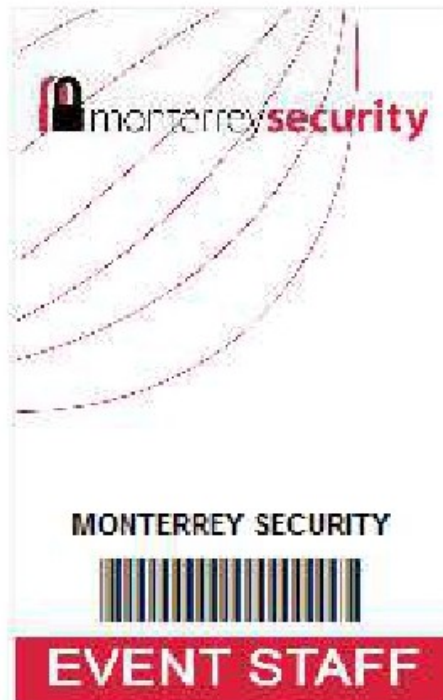
the Handbook, the Company publishes a Code of Conduct which sets forth its higher-level principles and values. The Employee Handbook, the Code of Conduct, and this Compliance Manual are accessible on the Company's intranet site for all employees to access.

Monterrey devotes significant resources to monitoring and tracking compliance with Company policy and applicable laws/regulations. The Company uses several technology platforms to track the training, certifications, and other regulatory requirements for each employee. These systems generate reminders and deadlines for employees to refresh their certifications, update their credentials, and complete Company-mandated training. In addition to these systems, the Company devotes a full-time employee to compliance activities.

On-going Training. New hire, and state-certified training, are just the beginning of the training curriculum that Monterrey Security employees receive. Our customized training program surpasses the State's mandatory training requirements, and includes training on topics including building security, project sites and vehicles, identifying potential threats, crime prevention techniques, dealing with alcohol consumption, anti-terrorism, metal detector usage, screening processes, rules and regulations for security officers, anti-harassment, and relevant state and municipal laws. We also offer site-specific training. Security employees are annually required to receive 8-hour refresher training to keep the training topics top of mind.

Monterrey takes great care, and pride, in developing relevant, insightful, and user-friendly training sessions. We employ a full-time resource to develop and revise training content, which is reviewed by our Human Resource Director as well as outside subject matter experts, as necessary. We are also one of the few, if not the only, security firms that provide the state mandated training for security officers on-site. Indeed, the Company has invested over one-million dollars in developing a state-of-the-art interactive, digital, classroom (pictured below) where each of its employees receive training. The Company supplements the live training sessions by implementing quizzes and exams, distributing printed training materials, and providing DVDs of relevant training content to its employees.





On-Site Compliance

In addition to new-hire and standard curriculum training mandated for our employees, Monterrey implements measures on-site at our clients' facilities to further ensure that our employees are fully compliant with the Company's policies, procedures, and values. For example, Monterrey often provides on-site training sessions that familiarize our employees with specific nuances of a client's venue. We also rely on mechanized badge-card systems to ensure that only authorized employees are permitted onto the clients' premises, and only in areas in which they are authorized to enter. The employee badges clearly display the specific job role of the assigned Monterrey employee to further clarify each employee's role.

Client permitting, Monterrey staff also wear clearly marked and recognizable uniforms which specifically state each employees' roles and employer (Monterrey).

Compliance Awareness. Everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns at Monterrey Security. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising questions or concerns. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times. Monterrey Security investigates all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, the Company will take appropriate action, up to and including termination. The Company places a high value on transparency, and does not tolerate retaliation against employees who raise genuine ethics concerns in good faith.

Concerns should be reported to an employee's supervisor, or to company management, including:

- Director of Human Resources - Vivian Ogo (vogo@monterreysecurity.com)
- Vice President/General Manager - Daniel Ramos (dramos@monterreysecurity.com)

Compliance Committee. Monterrey has instituted a Compliance Committee to support the Company's management with respect to: (i) compliance with the laws and regulations applicable to the Company's business; (ii) compliance with the Company's Code of Conduct and related policies by employees and other agents and associates of the Company; and (iii) promoting an organizational culture that encourages ethical conduct and commitment to compliance with the law. The Compliance Committee is designed to be self-sustainable and continuously improving, with a goal of identifying and addressing the Company's existing and emerging ethical and legal risks before they become a problem.

The Compliance Committee operates with independence from the day-to-day operations of the business. This independence is assured by, among other things, independent structural reporting, unrestricted access to information and personnel necessary to carry out the Compliance Committee's purpose and responsibilities, and periodic meetings of the Compliance Committee. The Compliance Committee is chaired by Steve Gaytan, Executive Vice-President of Operations, and additional members of the Committee include:

- Richard E. DiDomenico, General Counsel - Illinois State Department of Financial and Professional Regulation (Retired)
- Steven Grimes, Federal Prosecutor - United States Attorney (Former)
- Dean Martinez, Secretary - Illinois State Department of Financial and Professional Regulation (Former)

The responsibilities of the Compliance Committee include:

- Periodically, at least bi-annually, meet to review the overall effectiveness of the compliance function.
- Periodically, at least bi-annually, meet to discuss compliance topics, trends, and reports.
- Periodically, at least annually, conduct an assessment and prioritization of the Company's greatest compliance risks.

- Periodically, at least annually, review and revise, as necessary, the Company's policies, Code of Conduct, and this Compliance Manual.
- Periodically, at least annually, advise the Chief Executive Officer, on the strategic compliance goals and objectives of the Company, including continuous improvement and compliance maturity goals.
- Address, investigate, and remediate violations of policies and values.
- Advise and support management on compliance policies and issues as they arise.
- Manage the intranet site containing compliance policies, procedures and related matters.
- Ensure necessary compliance monitoring and control testing, including, without limitation, coordinating with audit resources to assess whether compliance oversight is functioning properly.
- Develop and oversee compliance communications and training programs.
- Foster and promote a culture that encourages ethical conduct and a commitment to compliance with the law throughout the business.
- Support the Company in implementing its compliance policies and procedures.

Accountability & Audits. The Company is regularly subject to and fully complies with all audits required by law, contract, or regulation. Monterrey has also implemented an internal audit plan and control matrix to ensure that the Company self-audits its compliance with laws/regulations as well as internal policies/procedures, including those related to hiring, training, and certification. In addition, at least annually, the Company will hire an independent third-party auditor to test the Company's compliance with these statutory regulations and Company policies and verify that Company records, including those related to employee certification and status, are timely and accurately maintained.

Richard E. DiDomenico
Attorney at Law

2015-Present: **Private Law Practice**

2015-2017: **State of Illinois Commerce Commission**

Office of General Counsel

Advisory Section

Supervisor

Provide legal advice to the Commission and staff concerning issues related to the interpretation and construction of state and federal cases, statutes, and regulations, including the Public Utilities Act, the Illinois Administrative Procedure Act, and Commission rules, ethics, *ex parte* communications and contract and procurement issues.

Provide advice related to human resources and labor relations, prepare and review draft pleadings relating to human resources and labor relations.

2012-2015: **State of Illinois Department of Financial & Professional Regulation**
General Counsel

Chief Legal Counsel/Chief Technical and Policy Advisor

Provide legal counsel relating to management decisions, regulatory policy, Department policy and procedures. Coordinate the revision of the rules and regulations promulgated for the various licensing laws administered by the Department. Prepare formal legal position statements regarding the effect of current and proposed legislation on the Department as it relates to the licensing and regulatory process.

Provide legal advice concerning all litigation. Recommend appropriate legal action in compliance with State and Federal laws, rules and regulations of the Department.

Advise all profession's committees and boards concerning legal implications of current and/or proposed revisions of rules and regulations as well as their duties as appointed members of the professional committees and boards

Supervise and serve as advisor to hearing officers at adjudicatory hearings before the Department requiring resolution of complex evidentiary and procedural issues.

2008- 2012: **State of Illinois Department of Financial & Professional Regulation**
Senior Deputy General Counsel

Performed critical duties assigned in management of both legal and operational functions.

Member of Interagency Document and Data Management Committee (2009)

Committee provided a series of recommendations to Office of the Governor General Counsel concerning electronically stored information, privacy compliance, agency record retention and litigation hold policies.

Liaison to Office of the Attorney General

Vigorously involved in all litigation matters related to the agency. Review all legal theories, motions and attend depositions. Participate in mandatory settlement conferences and informal settlement conferences to successfully end litigation and minimize exposure where appropriate.

Liaison to Office of the Executive Inspector General

Actively represent the Agency in all investigations by providing all document requests and agency background information. Serve as pivotal point of contact for investigators to insure continuity, consistency and conformity. Conduct all agency investigations upon request and respond as required.

Labor Relations

Involved in all aspects of labor relations including grievance procedures, level 3 grievance meetings and arbitrations. Participate in impact bargaining with the locals and AFSCME Council # 31. Member of management caucus for 2012 labor contract negotiations.

Legislative Affairs

Attend all legislative affairs meetings and upon request of the Secretary or Director actively engage legislators to support critical legislative agenda of the agency.

Departmental Operations

Review departmental operations to affect economic and operational efficiencies in compliance with Executive Order # 10-10 and Administrative Order # 3. Successfully closed satellite offices and restructured and relocated employees resulting in a significant recurring cost savings.

1988- 2008: Private Law Practice

Criminal Defense Law

Representation of individuals charged with violations of the Illinois State Statutes. Negotiated plea agreements and presented the theory of defense through bench and jury trials.

Health Care Law

Representation of individual health care providers and group practices. The focus consisting of drafting Employment Agreements, Independent Contractor Agreements, and negotiation of health care contracts with an emphasis on Managed Care Safe Harbor Issues, Patient Liability Issues, False Claims Act Issues, Anti-Kickback Statute Issues, Stark Law Issues, Health Care Disclosure and Deceptive Practice Issues. Advised clients on HIPAA compliance and the Administrative Simplification Provision and Deadlines.

1991-2001: President of DNA Health Services, Inc., a Preferred Provider Organization.

Founded and incorporated DNA Health Services, Inc. and licensed the corporation with the Illinois Department of Insurance pursuant to the requirements of the Illinois Insurance Code and registered as a Preferred Provider Administrator. Health care providers were contracted and credentialed in accordance with the National Committee on Quality Assurance Guidelines. I negotiated contracts for the provision of health care services with other Preferred Provider Organizations, Insurance Companies and Health Maintenance Organizations. Provided billing and re-pricing services for in-network providers working with over sixty third party payors.

1978-1988: Office of the Public Defender of Cook County

1986-1988: Night Bond Court

Attorney in Charge

Representation of indigent clients charged with misdemeanor and felony violations of the Illinois State Statutes for setting bond prior to transfer to the appropriate venue. Responsible for restructuring and scheduling of attorneys in the division. Participating member of the forum of the Office of the Chief Judge on the implementation of policies and procedures and administrative issues.

1984-1986: Preliminary Hearing and Misdemeanor Court

Attorney in Charge

Instructed Assistant Public Defenders in the First Municipal Division as to the policies and procedures of the Office of the Public Defender with respect to the objectives and goals of the defense during a preliminary hearing, and to ascertain information necessary for the Felony Trial Division attorneys to assess the case and effectively assist in the defense at trial.

1980-1983: Felony Trial Division

Assistant Public Defender

Assigned to the Felony Trial Division at 26th Street and California Avenue. Representation of indigent clients charged with felony violations of the Illinois State Statutes. Negotiated plea agreements, prepared and presented various pre-trial motions, and represented defendants by presenting the defense and theory of the defense case through bench and jury trials, and prepared and presented various post-trial motions.

1978-1980: First Municipal District

Attorney in Charge 1980

Representation of indigent clients charged with misdemeanor violations of the Illinois State Statutes. Negotiated plea agreements, prepared and presented various pre-trial motions, represented defendants by presenting the defense and the theory of the defense case through bench and jury trials, and prepared and presented various post-trial motions.

Richard E. DiDomenico

January 28, 1979 received the degree of Juris Doctor from John Marshall Law School.

April 26, 1979 licensed as an Attorney and Counselor by the Supreme Court of the State of Illinois.

June 19, 1979 admitted and qualified as an Attorney and Counselor of the Northern District of Illinois.

Steven Grimes

Partner in Chicago
sgrimes@winston.com
+1 312-558-8317 (Chicago)



Steve brings a unique set of experiences to his clients, having honed his investigation skills as a federal prosecutor, demonstrated his courtroom expertise in over ten federal jury trials, and having developed a pragmatic problem-solving approach in his role as Chief Compliance Officer and senior litigation counsel to a Fortune 500 company.

Services

Antitrust / Competition, Litigation, Antitrust Litigation, Complex Commercial Litigation, White Collar, Regulatory Defense & Investigations, Class Actions, Government Investigations, Compliance & Counseling, Compliance Programs, Global Cartel Defense, Privacy & Data Security, False Claims, Government Program Fraud & Qui Tam Litigation, International Trade, Sanctions, Customs & Export Controls, Trade Secrets, Unfair Competition, Restrictive Covenants & Trade Secrets, International Arbitration, Product Liability, Contentious Regulatory & Compliance, European Dispute Resolution & Litigation

Sectors

Media & Entertainment, Technology & Telecommunications, Health Care, Automotive, Financial Services & Banking, Food, Beverage & Agriculture, Government Relations

Admissions

Illinois

Clerkships

USDC - Northern District of Illinois for the Honorable Amy J. St. Eve

Education

Cornell University, JD, 2005
Miami University of Ohio, BS, 2001

Steve Grimes is a former federal prosecutor, an experienced trial lawyer, and a former Chief Compliance Officer and senior litigation counsel for a global publicly-traded Fortune 500 company. Steve's practice focuses on compliance and data security counseling, sensitive internal investigations, and complex litigation. Steve's in-house experiences greatly aid his ability to provide tailored and pragmatic service to his clients.

Steve provides practical and tailored advice to companies and Boards seeking to build, improve, and defend compliance programs. Steve understands that compliance programs differ greatly, based on the resources, privacy regulations, risks, industries, and challenges unique to each company, and specializes in advising companies, and their Boards, in less regulated industries (including manufacturing, automotive, and technology). Having built a compliance program from the ground up while in-house at a global tier-one automotive supply company, Steve is able to identify and help clients work through common road blocks and resource constraints within their organizations.

Steve focuses a significant portion of his practice on conducting sensitive internal investigations, and interfacing with government agencies on behalf of his clients. He works with companies across many industries to investigate highly sensitive and urgent issues related to trade secret theft, technology and data security breaches, conflicts of interest, financial fraud, and potential violations of anti-bribery and other laws. In one highly publicized matter, Steve assisted a financial firm with the investigation and ultimate federal prosecution and conviction for theft of trade secrets and obstruction of justice by two of the firm's employees. Steve co-leads the firm's Global Privacy and Data Security Task Force.

Steve is a true trial lawyer, having taken 11 cases to trial in federal court, succeeding in each. His litigation practice focuses on complex commercial disputes, antitrust, data security, technology and trade secret litigation, health care fraud, and consumer class actions. Steve's experience is in both federal and state courts in the U.S., as well as various courts in Europe. Representative matters include a number of commercial disputes in the automotive industry, an international manufacturer in a high profile class action case in federal court, and McDonald's Corporation in class action cases brought by consumers about McDonald's food, including the infamous "obesity case." He also represented McDonald's in a series of class action cases about the trans fatty acid (TFA) levels in McDonald's french fries, and was part of the team that successfully brought Lanham Act claims against a trade organization for disparaging makers of high fructose corn syrup. He was also a member of the team that defended Microsoft in a trade secret lawsuit alleging theft of volume management software.

Steve previously served as an Assistant United States Attorney in Chicago, assigned to the Public Corruption Section. As a federal prosecutor, the jury ultimately sided with Steve in each case that he tried. Steve also successfully litigated numerous contested hearings in federal district court, and he also briefed and argued four cases before the Seventh Circuit Court of Appeals. He prosecuted corporate executives, public officials, and law enforcement officers for fraud, bribery, extortion, and perjury, including the prosecutions of a member of Chicago Mayor Richard Daley's cabinet; a Cook County Commissioner; a former Chicago alderman; the president of a large pharmaceutical company; the CEO, president, and vice president of a large privately held auction house; and several Chicago inspectors.

Working hand in hand with federal and state law enforcement, Steve also investigated and prosecuted a wide range of federal criminal cases involving complex corporate fraud, hacking and cybercrime, theft of confidential information, tax fraud, health care fraud, racketeering, terrorism, sex trafficking, drug and gun trafficking, murder, and gang violence. Steve, for example, successfully prosecuted a rogue employee who had stolen confidential business information from his Chicago-based employer and attempted to sell that information to competitors. Steve's work often garnered local and national headlines. For example, Steve led the prosecution team that brought highly publicized fraud charges against William Mastro, an influential sports memorabilia figure, in connection with Mr. Mastro's efforts to rig online auctions and his alteration of the "most expensive baseball card in the world." Steve was also part of the team that prosecuted a Chicago-area man for cyberstalking an ESPN sportscaster. Steve also led the prosecution team that won the first-ever life sentence for a Chicago-area sex trafficker for enslaving a number of young women, and was also instrumental in bringing a RICO case against a Chicago-area gang, the Hobos, who were ultimately found guilty of committing nine murders. Steve has been featured in various media forums, including a featured role on CNBC's "American Greed."

Honors & Awards

Steve was awarded the Mitch Mars Prosecutorial Award by the Chicago Crime Commission in 2014. He was the recipient of the Homeland Security Director's award in 2012, which is a national award given for superior investigative performance. Steve also received the Chicago Crime Commissions Star of Distinction Award in 2011.

Winston & Strawn was named the Chicago Litigation Department of the Year for white-collar defense by *The National Law Journal* in 2014 and for general litigation in 2015.

Activities

Steve co-taught “Computer Crime and the Legal System,” focusing on the legal issues surrounding cyber, technology, data security, and trade secret law, at the University of Illinois Law School (with David Glockner), and he has served as an adjunct professor of law at Loyola University Chicago Law School. Steve regularly speaks to lawyers and corporations about compliance, data security, and trade secret matters.

Steve is on the Board for the Legal Aid Society of Metropolitan Family Services and the Board for HFS Scholars Chicago.

Credentials

Steve served as a law clerk to Hon. Amy St. Eve in the Northern District of Illinois.

Steve received a B.S. in Organizational Development and Human Resources Management, *magna cum laude*, from Miami University in 2001. He received a J.D., *magna cum laude*, from Cornell Law School in 2005, where he was elected to Order of the Coif.

Publications & Speaking Engagements

- Speaker on “Practical Advice from a Former Chief Compliance Officer: How to Build, Grow, and Measure a Corporate Compliance Program,” The Real Deal Webinar, November 2017
- Speaker on “Cybersecurity and Data Breach Responses for Financial Institutions: Recent Developments and Best Practices,” CBA Financial Institutions Committee, November 2014
- Speaker on “Keynote: Turning Lemons into Lemonade: How the FBI Can Be Your Best Ally” at the SC Congress Chicago 2014, November 2014
- “Medical Directors At Risk Under Anti-Kickback Statute,” *Law360*, August 2014
- Co-author on “Health Care ‘Kickbacks’ Cover More Than You Might Think,” *Law360*, August 2014
- Co-author on “SEC Is Focusing On Cybersecurity — And So Should You,” *Law360*, March 2014
- “High Court May Tighten Reins On Data Breach Class Actions,” *Law360*, February 2014

State of Illinois

Department of Financial and Professional Regulation Division of Professional Regulation

LICENSE NO.
122.000835
119.001258

The person, firm, or corporation whose name appears on this certificate has complied with the provisions of the Illinois Statutes and/or rules and regulations and is hereby authorized to engage in the activity as indicated below:

EXPIRES:
08/31/2020

LICENSED PRIVATE SECURITY CONTRACTOR AGENCY



MONTERREY SECURITY CONSULTANTS INC
JUAN GAYTAN
2232 S BLUE ISLAND AVE
CHICAGO, IL 60608-4412



Bryan A. Schneider

BRYAN A. SCHNEIDER
SECRETARY

Jessica Baer

JESSICA BAER
DIRECTOR

The official status of this license can be verified at www.idfpr.com

11890263



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

MONTERREY SECURITY CONSULTANTS, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON NOVEMBER 12, 1999, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE RELATING TO THE PAYMENT OF FRANCHISE TAXES, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.



In Testimony Whereof, I hereto set
my hand and cause to be affixed the Great Seal of
the State of Illinois, this 26TH
day of APRIL A.D. 2018 .

Jesse White

SECRETARY OF STATE



DEPARTMENT OF PROCUREMENT SERVICES
CITY OF CHICAGO

JUL - 6 2018

Juan Gaytan
Monterrey Security Consultants, Inc.
2232 South Blue Island Avenue
Chicago, IL 60608

Dear Juan Gaytan:

We are pleased to inform you that **Monterrey Security Consultants, Inc.** has been recertified as a **Minority-Owned Business Enterprise ("MBE")** by the City of Chicago ("City"). This **MBE** certification is valid until **7/1/2023**; however your firm's certification must be revalidated annually. In the past the City has provided you with an annual letter confirming your certification; such letters will no longer be issued. As a consequence, we require you to be even more diligent in filing your **annual No-Change Affidavit 60 days** before your annual anniversary date.

It is now your responsibility to check the City's certification directory and verify your certification status. As a condition of continued certification during the five year period stated above, you must file an annual No-Change Affidavit. Your firm's **annual No-Change Affidavit** is due by **7/1/2019, 7/1/2020, 7/1/2021, and 7/1/2022**. Please remember, you have an affirmative duty to file your **No-Change Affidavit 60 days** prior to the date of expiration. Failure to file your annual No-Change Affidavit may result in the suspension or rescission of your certification.

Your firm's five year certification will expire on **7/1/2023**. You have an affirmative duty to file for recertification **60 days** prior to the date of the five year anniversary date. Therefore, you must file for recertification by **5/1/2023**.

It is important to note that you also have an ongoing affirmative duty to notify the City of any changes in ownership or control of your firm, or any other fact affecting your firm's eligibility for certification **within 10 days** of such change. These changes may include but are not limited to a change of address, change of business structure, change in ownership or ownership structure, change of business operations, gross receipts and or personal net worth that exceed the program threshold. Failure to provide the City with timely notice of such changes may result in the suspension or rescission of your certification. In addition, you may be liable for civil penalties under Chapter 1-22, "False Claims", of the Municipal Code of Chicago.

Please note – you shall be deemed to have had your certification lapse and will be ineligible to participate as a **MBE** if you fail to:

- File your annual No-Change Affidavit within the required time period;

121 NORTH LASALLE STREET, ROOM 806, CHICAGO ILLINOIS 60602



- Provide financial or other records requested pursuant to an audit within the required time period;
- Notify the City of any changes affecting your firm's certification **within 10 days** of such change; or
- File your recertification within the required time period.

Please be reminded of your contractual obligation to cooperate with the City with respect to any reviews, audits or investigation of its contracts and affirmative action programs. We strongly encourage you to assist us in maintaining the integrity of our programs by reporting instances or suspicions of fraud or abuse to the **City's Inspector General at chicagoinspectorgeneral.org, or 866-IG-TIPLINE (866-448-4754).**

Be advised that if you or your firm is found to be involved in certification, bidding and/or contractual fraud or abuse, the City will pursue decertification and debarment. In addition to any other penalty imposed by law, any person who knowingly obtains, or knowingly assists another in obtaining a contract with the City by falsely representing the individual or entity, or the individual or entity assisted is guilty of a misdemeanor, punishable by incarceration in the county jail for a period not to exceed six months, or a fine of not less than \$5,000 and not more than \$10,000 or both.

Your firm's name will be listed in the City's Directory of Minority and Women-Owned Business Enterprises in the specialty area(s) of:

NAICS Code(s):

541690 - Other Scientific and Technical Consulting Services
561611 - Investigation services (except credit), private
561612 - Security Guards and Patrol Services
611519 - Other Technical and Trade Schools

Your firm's participation on City contracts will be credited only toward **Minority-Owned Business Enterprise** goals in your area(s) specialty. While your participation on City contracts is not limited to your area of specialty, credit toward goals will be given only for work that is self-performed and providing a commercially useful function that is done in the approved specialty category.

Thank you for your interest in the City's Minority, Women-Owned Business Enterprise, Veteran-Owned Business Enterprise and Business Enterprise Owned or Operated by People with Disabilities (MBE/WBE/VBE/BEPD) Program.

Sincerely,



Rich Butler
First Deputy Procurement Officer
RB/lj

EXCEPTIONS

EXCEPTIONS TO THE RFP

Monterrey Security does not propose any exceptions to the RFP.

SUSTAINABILITY

SUSTAINABILITY

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking proposers to provide a Statement of Sustainability to ensure our proposers are also incorporating sustainability into their firms' practices.

INSTRUCTIONS

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

CONTINUE TO NEXT PAGE

Waste Minimization

Monterrey Security has implemented waste minimization programs
Including promotion of recycling initiatives. All printers are defaulted to
Double-sided printing and most efficient ink output. Cleaning supplies are
Sourced from a local provider who produces eco-friendly cleaning supplies.

Energy Efficiency

Monterrey Security's corporate headquarter was designed to include an
Abundance of natural light to limit need for electricity use during daylight hours.
Thermostats are programmed and locked to prevent unnecessary adjustments.
Renovated areas of the building include photo-sensor switches.

Water Efficiency

Restrooms at corporate headquarters have been replaced with automatic
Shut-off water faucets. At time of hire, all office staff are issued reusable
Metal water bottles to be refilled from a water station.

Staff

At time of hire, office staff members are provided with a map of public
Transportation routes and bike sharing options. When assigned to sites
Security officers are provided with the same information specific to their
Assigned locations.

Education

Staff are communicated to regarding green initiatives during regular
Department meetings and gathering. Solicitations for suggestions on
Environmental improvements are also welcomed.

Exhibit C

Sheriffs Office

Courthouse & Tower		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Hourly Rate	Weekly	Monthly					
North	Supervisor	0	8	8	8	8	8	8	0	40 \$	24.91	\$ 996.40	\$ 3,985.60	12	\$	47,827.20	
	Supervisor	0	8	8	8	8	8	8	0	40 \$	24.91	\$ 996.40	\$ 3,985.60	12	\$	47,827.20	
	Security Staff	0	10	10	10	10	10	10	0	50 \$	20.87	\$ 1,043.50	\$ 4,174.00	12	\$	50,088.00	
North	Security Staff	0	10	10	10	10	10	10	0	50 \$	20.87	\$ 1,043.50	\$ 4,174.00	12	\$	50,088.00	
Tower	Security Staff	0	10	10	10	10	10	10	0	50 \$	20.87	\$ 1,043.50	\$ 4,174.00	12	\$	50,088.00	
Tower	Security Staff	0	10	10	10	10	10	10	0	50 \$	20.87	\$ 1,043.50	\$ 4,174.00	12	\$	50,088.00	
Float	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
Float	Security Staff	0	4	4	4	4	4	4	0	20 \$	20.87	\$ 417.40	\$ 1,669.60	12	\$	20,035.20	
Float	Security Staff	0	4	4	4	4	4	4	0	20 \$	20.87	\$ 417.40	\$ 1,669.60	12	\$	20,035.20	
Float	Security Staff	0	4	4	4	4	4	4	0	20 \$	21.87	\$ 437.40	\$ 1,749.60	12	\$	20,995.20	
Float	Security Staff	0	4	4	4	4	4	4	0	20 \$	20.87	\$ 417.40	\$ 1,669.60	12	\$	20,035.20	
Weekend Bond Court	Security Staff	6	0	0	0	0	0	0	8	14 \$	20.87	\$ 292.18	\$ 1,168.72	12	\$	14,024.64	
													Yrly Total	\$ 431,202.24			
Adult Probation		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total								
	Security Staff	0	10	10	11.5	10	10	10	0	51.5 \$	20.87	\$ 1,074.81	\$ 4,299.22	12	\$	51,590.64	
	Security Staff	0	0	0	0	0	0	0	0	0 \$	20.87	\$ -	\$ -	12	\$	-	
													Yrly Total	\$ 51,590.64			
Depke		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total								
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
Float	Security Staff	4	0	0	2.5	0	0	0	0	6.5 \$	20.87	\$ 135.66	\$ 542.62	12	\$	6,511.44	
Float	Security Staff	4	0	0	2.5	0	0	0	0	6.5 \$	20.87	\$ 135.66	\$ 542.62	12	\$	6,511.44	
													Yrly Total	\$ 93,163.68			
Mundelein Branch Court		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total								
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
													Yrly Total	\$ 80,140.80			
Park City Branch Court		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total								
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
													Yrly Total	\$ 80,140.80			
Round Lake Branch Court		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total								
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
	Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12	\$	40,070.40	
													Yrly Total	\$ 80,140.80			
													Total for all locations	\$ 816,378.96			

Facilities

Facilities Overnight		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Hourly Rate	Weekly	Monthly		
4pm-7am	Security Staff	0	15	15	15	15	15	0	75	\$ 20.87	\$ 1,565.25	\$ 6,261.00	12	\$ 75,132.00
5pm-7am	Security Staff	0	14	14	14	14	14	0	70	\$ 20.87	\$ 1,460.90	\$ 5,843.60	12	\$ 70,123.20
12am-8am	Security Staff	16	0	0	0	0	0	16	32	\$ 20.87	\$ 667.84	\$ 2,671.36	12	\$ 32,056.32
8am-4pm	Security Staff	16	0	0	0	0	0	16	32	\$ 20.87	\$ 667.84	\$ 2,671.36	12	\$ 32,056.32
4pm-12am	Security Staff	16	0	0	0	0	0	16	32	\$ 20.87	\$ 667.84	\$ 2,671.36	12	\$ 32,056.32
												Yrly Total	\$ 241,424.16	

Workforce

Workforce	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Hourly Rate	Weekly	Monthly		
Security Staff	0	8	8	8	8	8	8	0	40 \$	20.87	\$ 834.80	\$ 3,339.20	12 \$ 40,070.40
												Yrly Total	\$ 40,070.40

Facilities Overnight		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Hourly Rate		Weekly	Monthly		
BMB Campus	Supervisor	0	5.5	0	7.5	0	8	0	21	\$	24.91	\$ 523.11	\$ 2,092.44	12	\$ 25,109.28
BMB Campus	Security Staff	0	8	13.5	6	20.5	2	10	60	\$	20.87	\$ 1,252.20	\$ 5,008.80	12	\$ 60,105.60
Grand Ave Campus	Supervisor	0	0	4.5	0	12.5	0	0	17	\$	24.91	\$ 423.47	\$ 1,693.88	12	\$ 20,326.56
Grand Ave Campus	Security Staff	4	9	8	9	0	5	8	43	\$	20.87	\$ 897.41	\$ 3,589.64	12	\$ 43,075.68
Midlakes	Security Staff	0	11	12.5	4	4	0	8.5	40	\$	20.87	\$ 834.80	\$ 3,339.20	12	\$ 40,070.40
North Chicago	Security Staff	0	13.5	13.5	13.5	13.5	10	5	69	\$	20.87	\$ 1,440.03	\$ 5,760.12	12	\$ 69,121.44
Zion Clinic	Security Staff	0	7	7.5	11	10	9.5	0	45	\$	20.87	\$ 939.15	\$ 3,756.60	12	\$ 45,079.20
Zion Drop-In	Security Staff	4	7.5	7.5	7.5	7.5	7.5	8	49.5	\$	20.87	\$ 1,033.07	\$ 4,132.26	12	\$ 49,587.12
													Yrly Total	\$ 352,475.28	