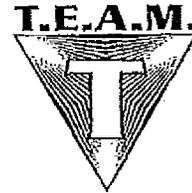


T.E.A.M. Security  
1826 West 4<sup>th</sup> Street  
Tempe, AZ 85281  
[www.teamsecurity.net](http://www.teamsecurity.net)



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November 13, 2013

Michael Greene, C.P.M.  
Central Services Administrator  
Procurement Office  
City of Tempe  
P.O. Box 5002  
20 East 6<sup>th</sup> Street  
Tempe, AZ 85281

*Subject: Response for Best and Final Offer to RFP 14-058 for Security Services*

Dear Michael,

Thank you for the opportunity to respond to your Best and Final request and allow us to expand on the specific topics mentioned. For ease of clarity, I will respond in the exact order the questions were enumerated.

1. Pricing - After careful review, we believe that the pricing offered in the original response is most advantageous to the City, and will provide the value of quality service with trained and fairly compensated guards. The price of the supervisor vehicle was factored in, and there is no additional cost to the City. Finally, barring any substantial increase to the Consumer Price Index or any mandated government direct cost increases, T.E.A.M. Security is prepared to hold firm the proposed pricing for the next 12 months, as well as extend it another 12 months for a total of 24 months.
2. Customized Training - We believe training forms the backbone of providing the best security we can offer. Training is an on-going endeavor, not only to cover existing skills, but to learn new ones. We strongly encourage the growth of all of our employees, and to that end, we confirm that all guards assigned to the City of Tempe accounts will be eligible and mandated to participate in City sponsored training. We are firmly committed to the principle that both specific and ongoing training guarantees the guards are best prepared to meet and exceed specifications, and keeps them alert and aware of both venue concerns and best practices. Continuing training will be a requisite for all of our employees assigned to this contract.
3. Affordable Care Act - Our pricing as proposed will not be impacted by the potential ramifications of the Affordable Health Care Act. T.E.A.M. Security does not intend to expose the City of Tempe to any additional costs related to the ACA within the next 2 years.

4. Insurance and Bonds – T.E.A.M. Security confirms that they will fully comply with the provisions of the required insurance and performance bonds as noted in the RFP. Specifically listed under Special Terms and Conditions: Section 8 (Insurance), Items A-J; Section 9 (Professional Liability); and Section 11 (Performance Security), clarified in Addendum 1, item 2; and all other requirements as needed.

Additionally; we feel our small business roots, local presence and involvement, proven reputation working with different municipal departments, and our understanding of the unique environment that is Tempe demonstrate a measurable benefit to the City.

It is our sincere hope that we have been able to clarify any questions you and the committee may have had, and that you find our response to be comprehensive and compelling. T.E.A.M. has the staff, qualifications, and dedication to provide you with services that will be of great value to City of Tempe and reflect the expectations of the Community.

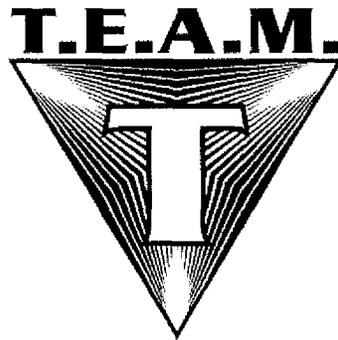
Please feel free to contact me should you require elucidation on any point in our proposal. We look forward to hearing back from you.

Very Respectfully,



Mick Hirko  
T.E.A.M. Security  
Owner/ President  
[mick@teamsecurity.net](mailto:mick@teamsecurity.net)  
602-397-1318

**original**



**T.E.A.M. Security response to**



**Request For Proposal  
#14-058 Security Officer Services**



October 16, 2013

Michael Greene, C.P.M.  
Central Services Administrator  
20 E. Sixth Street Tempe, AZ 85281  
Re: CoT RFP #14-058

Dear Mr. Greene,

This month, we celebrate our 20th year in business. In October 1993 our company was started here in Tempe. Thus, T.E.A.M. Security is pleased to respond to your request with a proposal for Security Officer Services. We were formed locally company, and have grown and evolved, ever conscious of those roots. Many of us literally work, live and play in here. A recent financial analysis of our business has indicated that approximately 70% of every dollar generated by our business is either spent or re-invested in the Tempe community. Being a small business, we believe in that regional community based enterprise system, and try to choose all of our vendors locally, giving preference wherever possible to local operators.

We have been consistently ranked by the city of Tempe in recent years as one of the community's largest companies; an accomplishment that we are as proud of as we are of our continual top ranking as one of the best security companies in the State by both the Phoenix Business Journal and Ranking Arizona Magazine. We feel that we offer several strengths that uniquely qualify us to provide the requested security services. Our training and quality assurance program strive to the highest standards of personnel and services, a direct reflection of the same values the City of Tempe embraces. Our proprietary H.I.T.S. (Highest Individual Training Standards) program assures that we are constantly developing and mentoring additional guards, so that at no time complacency becomes a factor. We hope to demonstrate both our commitment to our community, but also our passion to "raising the bar", and to evolve to be better each and every day than we were the day before. It was a Tempe Police officer who told me in our infancy that no matter how well we deal with a situation or how positive the outcome is, you always need to step back afterwards and ask yourself: "How could I have made that outcome better". That statement has become a keystone in our development towards integrating security, safety, and customer service with cost effectiveness. Our training, our values, and our people have garnered a 20 year reputation for quality security services.

We look forward to the next 20 years with appreciation of how our past has formed us, and with anticipation of the challenges ahead of us for the next 20 year. We thank you for considering our proposal, and hope you will find our submission comprehensive and compelling.

Sincerely,

Mick Hirko  
Owner/ President  
Total Events And Management/ T.E.A.M. Security  
mick@teamsecurity.net

# Vendor's Offer

Form 201-B (RFP)

"Return this Section with your Response"

It is required that Offeror complete, sign and submit the original of this form to the City Procurement Office with the proposal response. An unsigned "Vendor's Offer", late proposal response and/or a materially incomplete response will be considered nonresponsive and rejected.

Offeror is to type or legibly write in ink all information required below.

Company Name: Total Events and More LLC. Dba T.E.A.M. Security

Company Mailing Address: 1826 West 4<sup>th</sup> Street

City: Tempe State: Arizona Zip: 85281

Contact Person: Elizabeth Gill Title: Director of Operations

Phone No.: 480-829-8326 FAX: 480-736-8252 E-mail: elizabeth@teamsecurity.net

Company Tax Information:

Arizona Transaction Privilege (Sales) Tax No.: Non Applicable Service Provider or

Arizona Use Tax No.: \_\_\_\_\_

Federal I.D. No.: 46-1613609

City & State Where Sales Tax is Paid: \_\_\_\_\_, \_\_\_\_\_

If a Tempe based firm, provide Tempe Transaction Privilege (Sales) Tax No.: Non Applicable Service Provider

## THIS PROPOSAL IS OFFERED BY

Name of Authorized Individual (TYPE OR PRINT IN INK) Mick P. Hirko

Title of Authorized Individual (TYPE OR PRINT IN INK) President / Owner

### REQUIRED SIGNATURE OF AUTHORIZED OFFEROR (MUST SIGN IN INK)

By signing this Vendor's Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other Offeror or potential Offeror. In accordance with A.R.S. 35-393, et seq., the Offeror hereby certifies that it does not have scrutinized business operations in Iran or Sudan. Failure to sign and return this form with proposal response will be considered nonresponsive and rejected.

  
\_\_\_\_\_  
Signature of Authorized Offeror

10/17/2013  
Date

## Questionnaire

Return this Section with your Response

Responding firms shall completely and honestly answer each of the following questions and where requested, provide supporting documents. Please be sure to enclose your questionnaire responses and support materials with your proposal. The City has published the Questionnaire in Word format so firms can include their responses directly into the space provided. Attachments may be submitted to more fully respond to any specific questions provided they are referenced properly.

|                             | Question   | Response   |
|-----------------------------|--|--|
| <b>Firms Qualifications</b> |  |  |
| 1.                          | Company Dispatch Center:<br>Address:<br>Phone Number(s):   | 1826 West 4 <sup>th</sup> Street<br>Tempe, AZ 85281<br>480-829-8326<br>602-433-8326                                  |
| 2.                          | Hours and days of operations?  | Hours: 10am – 6pm<br>Days: Monday - Friday   |
| 3.                          | Hours and days calls are answered by company employees?  | Hours: 10am – 6pm<br>Days: Monday - Friday   |
| 4.                          | Hours and days calls are answered by answering service?  | Hours: 6pm – 10am Monday - Friday<br>Days: 6pm Friday – 10am Monday  |
| 5.                          | Hours and days calls are answered by voice messaging?  | Hours: All calls are answered by live personnel<br>Days:   |
| 6.                          | List designated Contract Manager who will be responsible for managing all work provided by any resulting contract. (This individual shall be considered "Key Personnel.") Please submit resume with response.<br><br><ul style="list-style-type: none"> <li>• Contract Manager Name</li> <li>• Phone Number</li> <li>• Cellular Phone</li> <li>• Fax Number</li> <li>• E-mail Address</li> </ul> | Please see Addendum A  |
| 7.                          | Will your company use subcontractors?  | Yes ____ No <u>X</u><br><br>If yes, provide Sub-contractor(s) name, address, phone number and service(s) to provide. |

|     |   |  |
|-----|---|--|
| 8.  | Has your company ever defaulted on a similar type of contract?  | Yes ___ No <u>X</u><br><br>If yes, please explain:   |
| 9.  | Has your company declared any form of bankruptcy within the last five (5) years?  | Yes ___ No <u>X</u><br><br>If yes, please explain:   |
| 10. | Provide a copy of your firm's current agency license authenticated by the Arizona Department of Public Safety authorizing contractor to conduct the business of private Security Officer service pursuant to Title 32, Chapter 26 A.R.S. 32-2601.A. | Yes <u>X</u> No ___<br><br>Attached  |
| 11. | Has there been any recent (within the past three (3) years) or current legal (criminal or civil) action against your company regarding the furnishing of Security Officer as requested in this solicitation?  | Yes ___ No <u>X</u><br><br>If yes, explain nature of the legal action (attachment may be used).  |
| 12. | Has your company received any complaints filed with the State of Arizona Department of Public Safety (DPS), Better Business Bureau (BBB) or the Equal Employment Opportunity Commission (EEOC)?   | Yes ___ No <u>X</u><br><br>If yes, explain the results of the action (attachment may be used)  |
| 13. | Provide your firm's pre-assignment training program for all persons employed as Security Officer with your proposal response (separate documents may be attached that describe training).   | Please see Addendum B  |
| 14. | Provide a copy of the company's Taser and firearm use of force policy.  | Please see Addendum C  |
| 15. | Provide your current employee count for following positions in your local Tempe/Phoenix Arizona office:<br>Critical Area Security Officers:   | Administration/Management: <u>8</u><br>Supervisors: <u>27</u><br>Unarmed Security Officers: <u>200</u><br>Armed Security Officers: <u>15</u> |
| 16. | Include the total number of active accounts currently receiving Security Officer <u>services through your local office.</u>   | 283  |

|                              |   |  |
|------------------------------|---|--|
| 17.                          | With a tentative award date of December 12, 2013, will your firm be able to train and deploy staff to meet the start-up date of January 2, 2014?  | Yes <u>X</u> No ____<br><br>Provide a detailed narrative that describes the transition process you will use to meet this start-up date.<br><br>Please see Addendum D |
| 18.                          | Describe the approach used to recruit and hire Security Officers. Describe the method of approach used by your firm to screen, hire and promote candidates. Discuss the employment qualifications established for the different categories of Security Officers.  | Please see Addendum E  |
| 19.                          | Describe the firm's approach to meeting the staffing requirements for the City of Tempe to include how the Supervisor position will be coordinated to ensure performance expectations are met.  | Please see Addendum F  |
| <b>Experience/References</b> |   |  |
| 1.                           | Provide a narrative on the firm's history and scope of services provided. Describe the experience of firm in placing Security Officer positions in both general security settings and critical infrastructure settings. Describe the industries typically served including reference to any governmental clients. Specifically describe the firm's Arizona related experience in placing Security Officer services. | Please see Addendum G  |
| 2.                           | What percentage of total Security Officer services work is related to governmental sector?  | 15%  |
| 3.                           | What percentage of total Security Officer services is related to Arizona market?  | 95%  |
| 4.                           | Describe the experience your firm has in placing Security Officers in critical infrastructure areas.  | Please see Addendum H  |
| 5.                           | List three (3) Arizona customers for whom your firm has provided services of a similar scope and size as identified in this RFP (currently or within the past 24 months). Include length of engagement for any contracts listed.<br>Reference One:  | Please see Addendum I  |
|                              |   | Please see Addendum I  |

|                                |  |  |
|--------------------------------|--|--|
|                                | Name of Firm:<br>Contact Person:<br>Telephone Number:<br>Dates of Service:<br>Services Provided: | Please see Addendum I  |
| <b>Overall response to RFP</b> |  |  |
| 1.                             | Does your company accept all terms and conditions of this solicitation?                          | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/><br><br>If not, provide specifics on any terms you do not agree to. |
| 2.                             | If selected, will your company allow other government agencies to utilize this contract?         | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |

State of Arizona

# Private Security Guard Agency License

T.E.A.M. Security  
1826 W. 4th Street  
Tempe, Arizona 85281

*Pursuant to the provisions of Title 32, Chapter 26, A. R. S.,*

**Mickey Peter Hirko** / Qualifying Party

*is licensed to conduct a Private Security Guard Agency in the State of Arizona  
in witness Whereof, The Director of the Arizona Department of Public Safety  
has caused this certificate to be issued.*



License No. **1003644**

Expires **11/12/2014**

NON TRANSFERABLE

Signature of Licensee

Director



## Addendum A

*List designated Contract Manager who will be responsible for managing all work provided by any resulting contract. (This individual shall be considered "Key Personnel.") Please submit resume with response.*

- *Contract Manager Name*
- *Phone Number*
- *Cellular Phone*
- *Fax Number*
- *E-mail Address*

### **Trent Loveless**

(480) 829-8326

(760) 449-1310

(480) 736-8252

[Trent@teamsecurity.net](mailto:Trent@teamsecurity.net)

Resume Attached

### **Frank Herbert**

(480) 829-8326

(623) 628-8326

(480) 736-8252

[Frank@teamsecurity.net](mailto:Frank@teamsecurity.net)

Resume Attached

### **Lance Henderson**

(480) 829-8326

(602) 885-4830

(480) 736-8252

[Lance@teamsecurity.net](mailto:Lance@teamsecurity.net)

Resume Attached

### **Jon Bearup**

(480) 829-8326

(602) 738-8983

(480) 736-8252

[Jon@teamsecurity.net](mailto:Jon@teamsecurity.net)

Prior CoT City Hall Armed Guard

TRENT LOVELESS  
Cell (760) 449 1310

**PROFILE**

Proven expertise in leading training academy operations, participating in S.R.T. Operations, investigations and community relations programs. Comprehensive skills in developing policies, procedures, budgets, and implementing new programs and ideas. Consistent record for accomplishment as auxiliary law enforcement officer, private security officer, and Detention Officer.

**PROFESSIONAL EXPERIENCE**

**Arizona Rangers, Phoenix Company**

***Deputy Director of Training/ Company Commander - Captain (2011-2012)***

- Oversaw all training academy operations and functions, facilitated academy classes for up to 25 individuals
- Developed and approved additions and changes to training curriculum, ensured all Ranger training for central state was up to date and in compliance with mandated levels and parallel to AZ P.O.S.T. requirements
- Commanded the 3<sup>rd</sup> largest Ranger Company in the state consisting of up to 45 law enforcement volunteers
- Founded and led Arizona Ranger (S.R.T.) Special Response/ Tactical Tracking Team
- Developed S.R.T. training curriculum, operation guidelines, and supervised team member selection
- Deployed as part of the S.R.T. Team to the Monument Wildfire in Southern Arizona, conducted neighborhood patrol and security and assisted in evacuation notifications as part of multi-agency effort – 2011
- Participated in S.R.T. training and tactical tracking exercises along U.S. / Mexican border near Naco - 2011
- Founder and Member of AZ Rangers Tactical Shooting Competition Team 2010-2011 (SGT Kidder Memorial Competition Champions 2010, 2011)
- Overall winner of the Capt. Harry Wheeler 3 Gun Memorial Competition in Tombstone, AZ - 2011
- Provided perimeter security in Tucson for BP Agent Brian Terry Memorial Event where the State Governor was present at the direct request of the US Border Patrol
- Patrolled as second officer for Tombstone City Marshals, Bisbee PD approximately 100 Duty Hours logged
- Assisted investigations for Arizona Department of Racing at Turf Paradise racetrack. Was responsible as a collective group for stopping over 20 cases of alleged race tapering
- Established AZ Ranger Phoenix Company Bike Patrol
- Established paid duty assignments patrolling in the Phoenix Metro area and secured corporate sponsors to assist with equipment cost including radio communication equipment and training ammunition
- Administratively responsible for setting up Ranger specific email accounts to facilitate better communication across the Ranger Company along with an online events calendar

***Master Sergeant for Training and Recruiting (2008-2010)***

- Established and ran the Field Training Officer Program (FTO)
- Responsible for growing the Phoenix Ranger Company from 8 to 43 fully sworn Rangers as a recruiter
- Developed recruiting program that utilized social media sites, police recruiting online forums, and press releases to grow interest and awareness in the Arizona Rangers organization
- Provided security for the *Broadside Declaration of Independence* document inside the state capital building during its Arizona tour
- Conducted surveillance for AZ Board of Technical Registration at decommissioned meth lab sites and reported on owners compliance of postings
- Range Master for annual Ranger qualification shooting events and advanced firearm training sessions

***Arizona Ranger ( 2007-2008)***

- Assisted sworn law enforcement as a personnel supplement for special events including traffic control and perimeter security. Worked under the direction of Peoria PD, Marana PD, Oro Valley PD, Tucson PD
- Participated in a team that handled the Lake Pleasant Marina security detail
- Completion of basic Arizona Ranger Training Academy and firearms qualification

TRENT LOVELESS  
Cell (760) 449 1310

**RELATED BACKGROUND**

- TEAM SECURITY Armed Guard, Patrol Manager (2011-2012)
- Former AZ Licensed Armed Guard
- Armed Guard training under the direct instruction of Tempe SWAT officers, included shoot/don't shoot scenarios, shooting on the move, shooting from cover drills
- Provided security escort for former GOP Speaker of the House during recent presidential election debate in AZ
- Provided security escort for major television celebrities at Barrett Jackson Auto Auction
- Supervised VIP Security checkpoints for NBA All Star Game at American West Arena
- Over 2 years of Loss Prevention investigation experience with Marriott International including vehicle transports
- 6 years of experience working bar and concert event security, including handling ejections of combative patrons

**EDUCATION AND TRAINING**

- Masters of Science -- *Criminal Justice*, Grand Canyon University 2011 (Graduated top 10% in class)
- Masters of Science- *Leadership: Crisis Management and Disaster Preparedness*, Grand Canyon University 2010
- Certified Monadnock Baton Instructor
- Caliber Press Street Survival Seminar
- John E Reid Street Crimes Seminar
- Arizona Rangers Training Academy (A.R.T.A.)
- A.D.A. Basic Detention Academy Graduate
- Tactical Tracking School Graduate
- Arizona Ranger S.R.T. Advanced Weapons Training Course- Shotgun and Patrol Rifle qualified
- Incident Response To Terrorist Bombings- DHS Course
- Prevention and Response to Suicide Bombings -DHS Course
- National Rifle Association (NRA) Range Safety Officer Certification
- Over 100 additional hours of related miscellaneous AZ POST training course hours

**AWARDS AND RECOGNITION**

Ranger of the Month 2011 Phoenix Company

Marriott International Lifesaver Award (2000)

Nomination for Ranger of the Year 2011

Frank Herbert  
Cell (623) 570-8326

**PROFESSIONAL EXPERIENCE**

**T.E.A.M. Security, Tempe, AZ**

June 2003 - Current

Feb. 2008 – Current: Human Resources Manager  
May 2007 – Feb. 2008: Director of Operations  
June 2003 – May 2007: Licensed Armed/Unarmed Security guard

**Mesa Airlines, Phoenix, AZ**

March 1998 – May 2007

Feb. 2001 – May 2007: Senior Maintenance and Engineering system Administrator  
Dec. 1998 – Feb. 2001: Aircraft Maintenance Planner  
Mar. 1998 – Dec. 1998: Ramp agent

**Mr. Lucky's, Phoenix, AZ**

Aug. 2002 – Aug. 2004

Head of Security

**Viva Express Trucking Company, Phoenix, AZ**

June 1997 – Mar. 1998

Security Supervisor

**Strange Daze Night Club, Chicago, IL**

1995 – 1996

Security

**U.S. Navy, VFA-147 Lemoore, CA**

1990 – 1994

Aviation Structure Mechanic – Egress systems

- AZ Licensed Armed Guard
- Armed Guard training under the direct instruction of Tempe SWAT officers, included shoot/don't shoot scenarios, shooting on the move, shooting from cover drills
- Provided security escort for former GOP Speaker of the House during recent presidential election debate in AZ
- Provided security escort for major television celebrities at Barrett Jackson Auto Auction
- Supervised VIP Security checkpoints for NBA All Star Game at American West Arena
- Over 2 years of Loss Prevention investigation experience with Marriott International including vehicle transports
- 10 years of experience working bar and concert event security, including handling ejections of combative patrons

Frank Herbert  
Cell (623) 570-8326

## **EDUCATION AND TRAINING**

### Education:

Downers Grove South High School

1985 – 1990

Diploma received

Chandler Gilbert Community College

1999-2000

Aviation Maintenance Technician Certification

### Certifications:

FAA Airframe maintenance certificate

NRA Instructor – Basic Pistol, Home firearms safety, Personal protection in the home

DPS certified Armed Security Guard Instructor

TASER instructor

SABRE Law Enforcement Aerosol Projectors Instructor

DHS/UNLV Frontline Responder Instructor

American Red Cross – CPR / First Aid / AED

### Additional Training:

IS-00100.b – Introduction to Incident Command System

IS-00700.a – National Incident Management System (NIMS)

IS-00907 – Active Shooter: What you can do

IS-00916 – Critical Infrastructure Security: Theft and Diversion – What you can do

DHS – Surveillance Detection for Law Enforcement and Security Professionals

DHS – Improvised Explosive Device Counterterrorism Workshop

DHS – IED Search Procedures Workshop

DHS – Bomb-Making Materials Awareness Program Implementation

DHS – Protective Measures Course

DHS – VBIED Search Procedures Course

DHS – Incident Response to Terrorist Bombings / Prevention and Response to Suicide Bombing Incidents

AZ Department of Liquor Licenses and Control – Title 4 Alcohol Awareness Training

Jarrold Henderson  
(602) 885-4830

**PROFESSIONAL EXPERIENCE**

**Securitas**

**Account Manager**

**Chandler, AZ**

**June 2013 - Present**

Account Manager for multiple locations for a Fortune 500 company. In charge of 60+ staff members. Responsible for all aspects of hiring, firing, training, schedules, payroll compiling and submission and day to day operations.

**Tempe Mission Palms Hotel**

**Security Manager**

**Tempe, Arizona**

**November 2011 - June 2013**

TMPH is a 303 room Hotel and Conference center in the heart of Tempe and ASU.

Responsible for hiring/disciplinary actions, payroll submissions, scheduling, training, and creating safety procedures. Additionally establishing and maintaining professional relationships with city, state and federal Law Enforcement and Fire departments. He also handled most aspects of Risk Management and work place injury issue investigation, mitigation, avoidance training and governmental compliance.

**Scottsdale Healthcare Shea**

**K-9 Security Officer**

**Scottsdale, Arizona**

**January 2007 - August 2011**

Patrol of Hospital properties with NPCA certified Patrol Dog insuring safety and security of personnel and property.

**Carefree Resort and Villas**

**Security Officer**

**Carefree, Arizona**

**May 2006 - January 2007**

Insured safety and privacy of guests, visitors and staff of resort and property on 50+ acre resort.

**Campbell County Detention Center**

**Deputy Jailer**

**Newport, Kentucky**

**May 2005 - March 2006**

Responsibilities included, booking and intake, care, feeding, transporting to court, medical, legal obligations and compliance as well as visitation of 200+ Minimum-Maximum security inmates in county facility.

Jarrod Henderson  
(602) 885-4830

**Cincinnati Special Police**

**Patrol division Sgt.**

**Cincinnati, OH**

**January 2000 - May 2005**

Private security company that worked high crime neighborhoods and apartment complexes in Greater Cincinnati area.

Patrolled high crime neighborhoods providing private Police protection in HUD and Section 8 housing. I was responsible for hiring, firing, training, scheduling and payroll for 15+ officers and staff.

**Education**

Norwell High School

**Skills**

Ohio Peace Officer Training Commission certified Private Police Officer. Former Taser instructor for 3 years, also currently NPCA and ALECA Patrol certified Canine handler. Certified PPCT DT instructor. Former PPCT DT instructor for Warrior Science Group. Also worked EP/CP throughout the U.S. and also teach classes for Khyber Training Group.



## Addendum B

*Provide your firm's pre-assignment training program for all persons employed as Security Officer with your proposal response (separate documents may be attached that describe training).*

### Basic Employment Requirements

- i. 18 years of age or older
- ii. Ability to pass a background check
- iii. Hold or be capable of obtaining a valid Arizona Security Guard license
- iv. Have effective verbal communication skills
- v. Ability to stand and walk for extended period of times
- vi. Possess superior guest service skills
- vii. Speak, understand, and write English fluently
- viii. Pass a basic comprehension test

### Background Checks

If basic criteria in accordance with A.R.S. § 32-2632 is acceptable, the applicant is approved for an one on one interview, during which the potential employee is background checked against the Arizona Superior Court system for any criminal behavior. In certain instances, Social Media sites are crosschecked to ensure against moral turpitude. Potential employees are required to submit two(2) previous employment references as well as two (2) personal references. All four(4) are checked prior to offer being extended to attend an 8 hour orientation seminar. At the conclusion of the seminar, the applicant must take and pass a comprehensive exam. Additionally, all employees must apply for an Arizona Department of Public Safety Unarmed Security Guard License, which encompasses a Federal ACIC/NCIC fingerprint background check.

Orientation: Pre-assignment training which conforms to the Arizona Department of Public Safety (AZDPS) pre-assignment training guidelines governing the acquisition of the AZDPS Unarmed Security Guard License. Class is taught by an AZDPS vetted instructor.

### Topics Include:

1. Mission Statement
  - a. Objectives/ general information
  - b. Goals for trainees
2. Definition of a Security guard
3. Knowledge required
  - a. Public Safety and security
  - b. Law and government
  - c. English language
  - d. Customer and personal service
  - e. Telecommunications



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

4. Skills required
  - a. Speaking
  - b. Social perceptiveness
  - c. Active listening
  - d. Critical thinking
  - e. Writing
5. Abilities required
  - a. Oral expression
  - b. Oral comprehension
  - c. Problem sensitivity
  - d. Night vision
  - e. Time sharing
  - f. Selective attention
  - g. Response orientation
  - h. Near vision
  - i. Peripheral vision
  - j. Spatial orientation
6. Customer service
  - a. Definition
  - b. Relationship customer service
  - c. 10 habits to develop
    - i. Be on time
    - ii. Follow up on your promises
    - iii. Under promise and over deliver
    - iv. Go the extra mile
    - v. Offer options
    - vi. Empathy v. sympathy
    - vii. Treat co-workers as customers
    - viii. Treat customers as the most important part of the job
    - ix. Give the customer your name
    - x. Smile
  - d. Intro to customer service
    - i. Who the customer will be
    - ii. Develop the correct attitude
    - iii. Expand definition of service
  - e. establishing an image
7. Communication skills
  - a. Definition
  - b. Customer service and verbal communication
    - i. Steps for dealing with minor problems
      1. approach individual
      2. outline what they are doing wrong, and what you would like them to do
      3. if 1 and 2 do not resolve situation, get supervisor
      4. remain calm and polite
      5. be aware of your environment
  - c. Verbal/ Nonverbal Communication
    - i. Always/ Never



- d. Fundamentals for effective communication
    - i. Listen
    - ii. Be aware of non-verbal signals
    - iii. Use appropriate language
    - iv. Be aware of voice characteristics
    - v. Observe common courtesies
  - e. How to handle the difficult customer
  - f. Mock scenarios
8. Radio Communications
- a. Introduction
    - i. Usage
      - 1. turn it on
      - 2. responsibility for it is yours
    - ii. etiquette
      - 1. proper language
      - 2. listen to your radio
      - 3. wait until existing conversations are finished (walk over)
    - iii. procedures and codes
    - iv. WHO you are and WHO you are calling. Wait for acknowledgment. WHERE you are and WHAT is happening and WHAT you need.
    - v. Work related only
    - vi. Transmissions need to be brief
    - vii. Emergency transmissions
      - 1. Break Break and closed channels
        - a. Procedures for both
  - b. Radio Codes
    - i. basic codes
      - 1. code 4 thru code 1
    - ii. Basic ten codes
    - iii. Miscellaneous codes
  - c. Mock radio scenarios
9. Written Communications
- a. Explanation of why we document everything
  - b. Incident reports
    - i. Tangible example of IR
    - ii. What IRs are for
      - 1. examples of reasons for an IR
    - iii. Purpose of an IR
      - 1. client's information
      - 2. liability issues
      - 3. recall for court purposes
  - c. report and field card narratives
  - d. Field cards
    - i. Main reasons for use
      - 1. info to be transferred to an IR
      - 2. trespass
      - 3. public contact(311P)
      - 4. note of complaints



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

- e. Shift Reports
  - f. Supplemental/ Continuation reports
  - g. Patrol Logs
  - h. Sign in sheets
    - i. 3 ways to sign in/out
      - 1. Sign yourself in
      - 2. 619 phone
        - a. Requirements of signing in on 619
      - 3. Supervisor or dispatcher sign in
    - ii. YOU ARE RESPONSIBLE FOR SIGNING IN AND OUT
  - i. Mock report writing scenarios
10. Work Habits
- a. Corporate Security
    - i. Definition
    - ii. Responsibilities
  - b. Patrol Security
    - i. Definition
    - ii. Responsibilities
  - c. Event Security
    - i. Definition
    - ii. Parking
    - iii. What to do when you arrive at an event
      - 1. shirts/radios
      - 2. sign in/out
      - 3. receiving assignments
        - a. backstage
        - b. parking and traffic control
        - c. gate management
11. Uniform and Professional Appearance
- a. Company uniform policies
  - b. Deposits
  - c. Equipment Allowed/ not Allowed
    - i. Required
      - 1. a pen and field cards or paper
      - 2. bottled water
      - 3. flashlight
      - 4. DPS license
    - ii. Not allowed
      - 1. weapons of any kind
    - iii. Smile is your greatest weapon
  - d. basic hygiene policy
  - e. personal appearance
12. Job Responsibilities
- a. Listed 1-12
  - b. Why we must follow policy (litigation)



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

### 13. Criminal Law

- a. Search and Seizure
  - i. Obtaining consent
  - ii. Safety during searches
  - iii. Firearms
  - iv. Visual searches
  - v. Bag searches
  - vi. Wand searched
    - 1. demonstrate
  - vii. Patdowns
    - 1. procedure
    - 2. steps
    - 3. demonstration
  - viii. dealing with contraband
  - ix. mock scenario role play

### 14. Scheduling

- a. How
  - i. What days
- b. Blackout days
- c. Dependability
- d. Calling off a shift

### 15. Payday

### 16. Alcohol and ID

- a. Laws and regulation
- b. Types of liquor licenses
- c. Risks and consequences
- d. Administrative liability
- e. Criminal liability
- f. Civil liability
- g. Legal forms of ID
  - i. Recognizing invalid ID
    - 1. fake vs. altered

### 17. Ethics

- a. Company policies
- b. Unethical/Unprofessional Conduct
  - i. Dissemination of confidential information
  - ii. Lying
  - iii. Discrimination
  - iv. Profane comments or gestures
  - v. Slovenly dress / bearing

### 18. Criminal vs. Civil Law

- a. Trespassing
- b. Assault
- c. Theft
- d. Vandalism/ Criminal Damage
- e. Offenses against public order
- f. Felony v. misdemeanor



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

- g. Laws of arrest
  - i. Citizen
  - ii. Peace officer
  - iii. T.E.A.M. policy
- 19. Use of Force
  - a. Company policy
  - b. Levels of force
    - i. Presence
    - ii. Verbal
    - iii. Physical
    - iv. Deadly
- 20. Crime Scene Prevention
  - a. Observation
    - i. How to be a good witness
  - b. securing / restricting an area
  - c. working with law enforcement
  - d. evidence
- 21. First Response
  - a. Recognizing emergencies
    - i. Sights
    - ii. Smells
    - iii. Sounds
    - iv. Behaviors
  - b. Fire
    - i. Fight or flight
  - c. bomb threat
  - d. natural disaster
  - e. medical emergency
  - f. responsible reactions

### **Drug Screening**

T.E.A.M. Security has a written drug and alcohol policy that all company employees must comply with. We are a drug free workplace. All employees are subject to random drug testing, and drug testing is required whenever an incident occurs involving vehicles, firearms, non-lethal intimidate weapons; or a reasonable and articulable suspicion occurs. Drug testing is administered through a 3rd Party (Banner Occupational Health) to ensure the process stays accurate and unbiased; as well as meeting the guidelines laid out in HIPAA (The Health Insurance Portability and Accountability Act of 1996)



### **Discrimination Policy**

T.E.A.M. Security believes in fostering a diverse demographic of employees in a positive and supportive workplace environment. To that end, we do not tolerate discrimination of any kind. To ensure that we provide a hospitable setting, all employees of the company are provided with a copy of our comprehensive written Discrimination Policy.

### **ADA**

T.E.A.M. is compliant with all aspects of the ADA (Americans with Disabilities Act) and actively works to make reasonable accommodations to employee requesting them. Additionally, we have several supervisor level personnel with an expertise in ADA regulations as well as positive customer service towards ADA patrons.

### **Discipline Policy**

Our Human Resources department immediately investigates any allegation of a violation of the above listed policies and actions accordingly following a progressive discipline matrix.

### **Position Specific Pre-Training**

Certain security positions are deemed "highly" sensitive and/or require a more exacting background. These positions may require prior military or law enforcement experience. More common is an expectation that employee's eligible for these positions have taken and passed all the necessary Advanced Training. (Please see Training in Addendum E) as well as successfully comply with the Transition Plan. (please see Addendum D)



## Addendum C

*Provide a copy of the company's Taser and firearm use of force policy.*

Use of Force (firearm, TASER, OC)

- 1. Purpose.** The purpose of this directive is to establish policy and procedure for the use of force by security guards employed by Truly Every Assignment Matters LLC. (dba T.E.A.M. Security.)
- 2. Discussion.** Investing security guards with the authority to use force to protect the public welfare, a careful balancing of all human interests is required. A licensed security guard is empowered by State Statutes to use that amount of force deemed reasonable and necessary to defend himself/herself, a third person from bodily harm, or in the assigned protection of a property while on duty, or during an act of aggression from a subject. That use of force may range from verbal persuasion to lethal force.
- 3. Policy.** It is the policy T.E.A.M. Security that security guards may use only that amount of force which is reasonably necessary to effect lawful objectives. All guards shall use the Use of Force Continuum as defined in this directive. All guards shall be instructed in the Company's use of force policy as set forth in this directive and shall be issued a copy of this directive prior to being authorized to carry a lethal or less than lethal weapon. The issuance and instruction will be documented.

#### 4. Procedure.

**A. Non-Deadly Force.** Non-Deadly Force is that force which is neither likely nor intended to cause death, permanent impairment/disfigurement or serious physical injury.

1. Licensed guards shall use only the amount of non-deadly force that is reasonably necessary to protect guards or others from harm or to effect the lawful detainment of an individual for Police custody.
2. In many cases some level of force will be necessary to effect a detainment or to protect the guard(s) and others from harm or danger. That amount of physical control may be as low as placing a hand on an individual's body and directing that individual to place his/her hands behind his/her back for handcuffing. Depending upon the level of resistance offered, the guard may use techniques that escalate the amount of force needed to gain compliance from an individual during the detainment process.
3. When a confrontation escalates suddenly, a guard may use any means or device at hand to defend himself/herself, as long as the level of defensive action is reasonable given the existing circumstances.
4. Any time non-deadly force is used appropriate medical aid must be provided as soon as practical.



**B. Deadly Force.** Deadly force is that force which is likely to cause death or great bodily harm. Arizona State Law governing the use of deadly force is delineated in ARS 13-405 "Justification; use of deadly physical force." The use of a motor vehicle to make deliberate contact with another vehicle is considered deadly force. Company policy is simply that, and is not designed or intended to supplant or be used in place of applicable legislation. Violation of the provisions of this procedure will form the basis for Company administrative sanctions. The Company authorizes the use of deadly force only under the following circumstances:

1. A guard may use deadly force when the guard reasonably believes that the action is in defense of human life, including the guard's own life, or in defense of any person in immediate danger of death or serious physical injury. A previously demonstrated threat to human life or wanton disregard for human life may be considered as constituting a threat; however, such a threat must be immediate in nature with potential and probability for immediate consequences. Long-term or long-range potential and probability for threat are not considered "immediate".

a. When possible, a verbal warning shall be given prior to engaging in the use of deadly force.

b. The use of warning shots is prohibited.

**C. Resistance and Control.** Resistance and control can take the form of verbal directives or physical action. Justified use of force is measured by two broad standards. First is the requirement that the guard's use of force was initiated by a subject's resistance. Second is the requirement that the level of force used by the guard was necessary and not excessive when considering the type of resistance offered.

1. **Resistance.** Resistance is manifested by a subject who attempts to evade a guard's attempts at control. Resistance is action directed at the guard by the subject. The amount and type of resistance will vary based on the actions of the subject. Resistance can be categorized into three broad areas:

a. Verbal resistance is exemplified by a refusal to comply with reasonable requests or commands, verbal threats or assaults;

b. Physical resistance is exemplified by physical attempts to resist or elude control by the guard;

c. Aggressive action is exemplified by a physical assault against a guard that could lead to severe physical injury.

2. **Control.** Control is the physical action a guard employs to overcome resistance, aggressive/combatative behavior or actual or attempted flight while effecting a lawful detainment. The response to resistance will be based on the guard's perception of the level of resistance and ability to overcome the resistance and gain control of the subject.



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

Generally, there are four occasions in which a guard is justified in using physical control methods:

- a. To stop potentially dangerous and unlawful behavior;
- b. To protect the guard or another from injury;
- c. To complete the process or effecting a lawful detainment when the subject offers a degree of resistance;
- d. To protect subjects from injuring themselves.

**D. Use of Force Continuum.** The use of force or resistance/control continuum intended to be used as a guideline for guards in selecting effective, reasonable, and legal defensive actions in verbal and physical encounters. The guard should strive to use the minimal amount of force necessary to effect control over a subject. The guard should begin with the lowest level practicable and escalate only after meeting with increased resistance from the subject. As an individual increases his/her resistance level from verbal to physical, an guard may have to increase the level of his/her defensive response until the resistance ceases and the guard is able to regain control. As soon as the point of subject compliance is reached, the guard must de-escalate his/her response level to the minimum defensive action necessary to control the subject. Each succeeding level of guard control should include elements of previous levels when applicable. For example, level two control techniques should include elements of level one control. In addition, all levels of control should always include verbal commands and direction.

### 1. Level One - Subject Resistance.

- a. Presence - A subject is there, on the scene, in attendance of suspicious activity.
- b. Psychological Intimidation - The nonverbal intimidation tactics may include clenching fists, widening of foot stance, a blank stare, and other forms of body language.

### 2. Level Two - Subject Resistance.

- a. Verbal Resistance - A subject may verbally refuse to comply with the guard's requests or attempts to control the situation. The subject may verbally threaten the guard with further resistance. The subject may boast of his/her fighting skill and of intentions to injure the guard. Or, the subject may simply refuse to respond to or ignore the guard.



b. **Nonverbal Cues** - The subject's verbal resistance may be accompanied by body language which may indicate his/her intentions with regard to physical resistance. The subject may assume a fighting stance such as raised hands and clenched fists. The subject may grab a fixed object to be used as an anchor. Or, the subject may lie or sit down placing his hands under his body.

**3. Level Three - Subject Resistance.**

**Passive Physical Resistance** - The subject physically refuses to comply or respond. He/she does not make any attempt to physically defeat the actions of the guard but instead forces the guard to employ physical maneuvers to establish control. Passive resistance is usually in the form of a relaxed or "dead weight" posture intended to make the guard lift, pull, or move the subject to establish control.

**4. Level Four - Subject Resistance.**

**Active Physical Resistance** - The subject makes physically evasive movements to defeat a guard's attempt at control. This may be in the form of bracing or tensing, attempts to push/pull away or not allowing the guard to get close to him/her. However, the subject does not attempt to strike the guard or inflict bodily harm upon the guard.

**5. Level Five - Subject Resistance.**

**Aggressive Physical resistance** - The subject makes overt, aggressive, hostile, attacking movements which may cause injury to the guard but are not likely to cause death or great bodily harm to the guard or others.

**6. Level Six - Subject Resistance.**

**Aggravated Physical Resistance** - The subject makes overt, hostile, attacking movements with or without a weapon with the intent and apparent ability to cause death or great bodily harm to the guard or others.

**7. Level One - Guard Control.**

a. **Presence** - The guard is there, on the scene, in attendance. This includes proper voice and/or other identification, body language, alertness, and readiness, all denoting the presence of authority to the subject.

b. **Field Interrogation Stance** - The guard adopts a stance with the subject outside his/her danger zone that provides appropriate protection and forms the basis of an effective physical response if attacked. Proper distance from the subject should be where the guard can see both the hands and feet of the subject incase he/she should make an offensive action against the guard.



c. Preemptive Physical Control - The guard may escalate to physical control before any overt moves are made by the subject if the nonverbal signs given by the subject indicate an immediate potential for violence and/or the guard believes that physical control is necessary to prevent the subject from injuring himself, others, or the guard.

#### **8. Level Two - Guard Control.**

a. Dialogue - A two way, controlled, non-emotional business-like communication between the guard and the subject, directed toward problem identification and/or resolution.

b. Verbal Direction - A guard tells or commands the subject to engage in, or refrain from, a specific action or non-action.

c. Touch - A guard employs a soft touch when directing, or a firm strong touch prior to escalating to a higher form of response.

d. Preemptive Physical Control - The guard may escalate to physical control before any overt moves are made by the subject if the verbal communications by the subject indicate an immediate potential for violence and/or the guard believes that physical control is necessary to prevent the subject from injuring himself, others, or the guard.

e. Further Escalation - The guard's reaction to verbal threats should be based on a reasonable perception of the validity of the threat, the subject's ability to carry out that threat, and the guard's own physical ability to manage the threat. If the subject's body language during a threat indicates his/her intention to escalate the resistance, the guard should prepare to escalate to intermediate weapons, or even to lethal weapons if the subject has a weapon or has such physical advantage that the threat of death or great bodily harm exists.

#### **9. Level Three - Guard Control.**

a. Transporters - Techniques used to control and/or move a subject from point A to point B with minimum effort by the guard in order to gain and retain control over the subject.

b. Pain Compliance - Techniques that force the subject to comply with the guard as a result of the guard inflicting controlled pain upon specific points on the subject's body, such as pressure point techniques.

c. Takedowns - Techniques that redirect, in a controlled manner, a subject to the ground in order to limit his/her physical resistance and to facilitate the application of a restraining device.



**d. Restraint Devices** - Mechanical tools used to restrict a subject's movements, such as handcuffs, flex cuffs, and nylon restraining devices.

**e. Counter Moves** - Techniques that impede a subject's movement toward an guard or others such as blocking, parrying, dodging, weaving, redirecting, or avoiding, followed by appropriate controlling techniques.

**10. Level Four - Guard Control.**

**Intermediate Weapons** - Weapons that are primarily used to render a subject controllable such as a baton, OC, or TASER

**11. Level Five - Guard Control.**

Techniques that are intended to temporarily incapacitate the subject, delivered with or without intermediate weapons, such as a strike to a major nerve area.

**12. Level Six - Guard Control.**

**Lethal Defensive Action** - Techniques that may result in imminent death or great bodily harm, such as impact weapon strikes to the head or joints and use of firearms. Lethal defensive actions should only be used as a last resort.

**F. Handcuffs and Restraints.** The purpose of handcuffs and restraints is to restrain the movement of a subject in a manner that allows a safe means for transporting the subject. Restraining devices also can be used to prevent further physical resistance from a subject. Whatever the application, restraining devices should be considered temporary in nature and as a means for safely achieving other goals.

**G. Empty Hand Control.** Empty hand control is a physical contact technique that includes many different methods of subject control. Techniques that have minimal implications of injury are known as "soft" empty hand controls. Those techniques that have a higher probability of injuring a subject are known as "hard" empty hand controls.

**1. "Soft" Empty Hand Controls.** Touching, escort holds, pressure point controls, etc. are appropriate for use against passive physical resistance and some forms of active physical resistance.

**2. "Hard" Empty Hand Controls.** Techniques in this category include stunning and striking actions delivered to a subject's body with the hand, fist, forearm, leg or foot. Preferably, the target for these tactics will be major muscle structures such as the legs, arms, shoulders or side of the neck. Strikes delivered to such muscle structures will create muscle cramping, thus inhibiting muscle action and allowing the guard to bring the subject under control. In extreme cases of self-defense, the guard may need to strike more fragile areas of the body where the potential for injury is greater. However,



the use of neck restraints or other similar weaponless control techniques that could cause potentially serious injury are prohibited.

**H. Impact Weapons.** Impact weapons are those company approved tools which provide a method for gaining control of a subject when lethal force is not justified, but when empty hand control techniques are not sufficient in effecting control over a subject. Whenever a guard uses an impact weapon for control, it should be used with the intent to temporarily disable the subject and never with the intent of creating a permanent injury.

1. The impact weapon may be used for defensive actions necessary to gain control of a subject engaged in some forms of active physical resistance or engaged in *any* form of aggressive physical resistance and aggravated physical resistance.
2. Guards shall carry the authorized impact weapon while on duty.
3. Guards shall not carry on their person or in a company vehicle any impact weapons that are not officially approved for use by T.E.A.M. Security and the level of the guards training.
4. No guard shall unnecessarily display or un-holster an impact weapon in the presence of others unless such display is necessary as part of the guard's duties. There shall be no horseplay with impact weapons.

**5. Training.**

a. Only those guards that have successfully completed the company training on the use of an impact weapon will be authorized to carry the approved impact weapon. Guards shall not carry or use any impact weapon for which they have not received training and certification.

b. Guards will receive annual retraining on the use of impact weapons.

**6. Authorized Use of Impact Weapon.** Impact weapons shall be carried in a proper receptacle or in a low profile position when not in use. Guards shall not brandish or use an impact weapon as an intimidation device unless the guard is attempting to prevent the further escalation of resistance by a subject.

a. All strikes with an impact weapon shall be targeted at areas of low probability of injury

**I. Chemical Subject Restraint** - Oleoresin Capsicum (OC) foam and spray/fog/stream are chemical agent propellants used to control noncompliant, combative subjects that display the threat of physical resistance when deadly force is not justified and empty hand techniques alone might not be sufficient. OC is a strong irritant that affects the skin and the mucous membranes of the eyes, nose and mouth.



**1. Training.**

- a. Prior to issuance of the OC, all guards shall receive training in its use which will include instruction and actual application to afford the guard an understanding of the effects of the substance.
- b. OC will be issued and worn as part of the guard's required uniform equipment after successful completion of the Company's training.
- c. Guards will receive annual retraining on the use of OC.

**2. Authorized Use of OC.**

a. OC is an alternative to physical control techniques and the use of other intermediate weapons. Guidelines cannot be written to encompass every possible application for the use of OC; however, as with any other use of force, the OC must not be used indiscriminately or without just cause.

b. The OC shall be utilized as issued and authorized to prevent injury to the involved person(s) guards and others present. The use of OC may prevent the use of more severe physical force and therefore may be used:

**(1)** To effect a detainment or when an guard is threatened with physical force and other means of controlling the offender, such as verbal commands, persuasion, etc. have been ineffective in inducing cooperation;

**(2)** Guards are authorized to use issued OC to establish control over subject(s) who physically resist, demonstrate an intent and capability to physically resist, or to establish control over combatants engaged in or at the threshold of committing violent acts against other person(s) or property or to prevent self-inflicted injury.

**(3)** In cases where the size and demeanor (combative, uncooperative) of the offender indicates that the guard would be endangered by the use of physical force.

**(4)** To defend against an attack by an animal;

c. Guards shall not use this force as a response to verbal dialogue absent of a threat of physical resistance.

d. The use of OC is not a justified response to "passive resistance".

e. Guards should keep in mind they must be able to articulate the reason(s) the person was sprayed with OC.



f. Nothing in this policy is intended to discourage guards from using a higher level of force whenever such force is necessary and can be justified.

**3. Deploying OC.** When deploying OC, guards should consider the environmental factors, to include, but not limited to, indoors or out, weather conditions, temperature and other person(s) in the immediate area.

a. Since OC can adversely affect individuals in the immediate area of the person against whom it is used, guards should make every effort to avoid unnecessarily exposing bystanders.

(1) Foam OC is authorized for use both indoors and outdoors

(2) The OC is designed to be sprayed into the face area of a person from a recommended distance of three (3) to twelve (12) feet for a burst of one (1) second.

(3) The OC is effective with most individuals, including persons under the influence of alcohol or drugs, or persons with health/emotional problems.

**J. TASER.** The TASER is deployed as an additional tool and is not intended to replace firearms or self-defense techniques. The TASER may be used to control a dangerous or violent subject when deadly physical force does not appear to be justified and/or necessary and to prevent a subject from harming himself or herself, or to prevent the immediate destruction of evidence or property when other means are impractical or unsafe. The TASER is a less-lethal Conducted Energy Weapon that utilizes compressed nitrogen to propel two small probes up to 15 or 21 feet, depending on the cartridge installed. These probes are connected to the weapon by a high-voltage insulated wire.

When the probes make contact with the target, the TASER transmits electrical pulses along the wires and into the body of the target through up to two inches of clothing.

Conducted Energy Weapons use electrical energy to affect the signaling mechanisms used by the human body to communicate. This electrical output overrides and controls the central nervous system of the body.

**1. Training.** Only authorized guards will be trained to use the TASER.

a. All TASER training will be conducted by a TASER certified instructor.

b. Refresher training will be conducted annually.



**2. Carrying the TASER.** While on duty, each authorized member will have the issued TASER, holster and two (2) cartridges for the X26 available for use. The TASER shall be kept in an “operational ready” state by ensuring the TASER batteries are above manufactures recommended twenty (20) percent level and the cartridge(s) are in good condition.

**3.** The TASER is a costly, sensitive electronic product, which shall be encased in its protective holster when not in use. Care will be taken to avoid dropping the TASER.

**4.** When using a company issued TASER, the members issued the TASER shall:

a. Ensure that the TASER and the TASER Cartridge is not defective or damaged.

(1) The faceplate of the TASER Cartridge(s) is secured to the TASER Cartridge body. Direct sunlight, heat, or pressing on the faceplate may cause the cover to disengage from the TASER Cartridge(s). If damaged or defective, the TASER and or the TASER Cartridge will be turned over to the company for replacement.

(2) Replacement TASER Cartridge(s) and batteries will be obtained from the Training Coordinator

**5. Procedures for Use.** The TASER is a defensive weapon listed in the Use of Force continuum. The decision to use the TASER depends on the actions and the critical distance of the threat.

b. Each discharge, including accidental discharge, of a TASER shall be investigated and documented utilizing a written incident report.

(1) Accidental discharges that do not involve a suspect will be reviewed by a manager

c. Guards who discharge a TASER will immediately notify their supervisor, or the next higher-level supervisor.

(1) The empty TASER cartridge, wires, and a sample of the deployed AFIDS will be collected at the scene and packaged and submitted as evidence by a guard on scene.

d. Person(s) who have been subjected to the TASER, or it’s probes, shall be treated as follows:

(1) TASER probes that penetrate the skin will be removed, medical personnel will be requested should the probes be in a position where further damage could result.



**(2)** TASER probes will be treated as biohazard. Probes will be carefully placed, sharp tip first, into expended cartridge bores and secured.

**(3)** Guard must immediately advise responding police personnel upon their arrival at I that a TASER was used on the individual.

**6. Carrying the TASER off Duty.** The TASER is not authorized to be carried off duty.

**K. Firearms.**

**1.** Firearms are considered lethal weapons and their use constitutes deadly force. The use of firearms to control the resistance of a subject shall be limited to those situations in which deadly force is warranted.

**2.** Guards shall not draw or display a firearm unless there is a threat, or reasonable suspicion of a threat of death or great bodily harm to a guard or another person.

**3.** Unnecessarily or prematurely drawing or exhibiting a firearm limits guard's alternatives in controlling a situation. It creates unnecessary anxiety on the part of citizens and could result in an unwarranted or accidental discharge of the firearm.

**4.** An guard's decision to draw or exhibit a firearm should be based on the tactical situation and the guard's reasonable suspicion there is a substantial risk that the situation may escalate to the point where lethal force may be justified. When the guard has determined that the use of deadly force is not necessary, the guard shall secure or holster the firearm as soon as practicable.

**5.** Guards shall not discharge a firearm except to protect themselves or others from death or great bodily harm.

**a.** The destruction of vicious animals should be guided by the same considerations that apply for use of deadly force actions if the animal represents an immediate threat to the safety of the guard, other persons, or the general public.

**6.** Guards shall not discharge a firearm from a moving vehicle.

**7.** Guards shall not discharge a firearm to threaten or subdue persons whose actions are destructive to property or injurious to them but which do not represent an imminent threat of death or great bodily harm to a guard or others.

**8.** Guards shall not discharge firearms in the direction of the person to be detained, even though no intent exists to kill or inflict serious physical injury.

**9.** Guards shall not discharge a firearm as a warning or to give alarm.

**10.** Guards may discharge a firearm during authorized training.



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**11.** No guard shall unnecessarily display or un-holster a firearm in the presence of others unless such display is necessary as part of the guard's duties. There shall be no horseplay with firearms, loaded or unloaded, or with any other weapons. It shall be the duty of every armed guard of T.E.A.M. Security to use sound judgment in the handling of firearms in order to prevent accidental discharge which may result in injury, death or damage to property.

**L. Training.**

**1.** All guards shall, at least annually, receive in-service training at which time T.E.A.M. Security's Use of Force policy shall be reviewed.

**2.** All guards qualified in the use of firearms, impact weapons, OC and control techniques shall, at least annually, demonstrate their proficiency with such weapons under the instruction of a certified weapons instructor. The training and proficiency results will be documented in the training files.

**3.** All guards who fail to demonstrate the required proficiency with issued weapons shall receive remedial training.

**a.** A guard failing to demonstrate proficiency with a weapon shall not return to duty with that weapon until such time as proficiency is demonstrated and documented. Only guards demonstrating proficiency in the use of agency authorized weapons shall be approved to carry such weapons.

**M. Reporting Use of Force.**

**1.** The company president shall be notified as soon as practical after a use of force incident as listed below.

**2.** A written incident report will be completed by all Guards and/or supervisors involved in any of the following use of force incidents:

**a.** Use of "Hard" empty hand control techniques as defined in this directive (stunning or striking techniques);

**b.** Use of restraints on a subject(s);

**c.** Apply weaponless force upon another to the extent it is likely to cause or lead to unforeseen injury, claim of injury, or allegations of excessive force.

**d.** Discharge of an OC on a subject(s);

**e.** Strike of a subject with an impact weapon;

**f.** Firearm drawn in the presence of a non-law enforcement subject;



- g. Discharge of a firearm(s), intentionally or accidentally;
- h. Discharge of the TASER; and/or
- i. Any action that results in or is alleged to have resulted in injury or death of another person.

\*This Directive does require the reporting of drawing or pointing of weapons (except firearms as stated above) or using weaponless, hand to hand control techniques that have little or no chance of producing injuries when gaining control over, or subduing non-compliant or resisting persons. These techniques include, but are not limited to; physical touching, gripping or holding, frisking, pain compliance measures, pressure point application, come-alongs, handcuffing, or other custodial procedures.

3. The report shall explain the level of physical resistance by the suspect, and guard/suspect factors that necessitated the use of force or display of weapon(s), the effect of the force upon the suspect, the extent of any injuries inflicted on the guard or the suspect and the subsequent actions taken by the guard. Guards and or supervisors shall photograph any observable physical injury sustained by the guard and or suspect. The photographs shall be placed into evidence.

4. The incident report will be completed prior to the end of the guard(s) shift.

a. If unable to complete the form due to injury, etc., the guard shall verbally report his/her involvement to the appropriate supervisor and or

investigator.

b. The guard's supervisor shall then complete the Incident Report.

5. When multiple employees are engaged in the same use of force incident, those employees shall complete a supplement to the incident report.

**N. Use of Force Review.**

1. The company president or designee shall review all incidents involving the above listed use of force incidents. The review will evaluate the facts of the particular incident to determine whether the degree of the force was reasonable and necessary to effect the detention, prevent escape, overcome resistance or to protect others or themselves from bodily harm. Reasonableness of the use of force will be judged from the perspective of a reasonable guard on the scene at the time of the incident.



T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

2. The Designee shall submit a written report of their findings to the company President within seventy-two (72) hours of the incident.

a. The incident shall be thoroughly evaluated as to all circumstances surrounding the use of force and / or display of weapons.

b. The review shall determine if the use of force and/or display of weapons were in compliance with the provisions of this directive, help identify trends, improve training and guard safety.

3. Guards who have used physical levels of force, or who discharge a firearm (other than training) shall document the incident completely in an incident report or a supplement to an incident report. Such documentation shall include the level of physical resistance that was encountered, the level of force that was required to overcome the physical resistance, and a complete account of the incident.

4. When a subject is injured or complains of an injury as the result of the use of force by a guard, or when a guard uses deadly force, regardless of whether such action causes injury, the incident shall be documented by a supervisor in a supplement report and submitted for review via the chain of command to the President. Attached to the supplement shall be any relevant documentation such as tape recordings, medical reports and photographs, etc.

**O. Incidents Involving Use of Deadly Force.**

1. The Company shall conduct both criminal and administrative investigations into all incidents involving the use of deadly force. The criminal investigation shall be conducted by the Human Resources Manager unless ordered otherwise by the Company President.

2. In all instances where deadly force is used or the discharge of a firearm occurs (other than training), including incidents involving the destruction of an animal, guards shall immediately notify their supervisor or the next available supervisor in their chain of command.

3. In all instances where deadly force results in death or great bodily harm to a person, the guard shall:

a. Determine guard safety before approaching the injured person. If safe to do so, determine the physical condition of any injured person, secure the person and render medical assistance;

b. Request emergency medical services through 911 and if necessary, have the injured person transported to a medical facility;

c. Secure the scene as well as time and available personnel permit;



T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

e. Remain at the scene (unless injured) until the arrival of the responding police officers. If the circumstances are such that the scene might cause a more hazardous situation to develop (e.g. a violent crowd), the police shall have the discretion to instruct the guard to respond to an alternate location. A police officer may, if deemed necessary, transport the guard from the scene due to exigent circumstances;

f. Protect his/her weapon for examination and submit said weapon to the police. The police shall handle the weapon as evidence.

g. Contact T.E.A.M. Security management.

4. Whenever an employee is a principal participant in an incident involving the use of deadly force which results in death or great bodily injury, the employee shall:

a. Undergo a debriefing with a provided psychologist within 24 hours of the incident. The purpose of this debriefing will be to allow the employee to express his/her feelings and to deal with the moral, ethical, and/or psychological after effects of the incident. The debriefing shall not be related to any company investigation of the incident and discussion during the debriefing shall not be used in violation of the privileged physician-patient relationship;

b. Be placed on non-disciplinary administrative leave with pay pending review, upon completion of his/her preliminary report of the event. While on administrative leave, the employee shall be available to Police Department, T.E.A.M. security and other administrative interviews and statements regarding the case. The employee shall remain subject to re-call to duty at any reasonable time while on Administrative Leave. Authorization to return to former duty status must be authorized by the President;

c. Not discuss the incident with anyone except appropriate company personnel assigned to the investigation, the State Attorney's Office, the Police Department, the employee's mental health professional, the employee's private attorney/representative, the employee's chosen clergy, and the employee's immediate family.

**P. Final Disposition of Use of Force.** All reviews and investigations shall be forwarded to the Company President or his designee for final disposition of the use of force incident.



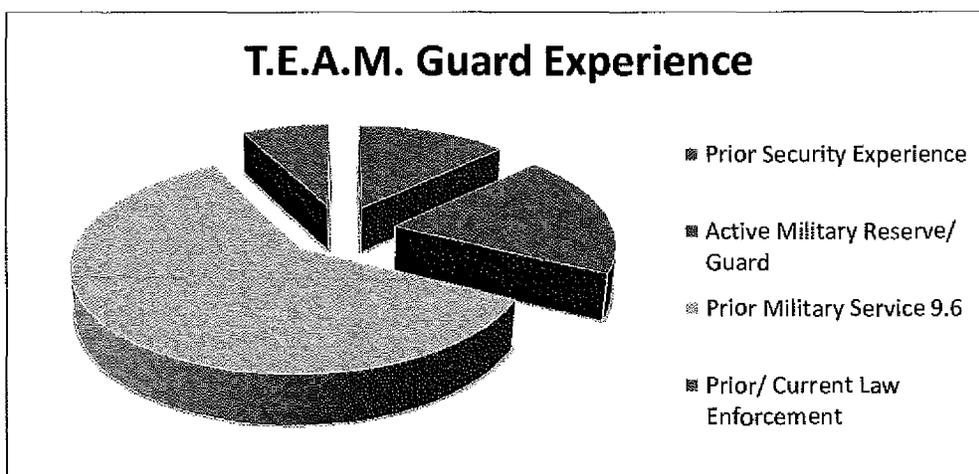
## Addendum D

*Provide a detailed narrative that describes the transition process you will use to meet this start-up date.*

T.E.A.M. Staff prides itself on selecting the highest qualified personnel to service the needs of our clients. Each associate is hired with the utmost consideration in order to provide the very best service and care. The largest majority of our employees come from military or law enforcement backgrounds. T.E.A.M. staff and guards undergo a multi-level interview process, extensive orientation, and on the job training. Additionally, all members of T.E.A.M. consent to a drug test upon entering into employment with the company.

All trainers are considered subject matter experts in their respective fields and bring extensive personal experience and the highest level of education to their training courses. Many still are active with military reserve units or current law enforcement officers ensuring that the training they provide is the most relevant up to date training available.

T.E.A.M. personnel and guards are intimately familiar with the Tempe area having previously been a Contractor for the city and continually handling most of the major events in the downtown area for over 20 years. T.E.A.M. Patrol Services which regularly patrols accounts in the Mill Avenue area will also be available to respond and provide the City of Tempe with an extra guard in the event of an emergency at no charge.



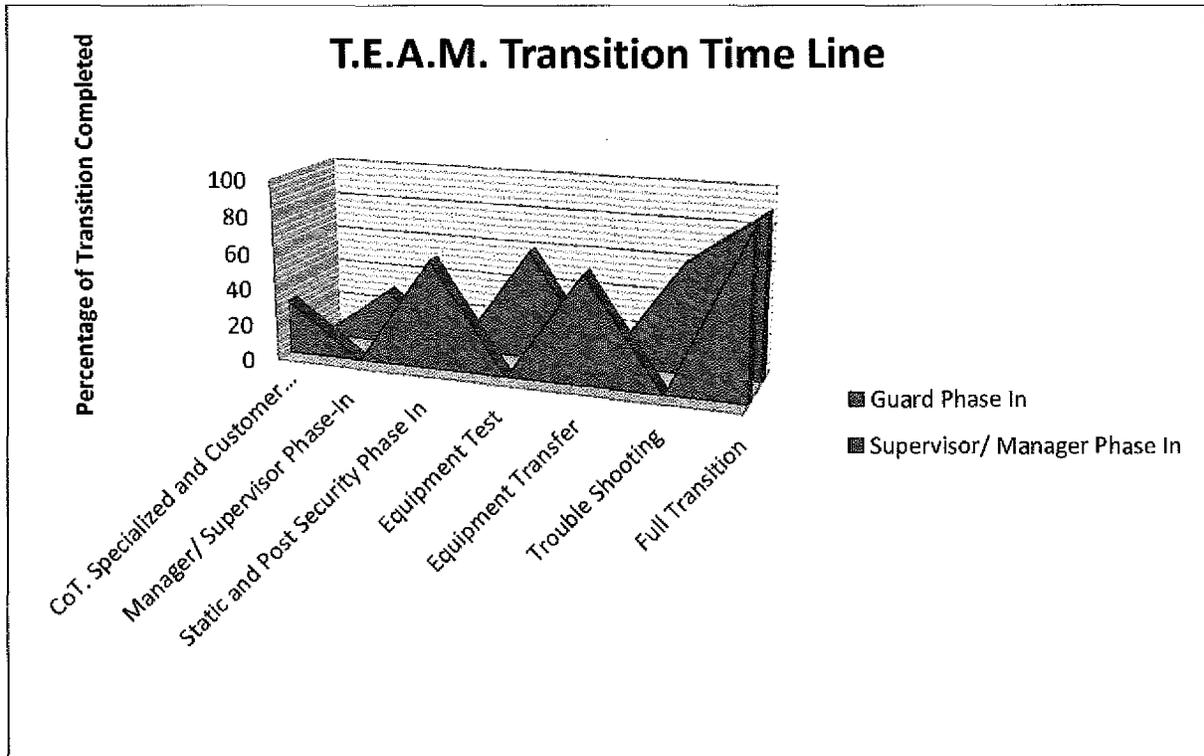
Additional and Specialized training is also obtained through our Armed Guard and Patrol Services. Additional training includes law enforcement parallel training based off of the popular Caliber Press Street Survival Seminars and Reid Institute courses. All guards in these areas also undergo an extensive course in ethics, scenario training, weekly situational briefings.



T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

30 Day Transition Modules

It is the goal of T.E.A.M. to provide the smoothest transition possible for shift of services from the current provider. A 30 day transition timeline has been provided to demonstrate the approximate time each transition module would entail and specifically what actions would occur at each level of the transition.



City of Tempe Specialized and Customer Service Training.

In addition to the T.E.A.M. provided training, all Security Officers shall attend eight hours of initial training provided by the City of Scottsdale on basic post duties and expectations, customer service, and any systems and equipment specific to the contract requirement at no cost to the city. Prior to commencement of operations, all security officers will be provided with an initial walkthrough of the operation sites as part of the orientation.

Training will be on going during the 30 days prior to take over of security services to insure that all officers are clear on their area of operations before assuming duties.



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

### Manager/ Supervisor Phase In

Managers and Supervisors will begin to observe and interact with Security Officers currently assigned to City of Tempe posts and begin to take over day to day operations, escalating responsibility and involvement each week. Outgoing provider will maintain on site management and or supervisors to allow for ease of transitions and quality control of outgoing employees.

### Static and Post Security Officer Phase In

The times during which static and posted Security Officers will begin to observe and interact with Security Officers currently assigned to post for the City of Tempe and begin to take over day to day operations. Current service provider supervisors and T.E.A.M. supervisors will be present to ensure transition and interaction goes smoothly. T.E.A.M. Patrol Services will also begin to make regular rounds to become familiar with the policies and procedures.

### Equipment Test

Placing all necessary equipment provided by T.E.A.M. such as radios and repeaters. Range and voice capability will be tested at all areas to be manned or patrolled for two weeks prior to assuming duties. This will allow adequate time for resolution of any equipment issues and identify any additional needs. T.E.A.M.'s Patrol Services office located off of Mill Avenue will be the primary dispatch center for all T.E.A.M. guards assigned to the City of Tempe account.

### Equipment Transfer

Transfer all equipment from current provider, including city radios, keys, and key cards. All equipment will be tested by T.E.A.M. supervisors to ensure it is received in working order.

### Trouble Shooting

Any staffing, equipment function issues, policies or procedures requiring change or modification will have been identified by one week prior to assuming full responsibilities and subsequently resolved by the beginning of the contract term.

### Updates

Securing a new provider of services is an investment for the City of Tempe and as such an update on that investment should be available 24/7. A secure log-in site will be prepared by T.E.A.M. that will provide daily updates on the progress of the transition so that any concerns are addressed by the City of Tempe and resolved by T.E.A.M. in a reasonable and timely manner.



## Addendum E

*Describe the approach used to recruit and hire Security Officers. Describe the method of approach used by your firm to screen, hire and promote candidates.*

### 1. Staffing model for hiring, retention, and training

- a. T.E.A.M. Security is an equal opportunity employer. Our recruiting process targets both those who are looking to further their experience in the area of customer service, security and public safety as well as those who are new to the industry as a whole. We look for people who have the aptitude to effectively communicate and resolve conflicts with honor, integrity, and common sense, thereby providing our clients with highest levels of security oriented customer service. Our applicants are personally interviewed to determine if they possess these qualities as well as given a basic background check to insure they are compliant with the applicable Arizona Department of Public Safety (AZDPS) licensing requirements.
- b. All applicants who are selected to continue through the hiring process will undergo 8 hours of AZDPS approved training on topics including but not limited to:
  - Customer service
  - Communications (verbal, non-verbal, and written)
  - Uniform and grooming standards
  - Relevant laws
  - Emergency response procedures
- c. If the applicant passes the class, they are considered to be employed at that time and afforded the opportunity to apply for their AZDPS guard card through us. If an employee applies for their guard card through us, they will be reimbursed the license cost after 800 hours of work as a licensed security guard.
- d. Once an applicant has successfully completed the class and is offered a position with the company, they are provided the opportunity to attend any of the advanced training classes that they meet the prerequisites to attend, at no cost to the employee. The training classes total over 100 hours of instruction taught by a live instructor (we do not do video training) with years of experience in the industry on the given subject matter.
- e. T.E.A.M. security looks for employees who demonstrate sound judgment, maintain a positive professional appearance, and who perform their duties with professionalism. These employees are selected and given the opportunity to work at regular reoccurring accounts (STO accounts). STO selectees must undergo an evaluation period as well as a peer review prior to being vetted as an STO guard. STO guards are held to the highest standards of appearance and performance in exchange for a pay differential and priority consideration for special event assignments that may arise.



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

- f. On a quarterly basis, T.E.A.M. Security management selects a Supervisor and an Employee of the Quarter. The winners are given individual engraved plaques, identified in the employee newsletter, and their name is added to the large plaque which is hanging in the reception area of the office. Nominees for these awards are selected based on their performance, individual growth, independent thinking, teamwork, and dedication as demonstrated through the performance of their duties.
- g. On an annual basis, T.E.A.M. Security management considers nominees for the Charlie Showers Ironman Award. This is the highest honor we have to bestow upon an employee. Recipients represent the best that this company has to offer. Their pride, professionalism, and dedication to the company must meet or exceed that of the former employee this award was created to honor. If no candidates are identified at the time of the nominations, the award is not given out that year.
- h. Recently T.E.A.M. Security has started the development of several focused internal certifications. Employees who wish to take part in these certifications will receive in-depth specific training in the given areas and will be required to demonstrate the highest level of proficiency through rigorous testing. Upon receipt of the certification, the employee will receive a pay differential and will be considered to be experts in these areas. Certification groups will include but are not limited to:
  - Searchers
  - Alcohol Control
  - Barricade
  - Rapid Response
  - Backstage

## 2. Staff Member Training

T.E.A.M. Security's people are our product. As such, training is of utmost importance to us. We pride ourselves in not only surpassing the state and federal standards and requirements, but in maintaining current with industry trends, newest tools, and educational seminars and conferences. We are members of various Event Management , Law Enforcement , Venue Management and Crowd Control Groups and Organizations, and we take full advantage of any ongoing training they offer both to Management and Employees. A certificate of completion is generated after each class, with the employee receiving one copy, and a secondary copy added to their personnel file. A sampling of some of the classes available to our employees is as follows:

- Orientation – 8 hours
- Report Writing – 2 hours
- Two-way Radio Operation – 2 hours
- Alcohol Law and ID recognition (Title 4) – 3 hours
- Bar Account Class – 2 hours
- Barricade Class – 2 hours



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

- Advanced Concepts – 4 hours
- Vehicle Certification Class – 2 hours
- Risk Mitigation – 2 hours
- First Aid / CPR / AED – 8 hours
- Situational Awareness\* – 3 hours
- T.E.A.M. Anti-Terrorism Training Phase 1 (TATT I)\* – 3 hours
- T.E.A.M. Anti-Terrorism Training Phase 2 (TATT II)\* – 3 hours
- T.E.A.M. Anti-Terrorism Training Phase 3 (TATT III)\* – 3 hours
- Bomb-Making Materials Awareness Program (BMAP)\* – 3 hours
- Advanced Detection Training\* – 4 hours

\* These classes are offered in a series designed to provide students with advanced knowledge and training to assess threats and mitigate risks associated with the growing concern for public safety within critical infrastructure.

The following list of courses is available to employees who have demonstrated sound judgment and strong moral fiber. Additionally, students are required to have been employed for a minimum of six (6) months prior to being permitted to attend. Attendance is at the discretion of the instructor and / or management.

- Basic Defensive Tactics (DT) – 4 hours
- Intermediate Defensive Tactics (DT) – 4 hours
- Advanced Defensive Tactics (DT) – 4 hours
- Handcuffing Techniques – 4 hours

### Orientation

Pre-assignment training which conforms to the Arizona Department of Public Safety (AZDPS) pre-assignment training guidelines governing the acquisition of the AZDPS Unarmed Security Guard License. Class is taught by an AZDPS vetted instructor.

### Report Writing

This course details the different forms and documents that the guards may have to fill out on shift. The documents covered include but are not limited to Incident Reports, Shift Reports, and Patrol Logs.

### Two-way Radio Operation

Designed to provide employees with the knowledge to operate two-way radios utilizing T.E.A.M. security codes, equipment and procedures.

### Alcohol Law and ID recognition

This class will give students knowledge and information about relevant liquor laws and regulations in the state of Arizona. It follows the Arizona Department of Liquor Licenses and Control guidelines giving students the opportunity to learn ways to detect fraudulent and false identification and improve their overall I.D. checking skills.



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

### Bar Account Class

Equips students with the knowledge of various skills required to be successful in bar and night club accounts.

### Barricade Class

Designed to test and evaluate student's ability to perform the necessary functions of a guard posted in a stage barricade style post safely.

### Vehicle Certification Class

This provides select employees with a basic knowledge of vehicle safety and operation within the patrol and event environments. This course requires the student to provide a clean 39 month driving record.

### First Aid / CPR / AED

Taught by an American Red Cross certified instructor; students are instructed in Adult, Child, and Infant First Aid, CPR and AED usage.

\* The following classes are offered in a series designed to provide students with advanced knowledge and training to assess threats and mitigate risks associated with the growing concern for public safety within critical infrastructure.

### Situational Awareness\*

Developed to teach employees the skill needed to maintain a heightened awareness of their surroundings and situation. Topics covered include the Cooper color code, the combat mind set, field investigations, team situational awareness, tactics and communications.

### T.E.A.M. Anti-Terrorism Training Phase 1 (TATT I)\*

Developed by the University of Nevada Las Vegas (UNLV) and the Department of Homeland Security (DHS), this class covers the basic history of warfare and Revolutions in Military Affairs (RMA), the Frontline Responder roles and responsibilities, and Weapons of Mass Destruction (WMD) delivery options (CBRNE).

### T.E.A.M. Anti-Terrorism Training Phase 2 (TATT II)\*

Developed by the University of Nevada Las Vegas (UNLV) and the Department of Homeland Security (DHS), this class covers introduction to Improvised Explosive Devices (IED), suspicious person indicators, and suspicious vehicle indicators.

### T.E.A.M. Anti-Terrorism Training Phase 3 (TATT III)\*

Developed by the Department of Homeland Security (DHS), this class covers IED awareness, and an introduction to Home Made Explosives (HME).

### Bomb-Making Materials Awareness Program (BMAP)\*

A national program developed by the DHS Office for Bombing Prevention (OBP) and the Federal Bureau of Investigation (FBI). BMAP outreach materials are distributed by local law enforcement to local businesses to help employees more easily identify homemade explosive precursor chemicals and IED components, and recognize suspicious purchasing behavior that could indicate potential bomb-making activities.



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

### Advanced Detection Training\* –

Developed in conjunction with and taught by officers from the Tempe Police Department Homeland Security Unit and the Tempe Police Department Explosive Ordinance Disposal Unit. Topics covered include but are not limited to; identification of visual behaviors, dealing with suspicious devices and packages, field response (assisting law enforcement), and scenario based training. (Completion of Situational Awareness, TATT I, TATT II, TATT III, and BMAP are prerequisite for this class)

\*The following classes are offered in a series designed to provide students with developmental de-escalation and control tactics, which aim to maximize the safety of the guard and the subject. The g list of courses are available to employees who have demonstrated sound judgment and strong moral fiber. Additionally, students are required to have been employed for a minimum of six (6) moths prior to being permitted to attend. Attendance is at the discretion of the instructor and / or management.

### Basic Defensive Tactics (DT) \*

Basic DT is an introduction to defensive tactics taught by a current Arizona Peace Officer Standardized Training (AZPOST) certified instructor in accordance with AZPOST approved syllabus. Curriculum includes instruction on justification for use of force, soft hand techniques, joint locks, and pressure point applications.

### Intermediate Defensive Tactics (DT) \*

Intermediate DT is a follow on to the Basic DT which is also taught by a current Arizona Peace Officer Standardized Training (AZPOST) certified instructor in accordance with AZPOST approved syllabus. Curriculum includes a review of Basic DT topics, team tactics, and take downs.

### Handcuffing Techniques \*

Handcuffing is taught by a current Arizona Peace Officer Standardized Training (AZPOST) certified instructor in accordance with AZPOST approved syllabus. Curriculum includes justifications, basic mechanical restraint applications, team tactics, and subject control.

### Oleoresin Capsicum (OC) \*

OC class is taught by a current Arizona Peace Officer Standardized Training (AZPOST) certified instructor in accordance with AZPOST approved syllabus. Curriculum includes introduction to chemical composition, justifications, tactical considerations, and decontamination. Students are encouraged to volunteer to be exposed so the effects of chemical spray are understood.

### TASER X-26 User Certification \*

This class is taught to TASER International training standards in accordance with the most current version of the user training guidelines provided by TASER International. Classes are taught by TASER certified Professional Security Instructors.



**Impact Strike Weapons \***

Impact strike weapon training is taught by a current Arizona Peace Officer Standardized Training (AZPOST) certified instructor in accordance with AZPOST approved syllabus. Curriculum includes justification, tactical considerations, optimal strike zones, and various applications.

**Arizona Armed Security Guard Training (Classroom) \***

Armed security guard training conforms to the Arizona Department of Public Safety (AZDPS) training guidelines governing the acquisition of the AZDPS Armed Security Guard License. The instructor is a certified NRA instructor and is vetted through AZDPS.

**Arizona Armed Security Guard Training (Range Qualification) \***

Armed security guard training conforms to the Arizona Department of Public Safety (AZDPS) training guidelines governing the acquisition of the AZDPS Armed Security Guard License. The instructor is a current AZPOST certified firearms instructor as well as NRA certified and is vetted through AZDPS. Students are required to qualify in accordance with AZPOST standards.

All of our training is done by certified trainers- either certified by the legal governing agency, AZPOST certified, NRA certified, Department of Homeland Security, etc. We actively strive to insure that our employees are being taught the correct and proper information and techniques at all times, and understand the how and the why of the scenario. On a yearly basis, our company offers more than 80+ hours of additional classroom, field, and ongoing training above the state mandated requirements.

**3. Management Training**

Our Management Staff actively leads by example, and as such work towards continuing education in the fields of Safety, Security, and Event Management. To that end, we collectively have advanced training in the following subjects:

- Certified Crowd Control Manager
- ATSSA Supervisor and Technician Certified
- Maricopa County Dust Control Compliant (Rule 310)
- Risk Mitigation
- Arizona Light Rail Safety Certified
- DHS Frontline Responder TRAINER
- CRP/First Aid/AED (Adult and Child) TRAINER
- Defensive Tactics
- Situational Awareness
- Arizona Department of Liquor License and Control Title 4 Training
- Homeland Security Behavioral Detection Training
- Taser International Professional Security TRAINER
- Arizona Unarmed Security Guard TRAINER
- Tempe Police Handcuffing Training
- Tempe Police Radio Operations and Procedures
- Tempe Police Building Search Training



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

- Behavioral Detection Training Presented by Tempe Police Homeland Security Unit
- Defensive Tactics and Handcuffing
- US Homeland Security Bomb Materials Awareness Program
- US Homeland Security Improvised Explosive Device Counter Terrorism Workshop
- US Homeland Security Vehicle Borne Improvised Explosive Device Counter Terrorism Workshop
- US Homeland Security Active Shooter Virtual Round Table
- T.E.A.M. Anti-Terrorism Training
- US Department of Homeland Security Surveillance Detection for Law Enforcement and Security
- IS-15.b Special Events Community Planning For Public Safety Agencies
- IS-42 Social Media in Emergency Management
- IS-120.a An Introduction to Exercises
- IS-230.b Fundamentals of Emergency Management
- IS-235.b Emergency Planning
- IS-240.a Leadership and Influence
- IS-241.a Decision Making and Planning
- IS-242.a Effective Communication
- IS-244.a Developing and Managing Volunteers
- IS-20.12 Diversity Awareness
- IS.100.b Intro To Incident Command Systems
- IS-200.b ICS For Single Resources and Initial Action Incidents
- IS-454 Fundamentals of Risk Management
- IS-700.a National Incident Management Systems
- IS-701.a NIMS Multiagency Coordination Systems
- IS-703 NIMS Resource Management
- IS-800.b National Response Framework, an Introduction
- IS-547.a An Introduction to the Continuity of Operations
- IS-520 Introduction to the Continuity of Operations Planning for Pandemic Influenzas
- IS-522 Exercising Continuity Plans for Pandemics
- IS-650.a Building Partnerships with Tribal Governments
- IS 106.12 Workplace Violence Awareness Training 2013
- IFEA Active Member (International Festivals and Event Association)
- IAVM Active Member (International Association of Venue Management)
- AVSS Security Planning and Life Safety Management certified (Academy for Venue Safety and Security)



This Is To Certify That

**Frank Herbert**

Has Successfully Completed The **Instructor** Certification Course For:

**SABRE LAW ENFORCEMENT AEROSOL PROJECTORS**

A handwritten signature in black ink, appearing to read 'Frank Herbert', is written over a horizontal line.

INSTRUCTOR

Security Equipment Corporation  
747 Sun Park Drive  
Fenton, Missouri 63026

**March 6, 2012**

Date

**March 6, 2015**

Expiration Date

The SABRE logo consists of the word 'SABRE' in a bold, italicized, sans-serif font. The letters are closely spaced and have a slight shadow effect.

# TASER

## TRAINING ACADEMY

### TASER X26, X2 & X26P Conducted Electrical Weapon INSTRUCTOR CERTIFICATION

**Victor Nanez**

*This certifies that the above named individual, Victor Nanez, has completed the training required and has passed a written examination in the use and instruction of the TASER X26, X2 and X26P Conducted Electrical Weapon (CEWs). The above named individual is hereby certified as a TASER CEW Instructor and may certify others as users under the guidelines of the TASER Training Academy. By accepting this Instructor Certificate, the Recipient accepts the terms of the Training Materials License Agreement, incorporated herein by reference, and agrees to be bound by its terms as a Licensee of TASER International, Inc.*

*In witness whereof, TASER International, Incorporated has caused this certificate to be signed by its duly authorized representative.  
This certification is valid until 07/16/2015.*



Michael Dzezinski  
Master Instructor



# TASER

## TRAINING ACADEMY

### TASER X26 & X2 Electronic Control Devices

PROFESSIONAL SECURITY INSTRUCTOR CERTIFICATION

**Manager Frank Herbert IV**

Security Instructor ID: 080421593871412871346C

*This certifies that Manager Frank Herbert IV has completed the training required and has passed a written examination in the use and instruction of the TASER X26 & X2 Electronic Control Devices (ECDs). Manager Frank Herbert IV is hereby certified as a TASER ECD Instructor and may certify others as users within his/her own agency under the guidelines of the TASER International law enforcement training program and subject to the following conditions and limitations:*

*This certification is good for two (2) years from date of signature. The instructor is certified to train non-sworn security personnel or bail recovery agents only. The instructor is not authorized to train sworn law enforcement officers. The instructor is responsible for knowing the legal limits of the use of TASER Electronic Control Devices by security and bail recovery personnel in all states in which they are instructing. The TASER instructor course does not address these laws. It is the instructor's responsibility to research the laws and pass that information on in their courses. The instructor understands that the TASER instructor course is not intended to teach tactics - merely how the devices work and recommendations on the best performance of the devices.*

*In witness whereof, TASER International, Incorporated has caused this certificate to be signed by its duly authorized representative this date,  
June 19, 2012.*

*Certifying Master Instructor:*

*Thomas E. Munsey*

*Master Instructor ID:*

*000711055861412871346C*

State of Arizona

# Security Guard Firearms Training

T.E.A.M. Security  
1826 W. 4<sup>th</sup> St.  
Tempe, AZ 85281

*Pursuant to the provisions of Title 32, Chapter 26, A. R. S.,*

**Frank Edward Herbert**

*Is approved to conduct firearms training for Security Guards in the State of Arizona  
in witness Whereof, The Director of the Arizona Department of Public Safety  
has caused this certificate to be issued.*



Facility No. 1611303

Expires 11-30-2013

NON TRANSFERABLE

  
\_\_\_\_\_  
Signature of Licensee

  
\_\_\_\_\_  
Director



National Rifle Association Credentials

FRANK E. HERBERT IV

*Instructor*

Certified Home Firearm Safety \*  
Certified Pistol \* Personal Protection In  
The Home

*Edward J. Land, Jr.*  
Edward J. Land, Jr., Secretary

NRA # 166643484

Expires: 11/30/2014

Not valid for conducting NRA Law Enforcement or NRA Security Officer Training Courses.

# National Rifle Association of America

*Certifies that*

## FRANK E. HERBERT IV

*Having successfully met the requirements established by the  
National Rifle Association of America is hereby designated an*

### **NRA CERTIFIED INSTRUCTOR**

*and is authorized to teach the following basic courses:*

**Home Firearm Safety \* Pistol \* Personal Protection In The Home**

Refer to identification card for expiration date

*Edward J. Land, Jr.*  
Edward J. Land, Jr., NRA Secretary



## Addendum F

*Describe the firm's approach to meeting the staffing requirements for the City of Tempe to include how the Supervisor position will be coordinated to ensure performance expectations are met.*

The primary needs to properly staff the posts listed for the City of Tempe are threefold.

1. Establish a pool of guards with the proper pre-employment background and experience to fully comply with the requirements as outlined in the bid
  - a. Clean and clear criminal background and driving record
  - b. 1-2 years' experience (depending on role) in security.
  - c. At least eighteen (18) years of age – unarmed security.
  - d. At least twenty-one (21) years of age – armed security.
  - e. In possession of binocular vision, correctable to 20/30 (Snellen).
  - f. Able to discriminate between standard colors.
  - g. Able to perform normal or emergency duties requiring moderate to arduous physical exertion such as:
    - i. Standing, sitting or walking for entire shift.
    - ii. Climbing stairs and ladders.
    - iii. Lifting or carrying objects weighing up to 50 pounds.
    - iv. Running short distances.
  - h. Have a high school diploma or General Equivalency Diploma (GED)
    - i. Write reports and maintain facility security journals and other records in a legible, clear and concise manner in the English language.
    - ii. Use a computer for basic report writing, including ability to use Microsoft Word, Excel and Outlook software
    - iii. Read, interpret and properly carry out facility security instructions and post orders written in the English language.
    - iv. Converse freely and appropriately, in the English language, in person and over communication systems in use at City facilities.
  - i. Be mentally alert and capable of exercising good judgment, implementing instructions and assimilating necessary specialized training.
2. Certify entire pool of guards is appropriately trained and qualified to perform to physical and equipment standards required of all City posts. (See additional 4.b)
  - a. CPR/AED First Aid
  - b. Fire Extinguisher usage
  - c. Defensive Tactics and Situational de-escalation
  - d. 2 Way Radio Communications
  - e. OC (pepper spray)
  - f. Handcuffing techniques



- g. TASER usage
  - h. Firearms
  - i. Patrolling techniques
3. Designate Supervisor responsibilities, manageable span of control, and proper chain of command for communications and reporting protocols.
- a. Develop "in case of" scenarios, create, adapt, or update emergency response procedures. Recommend any revisions to appropriate personnel.
  - b. Establish clear Incident Response Procedures. (Chain of Command)
  - c. Generate, assess and maintain paperwork reports; electronic logging, incident reports, patrol logs, email.
  - d. Assign appropriate guards to each post; formulate a schedule to have consistency of staffing at each post.
  - e. Review and apprise Post Orders and confirm Security Guards full understanding of the post, its responsibilities, and the manner in which security functions are to be carried out.
  - f. Implement a measurable tracking system to ensure guard training and annual renewals are complied with.
  - g. Consistently monitor all guards to confirm standards are met in; attitude, conduct, presentation, protocols, and equipment.
  - h. Guarantee that all equipment used is maintained in a safe operating condition and in compliance with all applicable Federal, State, local, ANSI and O.S.H.A. laws, rules, and regulations
  - i. Communicate positively and timely with bid administrator, facility staff, and security guards.
  - j. Be available Monday- Friday 0800-1700, and after hours via cell phone.
4. Patrol Services
- a. While not technically a supervisor assigned to the City of Tempe, our Patrol Services drivers demonstrate the same necessary criteria required for the City of Tempe. Patrol Services serves as an extension of T.E.A.M. Security Management overnight, and would be in direct contact and support of any 24/7 facility posts.
  - b. City of Tempe Security Supervisor and Patrol Services Manager to update and modify the "Patrol Services Field Training Matrix" (attached) to reflect the training needs for City posts and provide a quantifiable measurement of training and field performance.
  - c. Evaluate employee execution of duties after hours of the Supervisor. Communicate to other parties following Chain of Command
  - d. Respond to any incidents that occur after business hours, guarantee appropriate and thorough paperwork has been completed and passed on.
  - e. Coordinate with the Supervisor to strengthen the level of services provided.



5. Ethics

- a. As members of the ASIS, we fully endorse and expect all management, supervisors, and security staff to abide by the ASIS Code of Ethics. (Listed below)

**ASIS Code of Ethics**

ARTICLE I

A member shall perform professional duties in accordance with the law and the highest moral principles.

Ethical Considerations

1-1 A member shall abide by the law of the land in which the services are rendered and perform all duties in an honorable manner.

1-2 A member shall not knowingly become associated in responsibility for work with colleagues who do not conform to the law and these ethical standards.

1-3 A member shall be just and respect the rights of others in performing professional responsibilities.

ARTICLE II

A member shall observe the precepts of truthfulness, honesty, and integrity.

Ethical Considerations

2-1 A member shall disclose all relevant information to those having a right to know.

2-2 A "right to know" is a legally enforceable claim or demand by a person for disclosure of information by a member. This right does not depend upon prior knowledge by the person of the existence of the information to be disclosed.

2-3 A member shall not knowingly release misleading information, nor encourage or otherwise participate in the release of such information.

ARTICLE III

A member shall be faithful and diligent in discharging professional responsibilities.

Ethical Considerations

3-1 A member is faithful when fair and steadfast in adherence to promises and commitments.

3-2 A member is diligent when employing best efforts in an assignment.

3-3 A member shall not act in matters involving conflicts of interest without appropriate disclosure and approval.

3-4 A member shall represent services or products fairly and truthfully.

ARTICLE IV

A member shall be competent in discharging professional responsibilities.

Ethical Considerations

4-1 A member is competent who possesses and applies the skills and knowledge required for the task.



4-2 A member shall not accept a task beyond the member's competence nor shall competence be claimed when not possessed.

#### ARTICLE V

A member shall safeguard confidential information and exercise due care to prevent its improper disclosure.

##### Ethical Considerations

5-1 Confidential information is nonpublic information, the disclosure of which is restricted.

5-2 Due care requires that the professional must not knowingly reveal confidential information or use a confidence to the disadvantage of the principal or to the advantage of the member or a third person unless the principal consents after full disclosure of all the facts. This confidentiality continues after the business relationship between the member and his principal has terminated.

5-3 A member who receives information and has not agreed to be bound by confidentiality is not bound from disclosing it. A member is not bound by confidential disclosures of acts or omissions that constitute a violation of the law.

5-4 Confidential disclosures made by a principal to a member are not recognized by law as privileged in a legal proceeding. In a legal proceeding, the member may be required to testify to information received in confidence from his principal over the objection of his principal's counsel.

5-5 A member shall not disclose confidential information for personal gain without appropriate authorization.

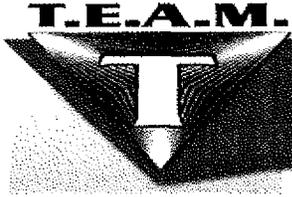
#### ARTICLE VI

A member shall not maliciously injure the professional reputation or practice of colleagues, clients, or employers.

##### Ethical Considerations

6-1 A member shall not comment falsely and with malice concerning a colleague's competence, performance, or professional capabilities.

6-2 A member who knows, or has reasonable grounds to believe, that another member has failed to conform to Code of Ethics of ASIS should inform the Ethical Standards Council in accordance with Article VIII of the Bylaws.



## PATROL SERVICES Field Training

AS PART OF YOUR PROFESSIONAL DEVELOPMENT WITH T.E.A.M. A REGULAR FIELD TRAINING RECORDS WILL BE KEPT TO REVIEW YOUR PERFORMANCE AND ADDRESS ANY CONCERNS OR GOALS YOU MAY HAVE WITHIN THE COMPANY AND PATROL SERVICES SPECIFICALLY.

| <b>.PATROL SERVICES SKILL REVIEW</b>                            |                          |              |               |                   |
|---|--------------------------|--------------|---------------|-------------------|
| <i>DRIVER:</i>  |                          | <i>DATE:</i> |               |                   |
| <b>General Skills Training Topics</b>                           |                          |              |               |                   |
| <i>Classroom</i>  | <i>Completed</i>         | <i>Date</i>  | <i>Driver</i> | <i>Supervisor</i> |
| <i>Ethics Power point</i>                                       | <input type="checkbox"/> |              |               |                   |
| <i>General Patrol Overview Power point</i>                      | <input type="checkbox"/> |              |               |                   |
| <i>Street Survival Power point</i>                              | <input type="checkbox"/> |              |               |                   |
|   | <i>Completed</i>         | <i>Date</i>  | <i>Driver</i> | <i>Supervisor</i> |
| <i>Patrol Vehicle Check/ Key Box</i>                            | <input type="checkbox"/> |              |               |                   |
| <i>Patrol Officer Equipment Sign Out/ Equipment Bag Content</i> | <input type="checkbox"/> |              |               |                   |
| <i>Review 1<sup>st</sup> Aid Kit Policy</i>                     | <input type="checkbox"/> |              |               |                   |
| <i>Issued Patrol Locker/ Lock</i>                               | <input type="checkbox"/> |              |               |                   |
| <i>Patrol Phone/ Patrol Laptop</i>                              | <input type="checkbox"/> |              |               |                   |
| <i>Mileage Logs/ Patrol Logs Review</i>                         | <input type="checkbox"/> |              |               |                   |
| <i>Confidentiality Form Signed</i>                              | <input type="checkbox"/> |              |               |                   |

## Patrol Field Training Final Review

*This review is completed by the Patrol Services Trainer as a final review of the skills learned by the trainee during their ride-a-longs and training sessions for the **Mandatory Patrol Stops**. Areas found "Marginal" or "Needs Work" may be grounds for further training or removal from consideration as a Patrol Services driver.*

| Patrol Stop Competency Review   | Exceptional              | Exceeds Requirements     | Meets Requirements       | Marginal                 | Needs Work               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>1093</b> – Knowledge of property layout, checks all doors, notes repairs if necessary                                  | <input type="checkbox"/> |
| <b>420</b> - Knowledge of property layout, checks all doors, notes repairs if necessary                                   | <input type="checkbox"/> |
| <b>MILL SHOPS</b> - Knowledge of property layout, checks all doors, notes repairs if necessary, restrooms for cleanliness | <input type="checkbox"/> |
| <b>501</b> - Knowledge of property layout, checks all doors, notes repairs if necessary, secures lobby doors              | <input type="checkbox"/> |
| <b>UNIVERSITY SQUARE</b> - Knowledge of property layout, checks all doors, notes repairs if necessary, top gate secure    | <input type="checkbox"/> |
| <b>605 ASH</b> - Knowledge of property layout, checks all doors, notes repairs if necessary                               | <input type="checkbox"/> |
| <b>601 FARMER</b> - Knowledge of property layout, conducts proper vehicle patrol  | <input type="checkbox"/> |
| <b>APACHE JUNCTION</b> - Knowledge of property layout, checks fence line for breach, damage                               | <input type="checkbox"/> |
| <b>TEAM "BONEYARD"</b> - Knowledge of property layout, checks gate lock   | <input type="checkbox"/> |
| <b>Total Competency Points This Section:</b>  | (18 Points Required)     |                          |                          |                          |                          |

**Patrol Stops Final Disposition and Comments:**

This review is completed by the Patrol Services Trainer as a final review of the skills learned by the trainee during their ride-a-longs and training sessions for the **General Patrol Skills**. Areas found "Marginal" or "Needs Work" may be grounds for further training or removal from consideration as a Patrol Services driver.

| <b>General Patrol Skills Areas of Review</b>  | <b>Exceptional</b>           | <b>Exceeds Requirements</b> | <b>Meets Requirements</b> | <b>Marginal</b>          | <b>Needs Work</b>        |
|---|------------------------------|-----------------------------|---------------------------|--------------------------|--------------------------|
| <b>Driving Skills</b> — Ability to safely operate TEAM vehicles   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Good Use of Time</b> — Avoids unnecessary overtime and delays at stops, completes shift in timely manner   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Neatness and Pride</b> — Always looks professional and well-groomed on patrol  | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Service orientation</b> — Actively looking for ways to help others   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Paperwork</b> — Completes paperwork accurately and neatly  | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Availability</b> — Is readily available to cover shifts and attend trainings   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Professional Development</b> — Attends trainings and seeks ways to expand skills beyond the basic courses taught for Patrol Services Certification | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Instructing</b> — Teaching others to do something, making sure that they comprehend  | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Speaking</b> — Talking to others to convey information effectively   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Writing</b> — Communicating effectively when writing IR's  | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Monitoring</b> — Assessing performance and stepping in to make positive improvements for guards on post  | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Email etiquette</b> — Taking time to write clearly and respond appropriately   | <input type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Total Competency Points This Section:</b>  | (Minimum 22 Points Required) |                             |                           |                          |                          |

**General Patrol Skills Final Disposition and Comments:**







## Addendum G

*Provide a narrative on the firm's history and scope of services provided. Describe the experience of firm in placing Security Officer positions in both general security settings and critical infrastructure settings. Describe the industries typically served including reference to any governmental clients. Specifically describe the firm's Arizona related experience in placing Security Officer services.*

T.E.A.M. Security was established 20 years ago, as a Limited Liability Corporation, specializing in both small and large scale events. With our hometown roots, we decided on a slogan of "getting bigger by being the best" and proceeded to develop a new format in security; leaving behind the existing Bouncer mentality and instead focusing on a professional and customer service based platform. By using the Disney model of customer service, we were able to provide our customers a more positive and cost effective solution; Security and Customer Services combined. Deterrence and presence was still maintained, but now in an environment that fostered better communication and an overall increase in the patron experience. Security training was still upheld to the highest level, just adjusted to the needed change within the Industry. We continue this specialized training today. Our Staff is Situationally Aware while treating the guests to the Platinum Rule, "treat others as THEY want to be treated." This proactive approach to facility safety has allowed us to earn a proven reputation as the best security in Arizona. We are pleased to say that many of our prestigious clients from 20 years ago are still with us today. With the building of those relationships came the eventual evolution of protecting those accounts 24/7. We strive to continue to integrate the best practices currently used in the industry, whether in training trends or documentation technology. Every event, every experience, every client is a chance for us to get just a bit better, and we are always looking ahead to see how we can provide our clients with a positive and advantageous relationship.

Our solid background and the breadth of our collective experiences allow us to provide clients with a level of professionalism and knowledge unique to the Valley. Constant updating of our training systems, and the depth of the types of training offered simply means our guards are at the forefront of safety methodology. We specifically strive to recruit and train persons with a military or law enforcement background, and are active partners in programs working to re-establish Veterans in the work force. We strongly believe these people bring with them the work ethics and values that form the backbone of our company. Because of these principles, and the characteristics of our guards, we have been proud to provide security services to a number of municipalities, venues, and highly visible events.

The Boston Marathon bombings, unfortunately, again reinforced that in the post 9/11 world that we live in the role of security has changed. They must be seen as a resource of professional, competent help, as well as an experienced trained ambassador, who knows how to identify most any problem proactively.

Prevention of intentional acts is as important as the deterrence of an accident. Alert, forward thinking and well trained guards are those qualities that should be a minimum standard for security in 2013. For T.E.A.M., that has been the basis of our workmanship since 1993. Utilizing our network of resources we expanded our knowledge of threat analysis, emergency response and preparedness procedures, active shooter scenarios, and more. We built up a second half of our company specifically to address the more institutional side of security; facility protection and safeguarding. Vehicle and foot patrolling, report



## T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

writing, logging, and CCTV monitoring, accurate communications and other related property security skills are primary focuses of our Institutional Security.

Since 1993 we have placed thousands of guards in nearly every setting and post imaginable. We have conducted patrols of Mill Avenue on Friday and Saturday nights, secured access points for every sports venue in the Valley, checked credentials for Live Nation's phoenix venues, assisted at emergency strikes, floods, vehicle incidents, controlled all the security for major special events, etc. We have had the municipalities of Phoenix, Tempe, Avondale, Glendale, and Litchfield Park as long term clients.



## **Addendum H**

*Describe the experience your firm has in placing Security Officers in critical infrastructure areas.*

T.E.A.M. Security has frequently been tasked with the security and protection of facilities and/or areas deemed essential for the functioning of a society and economy. We have experience in short term assignments, permanent positions, as well as threat assessments and evaluations for facility managers and owners. We provided initial security services for the brand new EVBOM, TTC and TCA facilities, as well as the first armed contract security company for Tempe City Hall.

We have taken over entire facilities on very little or no notice (Dodge Theatre) and opened brand new facilities (Casino del Sol Amphitheatre in Tucson, Camelback Ranch and Salt River Fields as recent examples) We liaison with police and fire department to secure and protect municipal buildings during large events, and take over the coverage of facility in off duty times or during said festivities (City of Phoenix and City of Glendale).

We have been involved in threat assessments and table top exercises for most public facilities in the valley and are very actively involved in ACTIC, training provided through ERMA and other courses offered through the Department of Homeland Security and FEMA.

We have qualified guards on duty to respond within an hour for critical infrastructure protection in case of unexpected or emergency situation (City of Phoenix contract 2007-2012), and our patrol services drivers are armed and critical infrastructure trained to be able to respond in the middle of the night, if needed.

The key is to have back up ups and trained and ready personnel to fill in in a moment's notice, and our H.I.T.S. training program provides those resources.



## Addendum I

*List three (3) Arizona customers for whom your firm has provided services of a similar scope and size as identified in this RFP (currently or within the past 24 months). Include length of engagement for any contracts listed.*

### Reference 1:

#### Colliers International

- 2390 East Camelback Rd #100, Phoenix AZ 85016
- (602) 222-5102
- G. Michael Sargent
- [Mike.sargent@colliers.com](mailto:Mike.sargent@colliers.com)
- Service provider since 2000
- Letter of Reference attached

### Reference 2:

#### City of Glendale

- 6835 North 57<sup>th</sup> Drive, Glendale AZ 85305
- (602) 881-0991
- Brian France
- [BFrance@GLENDALEAZ.com](mailto:BFrance@GLENDALEAZ.com)
- Service provider since 2005
- Letter of Reference attached

### Reference 3:

#### Live Nation (Comerica Theatre/ Ak-Chin Pavilion)

- 4686 E Van Buren St Phoenix, AZ 85008
- (480) 628-0361
- Karen Foley
- [KarenFoley@LiveNation.com](mailto:KarenFoley@LiveNation.com)
- Service Provider since 1997
- Letter of Reference attached



T.E.A.M. Security Response to City of Tempe RFP #14-058 Security Officer Services

Reference 4:

Downtown Tempe Community

- 310 South Mill Ave, Suite A-201 Tempe AZ 85281
- (602) 934-1497
- Kate Hastings
- [kate@tempefestivalofthearts.com](mailto:kate@tempefestivalofthearts.com)
- Service Provider since 1997
- Letter of Reference attached

Reference 5:

City of Tolleson

- 9555 West Van Buren, Tolleson AZ 85353
- (623) 936-2754
- John Paul Lopez
- [jplopez@tollesonaz.org](mailto:jplopez@tollesonaz.org)
- Service Provider since 2004
- Letter of Reference attached



October 2, 2013

Re: TEAM Security  
Letter Reference

To Whom This May Concern:

TEAM Security has been retained to provide 24/7 professional uniformed security services at the Brickyard on Mill commercial property since July 2003. This involves multiple shifts and over twenty four personnel.

The Brickyard on Mill property is located at 699 S. Mill in Tempe, AZ. The property is spread over one city block consisting of about twelve acres, over 200,000 SF of commercial office space and two floors of public parking garage that consists of 830 parking spaces.

The property is a mixed use property that facilitates five floors of high end residential condominium units, restaurants, office space, retail uses, university classrooms and university offices. The three buildings are served by an underground parking facilities that is also open to the public.

TEAM security has been flexible in tailoring their services to our unique property and requirements. Their office personnel are responsive and accommodating. Their on-site personnel are more stable and intellectually rounded than the average industry standard.

TEAM works very well with us tailoring specific protocol, procedures, dress, construction/delivery personnel, after hour public access, etc. Their onsite supervisors also have shown the ability to learn and operate sophisticated fire alarm control rooms with multiple fire control panels.

The largest aspect of their function seems to be Public Relations with ASU deans/professors, students, retail/office tenants and a myriad of City department personnel and the public in general.

We would recommend strong consideration of TEAM Security as a result.

Please feel free to contact me directly at 602-222-5102 for any additional information/questions.

Sincerely,

  
G. Michael Sargent  
Portfolio Manager  
Colliers International



City of Glendale  
**Police Department**  
*"To protect the lives and property of the people we serve"*

Jerry P. Weiers  
*Mayor*  
Brenda S. Fischer  
*City Manager*  
Debra Black  
*Chief of Police*

September 22, 2013

To whom it may concern,

I would like to take this opportunity to provide you some information for you to consider as you evaluate the potential of a bid from Elizabeth Gill-Herbert. I have had the pleasure of working with her and TEAM Security for at least the last 6 years on a number of events in Glendale in the downtown area, Westgate and Jobing.com Arena. I have always found all members of TEAM Security to be professional and courteous and able to handle any situation presented to them in a concise manner.

I have also worked with her away from the department and city events, as I work for Barrett Jackson cars shows as well. During these cars shows, we meet to plan the staffing levels for the event and she always is aware of past problems and works to address those issues. We have had to make adjustments on the fly during the event and change or add staffing as circumstances never go as originally planned. She is most times the first one to realize we need to address these issues and normally just takes care of them and informs me of the changes that are needed.

I have also at times found staffing or personnel issues and bring it to her attention and she immediately addresses it and ensures there will be no further issues. I can tell you she is a person who pays attention to detail, has a willingness to work with you for the success of your event and without a doubt is someone you can trust and have confidence in.

I would highly recommend her and the staff of TEAM Security. I am willing to answer any questions you might have. Please feel free to contact me at the listed information below. Thank you for your time and consideration.

Respectfully submitted,

Lieutenant Brain France

Motor Traffic Unit

Special Operations Division

623-930-3404

bfrance@glendaleaz.co



6835 North 57th Drive • Glendale, Arizona 85301  
(623) 930-3000 • Fax (623) 931-2103 • [glendaleaz.com/POLICE](http://glendaleaz.com/POLICE)

*Integrity • Courage • Excellence • Respect • Compassion • Dedication*



October 1, 2013

To Whom It May Concern,

Over the course of the last 5 years T.E.A.M has provided event security and staffing services for our signature festivals in downtown Glendale. T.E.A.M takes great pride in their work and in building strong relationships with their clients. If you have any questions, please e-mail me at [dludwig@glendaleaz.com](mailto:dludwig@glendaleaz.com) or 623-930-2961.

Sincerely,

*Dory Ludwig*

Dory Ludwig  
Marketing / Communications Department  
Office of Special Events  
City of Glendale



To whom it may concern,

During my time as General Manager of Comerica Theatre through Live Nation, T.E.A.M. Security was responsible for all the aspects of my facility security. When my company acquired the building, T.E.A.M. not only came into the building with only 2 hours of training from the departing company, but quickly developed a security policy and procedure plan for all aspects of the building security, and shortly thereafter developed a security emergency contingency plan under my direction. The transition was remarkably smooth and efficient. In the course of a city wide Homeland Security analysis, my facility was deemed a part of the critical infrastructure due to the patron capacity of the facility, as well as the close proximity to the U.S. Federal Courthouse and several City of Phoenix municipal buildings.

T.E.A.M. was the only company that we considered using, because of their balanced approach between dealing with the public and special events, and their knowledge of physical security priorities. In the years that T.E.A.M. has been in our building, they have handled the 24 hour security operations, concierge services, CCTV monitoring, access control, patrol, event staffing, traffic control, lock up service, patron searches, executive protection, guest and employee escorts and any other services we have requested of them.

I can with full confidence recommend T.E.A.M. Security, not only as an extremely competent and quality oriented company, but as a market leader in Phoenix due to a commitment to being the best.

Please do not hesitate to contact me, if you would like any additional information.

Karen Foley

General Manager

Bogart's

2621 Vine St. Cincinnati, OH 45219



25 September 2013

City of Glendale  
Materials Management  
Lillian Patnode, Contract Analyst  
5850 West Glendale Avenue, Suite 317  
Glendale, AZ 85301

Dear Ms. Patnode:

It is my pleasure to recommend the services of Total Event and More, LLC (T.E.A.M. Security) to the City of Glendale. I have worked with them at close range for the last ten years to provide security and event staffing services at the Tempe Festival of the Arts, the Fantasy of Lights Opening Night Parade, and the Fantasy of Lights Boat Parade. I own the event consulting company which produces these events turnkey, dealing with all aspects of production including security. In total, those ten years with T.E.A.M. has encompassed more than 40 events that draw between 40,000 and 225,000 spectators annually.

In a nutshell, I trust T.E.A.M. to do the job right. It is our experience that they are exceptional in their professionalism. They are always eager to recommend solutions to problems and are effective in results on-site. We appreciate their leadership in the field of security and their responsiveness to our needs and requests. For many years, Elizabeth Gill has been the senior manager on site with us. Her knowledge of our events is sometimes even better than our own. Her ability to work with us over changing times, to be flexible, to take charge effectively, her easy-going demeanor and complete professionalism make her a valuable member of our team.

We trust T.E.A.M. to get the job done, adjust quickly to situations on-site, and to be responsive to our ever-changing company needs, all the while keeping our events safe and secure.

It is with great pleasure that I recommend the services of T.E.A.M. Security. Please feel free to contact me directly with any comments or questions.

A handwritten signature in cursive script that reads 'Kate Hastings'.

Kate Hastings

**Owner & Principal**  
**Kate Hastings & Associates**  
7032 North Barbados Place  
Phoenix, AZ 85021  
kate\_hastings@q.com  
p: 602-943-1497  
c: 303-588-4555

**Managing Director**  
**TEMPE FESTIVAL OF THE ARTS & FANTASY OF LIGHTS**  
310 South Mill Avenue, Suite A-201  
Tempe, AZ 85281  
kate@tempefestivalofthearts.com  
p: 602-997-2581



# CITY OF TOLLESON

9555 West Van Buren • Tolleson, AZ 85353 • 623.936.7111 • fax 623.907.2629

September 30, 2013

To Whom It May Concern,

The Team Security Agency represents a balance between technical command of the security industry standard and a firm commitment to quality, compassionate customer service with a strong tenacity to resolve any situation or conflict. It is their commitment to service to the public that attracts our organization to rehire this organization from the smallest overnight watch to a full scale festival with over 10,000 people in attendance.

Since April of 2005 they have served the City of Tolleson in all areas of service from gate security, VIP escorts, to running a line for our 4<sup>th</sup> of July water slides. It is this diverse experience that has assisted Tolleson in providing successful events each and every time.

As in any organization, the City of Tolleson looks to provide a safe environment for all our stakeholders and patrons that attend each function. It is without any hesitation that we recommend the services TEAM Security and their staff to assist in any event. From their professional uniforms to the formal training we again look forward to working with TEAM once again in the near future that has provided time and time again such a positive atmosphere.

Thank you for the opportunity to expound on my admiration for such an amazing organization. If you would like to speak further about TEAM Security please do not hesitate to call me at (623) 936-2758.

Sincerely,

*John Paul Lopez*

John Paul Lopez  
Assistant City Manager  
Tolleson, Arizona

# Schneider-Yates & Associates Complete Event Management

Dear Ms. Patnode,

September 24, 2013

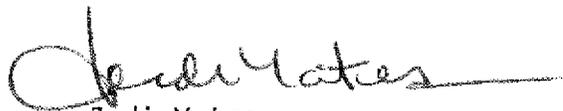
I am writing you to recommend the services of Total Event and More, LLC dba T.E.A.M. Security. I have been using T.E.A.M. Security to provide Security and Event Staffing services for numerous special events for the past 12 years, and have always been completely satisfied with their services. T.E.A.M personnel and supervisors do an excellent job, are always punctual, and offer some of the most competitive rates in town.

Elizabeth Gill T.E.A.M. Security's Director of Operations is awesome to work with, her people skills and ability to react to any situation is key for my team and the clientele we work with.

I work with my partner vendors over and over again as the ongoing relationship we have with each other is instrumental in successful events, I find that is the case each and every time I work with Elizabeth and her team.

T.E.A.M members are always willing to listen to my needs as a customer, and accommodate as necessary, while still ensuring my events remain safe and secure.

I am pleased to recommend the services of T.E.A.M. Security. If you have any questions, please contact me.



Judi Yates  
Owner/President  
Schneider-Yates and Associates  
480-940-8666 office / 602-908-4448 cell  
[judi@eventsbysya.com](mailto:judi@eventsbysya.com)



October 1, 2013

**RE: T.E.A.M. Security Letter of Recommendation**

To Whom it May Concern:

I am writing in support of T.E.A.M. Security for consideration to provide municipal security services for the City of Scottsdale.

Over the past twenty years, I have had the opportunity to work with T.E.A.M. Security – Total Events and Management on a multitude of projects throughout the Valley. As producers of many large-scale special-events such as the Tempe New Year's Eve Block Party, Arizona Centennial Celebration, PF Chang's Rock n Roll Marathon and NFL SuperBowl Saturday Night to name a few, Entertainment Solutions has on many occasions, turned to TEAM Security to assist with crowd management, asset protection, money management as well as logistical support services.

T.E.A.M. consistently demonstrates extensive industry knowledge coupled with excellent customer service and dependability no matter what type of assignment they are tasked with. I would not hesitate to consider this firm for any municipal security services that you are seeking.

I would welcome the opportunity to further discuss T.E.A.M.'s capabilities and our long-standing relationship as a client for the past several years.

Thank you for your consideration.

Sincerely,  
ENTERTAINMENT SOLUTIONS, INC.

A handwritten signature in black ink, appearing to read "K. C. Koziol", is written over the typed name.

Kevin Koziol  
Vice President, Operations

Cc: Mick Hirko, T.E.A.M. Security

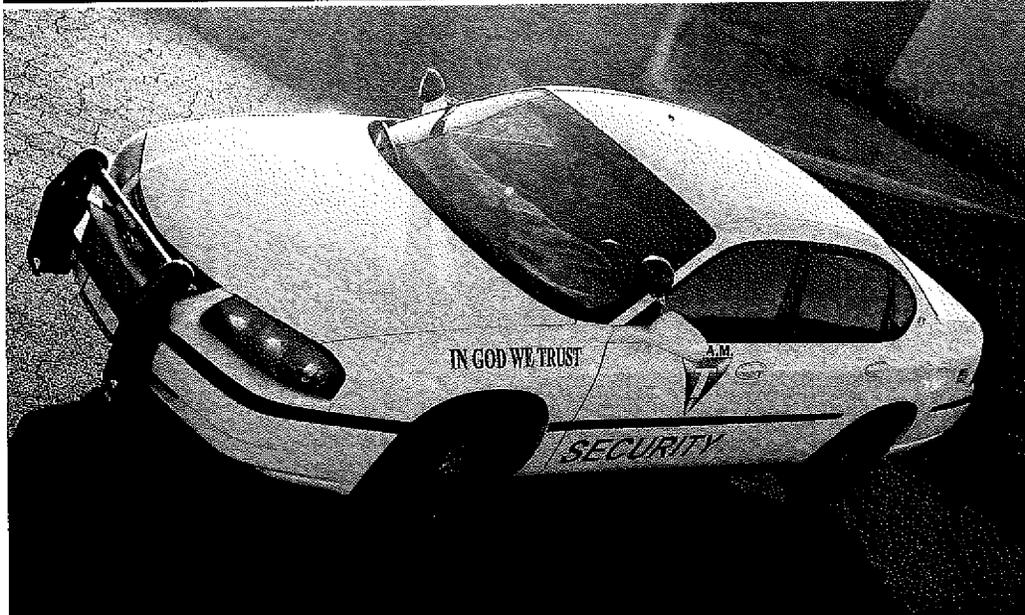
**Event Consulting • Event Marketing • Event Production**

7542 E Camelback Rd • Scottsdale, Arizona 85251 • Tel: (480) 663-0700 • Fax: (480) 663-0718  
[www.EntertainmentSolutionsInc.com](http://www.EntertainmentSolutionsInc.com)



## Addendum J

*Provide Pictures of Patrol Vehicles*



## Pricing Section

"Return this Section with your Response"

| <b>Hourly Rate for Contractor Employees</b> |   |                   |
|---|---|-------------------|
| Item #                                      |   |                   |
| 1.  | Straight time - <u>unarmed</u> Security Officer Wage (Minimum \$11.00/hour) | \$ 11.00 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 4.95 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 15.95</b>   |
| 2.  | Over time - <u>unarmed</u> Security Officer Wage (Minimum \$16.50/hour)     | \$ 16.50 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 7.43 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 23.93</b>   |
| 3.  | Holidays - <u>unarmed</u> Security Officer Wage (Minimum \$16.50/hour)      | \$ 16.50 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 7.43 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 23.93</b>   |
|   |   |                   |
| 4.  | Straight time - <u>armed</u> Security Officer Wage (Minimum \$12.00/hour)   | \$ 12.00 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 5.40 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 17.40</b>   |
| 5.  | Over time - <u>armed</u> Security Officer Wage (Minimum \$18.00/hour)       | \$ 18.00 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 8.10 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 26.10</b>   |
| 6.  | Holidays - <u>armed</u> Security Officer Wage (Minimum \$18.00/hour)        | \$ 18.00 Per hour |
|   | Overhead and profit over Security Officer Wage                              | \$ 8.10 Per hour  |
|   | <b>Total per hour</b>   | <b>\$ 26.10</b>   |

## Pricing Section

"Return this Section with your Response"

|     |   |                   |
|-----|---|-------------------|
| 7.  | Straight time - <u>unarmed Critical Area</u> Security Officer Wage (Minimum \$12.00/hour) | \$ 12.00 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 5.40 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 17.40</b>   |
| 8.  | Over time - <u>unarmed Critical Area</u> Security Officer Wage (Minimum \$18.00/hour)     | \$ 18.00 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 8.10 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 26.10</b>   |
| 9.  | Holidays - <u>unarmed Critical Area</u> Security Officer Wage (Minimum \$18.00/hour)      | \$ 18.00 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 8.10 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 26.10</b>   |
|     |   |                   |
| 10. | Straight time - <u>armed Critical Area</u> Security Officer Wage (Minimum \$13.00/hour)   | \$ 13.00 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 5.85 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 18.85</b>   |
| 11. | Over time - <u>armed Critical Area</u> Security Officer Wage (Minimum \$19.50/hour)       | \$ 19.50 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 8.78 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 28.28</b>   |
| 12. | Holidays - <u>armed Critical Area</u> Security Officer Wage (Minimum \$19.50/hour)        | \$ 19.50 Per hour |
|     | Overhead and profit over Security Officer Wage  | \$ 8.78 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 28.28</b>   |
|     |   |                   |
| 13. | Straight time - <u>unarmed</u> Supervisor Wage (Minimum \$14.00/hour)                     | \$ 14.00 Per hour |
|     | Overhead and profit over Supervisor Wage  | \$ 5.60 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 19.60</b>   |

## Pricing Section

"Return this Section with your Response"

|     |   |                   |
|-----|---|-------------------|
| 14. | Over time - <u>unarmed</u> Supervisor Wage (Minimum \$21.00/hour)   | \$ 21.00 Per hour |
|     | Overhead and profit over Supervisor Wage                            | \$ 8.40 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 29.40</b>   |
| 15. | Holidays - <u>unarmed</u> Supervisor Wage (Minimum \$21.00/hour)    | \$ 21.00 Per hour |
|     | Overhead and profit over Supervisor Wage                            | \$ 8.40 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 29.40</b>   |
|     |   |                   |
| 16. | Straight time - <u>armed</u> Supervisor Wage (Minimum \$15.00/hour) | \$ 15.00 Per Hour |
|     | Overhead and profit over Supervisor Wage                            | \$ 4.80 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 19.80</b>   |
| 17. | Over time - <u>armed</u> Supervisor Wage (Minimum \$22.50/hour)     | \$ 22.50 Per hour |
|     | Overhead and profit over Supervisor Wage                            | \$ 7.20 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 29.70</b>   |
| 18. | Holidays - <u>armed</u> Supervisor Wage (Minimum \$22.50/hour)      | \$ 22.50 Per hour |
|     | Overhead and profit over Supervisor Wage                            | \$ 7.20 Per hour  |
|     | <b>Total per hour</b>   | <b>\$ 29.70</b>   |

Companies shall provide definitions to the categories as shown below: Definition of Each Schedule (I.E., Regular + 8:00Am - 5:00PM = Hours, Mondays thru Friday = Days)

|            |                         |         |                              |        |
|------------|-------------------------|---------|------------------------------|--------|
| Straight = | Up to 40 hours per week | = Hours | Any days within 1 week       | = Days |
| Overtime = | Over 40 hours per week  | = Hours | Any days within 1 week       | = Days |
| Holiday =  | Any hours               | = Hours | 12/25, 12/31, and 01/01 Only | = Days |

| Rental of Equipment and Vehicles |   |                  |
|----------------------------------|---|------------------|
| Item #                           | Description   | Rate             |
| 1.                               | Contractor owned/leased electric golf cart patrol vehicles - Hourly rate includes fuel, maintenance, insurance, licensing, etc.                               | \$ 0.00 Per Hour |
| 2.                               | Contractor owned/leased gas powered patrol vehicle - such as Yamaha Rhino, ATV/Quads, etc. Hourly rate includes fuel, maintenance, insurance, licensing, etc. | \$ 1.25 Per Hour |
| 3.                               | Contractor owned/leased highway patrol vehicle - Hourly rate includes fuel, maintenance, insurance, licensing, etc.   | \$ 3.15 Per Hour |
| 4.                               | Contractor owned/leased mountain bike - Hourly rate includes maintenance, insurance, licensing, etc.  | \$ .50 Per Hour  |



**Additional Special Event Staffing and Equipment Pricing**

**Personnel**

|                    |          |
|--------------------|----------|
| Event Staff        | \$ 14.50 |
| Event Security     | \$ 15.50 |
| Event Supervisor   | \$ 17.20 |
| Parking Personnel  | \$ 14.50 |
| Parking Supervisor | \$ 17.20 |

**Equipment**

|                 |           |  |
|-----------------|-----------|--|
| Bike Rack       | \$ 5.00   | Per Piece Per Day  |
| Water Barriers  | \$ 5.00   | Per Unit Per Day + Set Up &<br>& Delivery Labor (Filling additional) |
| Fencing         | \$ 1.00   | Per Foot   |
| Lattice Fencing | \$ 2.00   | Per Foot   |
| 10 x 10 Tent    | \$ 100.00 | Per Unit   |
| Setup Labor     | \$ 22.08  | Per Hour   |

**For Equipment Delivery & Set Up Charges are Additional**

ATSSA Certified

City of Tempe Right of Way Permit

City of Tempe Barricade Permit

Large quantities of cones, barricades and traffic devices available for emergency call out.

Ice for emergency purposes unlimited.

# Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • [www.tempe.gov/procurement](http://www.tempe.gov/procurement)

Issue Date: | 10/03/2013

This addendum will modify and/or clarify:

Solicitation No.: | 14-058

and is

Addendum No. | 1

Procurement Description: | Security Officer Services

Changes should be made as follows:

1. The Proposal Due Date and Opening Time remain unchanged at Wednesday, October 16, 2013 at 3:00 P.M. (MST).
2. Special Terms and Conditions, Page 21, Paragraph 11, Performance Security; The value of the performance bond is hereby reduced from 100% of contract value to \$200,000. All other terms of this paragraph are unchanged.
3. Please complete this form and include with submittal per the above due date and time.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

T.E.A.M. Security  
NAME OF COMPANY

1826 West 4th Street  
ADDRESS (or PO Box)

Tempe                      AZ      85281  
CITY                              STATE      ZIP

Mick Hirko      Owner/ President  
BY NAME (please print) TITLE

480-829-8326  
TELEPHONE



AUTHORIZED SIGNATURE

## Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/purchasing

Issue Date: | 10/08/2013

This addendum will modify and/or clarify:

Solicitation No.: | 14-058

and is

Addendum No. | 2

Procurement Description: | Security Officer Services

Changes should be made as follows:

1. The Proposal Due Date and Opening Time are changed to *Thursday, October 17, 2013 at 3:00 P.M. (MST)*.
2. The following questions have been received from interested firms with the City's answers noted in italics below each question.
  - A. Why are the Tasers necessary?  
*Tasers are provided to protect the Security Officers or others from a violent attack.*
  - B. What locations use the Tasers?  
*Tasers are deployed at Tempe Transportation Center, City Courts, and City Hall locations.*
  - C. How many officers are equipped with Tasers?  
*Approximately 10 Security Officers are assigned Tasers.*
  - D. Have you had any instances where the Tasers have been used? If yes, what were the circumstances around its deployment?  
*Yes. A Security Officer at the Tempe Transportation Center was assaulted and about to be attacked further.*
  - E. Early in the RFP it reads officers "may" be equipped with OC or Tasers. Later it references training for officers with Tasers. We would like a better picture of the number of armed officers, unarmed officers with Tasers/OC and their expectations for those officers.  
*All Security Officers carry firearms with the one exception at Johnny G. Martinez Water Treatment Facility. Approximately 10 of the armed Security Officers are also assigned Tasers. These same 10 Security Officers also carry OC.*

- F. The required professional liability insurance specified in RFP Special Conditions Section 9 must have an “unimpaired limit”, implying that an organization cannot have an SIR or deductible. It is extremely uncommon for large businesses to have insurance policies with no deductibles or Self Insured Retention rates. Will the City please clarify their expectation for the unimpaired limit for the professional liability policy?

*The City prefers to maintain an unimpaired limit for professional liability but will consider alternatives that maintain the City's ability to fully collect in the event a claim is made. If an alternative is suggested, firms shall clearly explain how the City can be assured that any value under the deductible limit will be satisfied in the event of a professional liability claim.*

- G. Reference to special event coverage-“Purpose and Background. 3rd paragraph at RFP page 23- can you provide the type of events, is police officers present as well as security officers? Is the expectations that the officer be armed with Tasers for event coverage?

*Types of events include City Council meetings, Public meetings, and extra coverage during special events that occur at the Security Officer's posts, etc. At some of these events, Police Officers will be present but there are times when Security Officers will be the only law enforcement represented. For typical event coverage, it will not be necessary for Security Officers to carry Tasers, unless circumstances dictate otherwise.*

- H. See second bulleted list, 6th bullet on page 26 of the Scope of Work- when the officer is performing an escort is he/she vacating their perspective post?

*It would depend on the post and the time of day. If there is one person at a single point of entry that needs to be monitored, it would not be prudent to vacate the post. That might be at time to call the supervisor or see if another Security Officer can assist.*

- I. PERSONNEL REQUIREMENTS- RFP Section 39 - Can bidders assume that the background adjudication standards referred to in Section 39.D of the Standard Terms and Conditions are required to the extent such requirements are permissible under applicable law?

*Yes*

- J. See RFP Special Terms and Conditions Section 12- would it be acceptable to ask the City of Tempe that the last 4 digits may be supplied?

*The City has removed this requirement and will not require social security numbers for roster updates.*

- K. See RFP Special Terms and Conditions Section 12. Contractors are required to provide an employee register inclusive of the employee's complete social security number. We ask why that is being asked of the contractor. OR What would be the purpose for the City of Tempe to obtain such information?

*The City has removed this requirement and will not require social security numbers for roster updates.*

- L. See Scope of Work "Contractor Responsibilities and Oversight" 2nd bullet; Scope of Work "Background Investigations" 2nd bullet at RFP page 31- Can bidders assume that the random drug testing referred to is required to be performed to the extent permissible under applicable law?

*Yes*

- M. See Scope of Work "Security Officer Rules of Conduct", 3rd paragraph at RFP page 28. The City requires that facial hair must be limited to a short mustache. Can bidders assume that exceptions to the facial hair policy stated will be granted where required under applicable law, i.e. for medical and religious reasons?

*Yes*

- N. Physical qualifications at pages 29-30 of the Scope of Work must be qualified to comply with the Americans with Disabilities Act, i.e. "to the extent essential to the position and with or without reasonable accommodation". With respect to the fitness requirements may bidders presume that: (a) all such requirements are required to the extent permissible pursuant to applicable laws; and (b) the such requirements have been validated as job-related and consistent with business necessity?

*(a) Yes*

*(b) Yes*

- O. Can bidders assume that the background adjudication standards referred to in RFP pages 31 -32 are required to the extent such requirements are permissible under applicable law?

*Yes*

- P. Can the City clarify your preferred billing cycle?

*We prefer a bi-weekly billing cycle (every two weeks).*

- Q. Page 23: What does it mean 5 Officers (3 split 24-7 shift and 2 work normal)? Please clarify if this is correct: Two-40 hour schedules out of a 208 and then 3 officers to divide the remaining 128 which would be 8 hours of OT a week?

*2 Officers work Monday through Friday day shift (8) hour shifts covering the lobby and patrolling the facility. The guard shack is staffed 24/7:*

*24 x 7 = 168*

*2 x 40 = 80*

*Total = 248*

*There is no overtime.*

- R. Page 23: Please clarify the exact number of hours per week for the Transit Center location that the officers would work?

*The Transit Center is staffed with one officer 24/7 for 168 hours weekly.*

- S. Page 23: Please clarify what a “normal work week schedule” is to the City? As on page 27 it mentions a normal working hour is M-F 8:00 AM – 5:00 PM

*Normal work week is M-F 8:00 AM – 5:00 PM.*

- T. Page 23 & 32: What locations utilize armed officers? What locations are Critical Area

*All locations utilize armed Security Officers with the lone exception of the Johnny G. Martinez Water Treatment Facility. Critical Infrastructure posts are the Tempe Transit Center, East Valley Bus Operations/Maintenance Facility, and Johnny G. Martinez Water Facility.*

- U. Page 27: How many unexpected Drug Screenings are required? Average/Percentage?

*All contract employees shall be drug screened once per year.*

- V. Page 30: Are all Officers to be trained in the proper use of all authorized equipment including pepper spray, handcuffs and Tasers regardless if they are armed or unarmed?

*Yes*

- W. What type of vehicle would the City prefer - 4x4 pickup truck or a sedan?

*No Preference.*

- X. On average, how many miles is the current vehicle driven per day?

*There is no current vehicle assigned the City under the existing contract.*

- Y. Who is responsible for providing the radios that the officers will use while on shift?

*The City will provide radios to contract employees.*

- Z. Page 23 – Purpose and Background: Is the City able to clarify the current service hours by providing the total number of service hours per week, per location?

*Tempe Transportation Center = 168 hours weekly;*

*East Valley Bus Operations and Maintenance Facility (EVBOM) = 248 hours weekly*

*City Hall = 90 hours weekly*

*Municipal Courts = 120 hours weekly*

*Tempe Public Library = 71 hours weekly*

*Johnny G. Martinez Water Treatment Facility = 40 hours weekly*

- AA. Page 25 – Overview of Security Officer Services, Paragraph 10 last sentence states that, “Supervisor shall be available after hours via City issued Cell Phone”. Can the City please indicate what other type of communication is currently being utilized to fulfill the contact obligations (i.e. two-way radios, cellular phones) and how many? Is this equipment to be furnished by the City or the Contractor?

*The City provides the radios to all on-duty Security Officers. The Supervisor is issued a City cell phone with email access along with a radio.*

**BB. Page 26 - General Duties and Description of Security Officer Services, Paragraph 3: Are the hand-held magnetometers provided by the City? If so, is training also provided?**

*Not all Security Officer Positions will require the use of hand held magnetometers. Where they are needed, the City will provide them to the Security Officers. The City will provide initial training on these devices but it would helpful to have personnel assigned that are familiar with this type of apparatus.*

**CC. Page 32 – Contractor’s Vehicles: Can the City please indicate how many contractor provided vehicles are being utilized to fulfill the contract obligations? Also, can the City please provide an estimated annual number of miles driven per vehicle? This information is needed to provide an accurate price for vehicle cost with fuel assumptions and maintenance.**

*Under the current agreement, the contractor has not assigned a vehicle. Under the new contract the City believes one vehicle will be sufficient and will primarily be used by the Supervisor. The vast majority of Security Officer Positions are static and will not require vehicles.*

**DD. Page 43 – Pricing Section, Rental of Equipment and Vehicles: Can the City please indicate how many of the following are currently being provided by the Contractor to fulfill the contract requirements:**

- i. Electric Golf Carts? None*
- ii. Gas powered patrol vehicles – such as Yamaha Rhino, ATV/Quads, etc.? None*
- iii. Highway patrol vehicles? None*
- iv. Mountain bikes? None*

**EE. General Questions:**

- 1. Approximately how many Security Officers currently carry;**
- 2. Tasers? *Approximately 10 Security Officers carry Tasers.***
- 3. Firearms? *All positions are armed with one (1) exception for the Johnny G. Martinez Water Treatment facility assignment.***

**FF. Who is the incumbent security provider?**

*G4S is the primary vendor that manages all of the full time contracted positions. T.E.A.M was also awarded and provides additional as needed security support for various events and assignments.*

**GG. Can you please provide current contracted wages rates and bill rates per position?**

*Please see attached Pricing Schedule noted as “Attachment A”*

**HH. Does the City currently utilize any type of tour confirmation system for security patrol verifications?**

*No*

II. Does the City currently utilize electronic reporting or are they hand written reports?

*The City has used both types of reporting but the majority is electronic reporting via City e-mail.*

3. Please sign this addendum and return with submittal per the above revised due date and time.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

T.E.A.M. Security  
\_\_\_\_\_  
NAME OF COMPANY  
1826 West 4th Street  
\_\_\_\_\_  
ADDRESS (or PO Box)  
Tempe AZ 85281  
\_\_\_\_\_  
CITY STATE ZIP

Mick Hirko Owner/President  
\_\_\_\_\_  
BY NAME (please print) TITLE  
480-829-8326  
\_\_\_\_\_  
TELEPHONE  
  
\_\_\_\_\_  
AUTHORIZED SIGNATURE

## Attachment A Pricing Schedule

| Item #  | Current  | 5% Reduction   |
|---|--|--|
| 1. Straight time - unarmed Security Officer Wage (Minimum \$11.00/hour)<br>Overhead and profit over Security Officer Wage               | \$11.00 Per Hour<br>\$ 6.15 Per hour<br><u>\$17.15 Total</u> | \$10.45 Per Hour<br>\$ 5.84 Per Hour<br><u>\$16.29 Total</u> |
| 2. Over time - unarmed Security Officer Wage (Minimum \$16.50/hour)<br>Overhead and profit over Security Officer Wage                   | \$16.50 Per Hour<br>\$ 7.51 Per hour<br><u>\$24.01 Total</u> | \$15.68 Per Hour<br>\$ 7.13 Per Hour<br><u>\$22.81 Total</u> |
| 3. Holidays - unarmed Security Officer Wage (Minimum \$16.50/hour)<br>Overhead and profit over Security Officer Wage                    | \$16.50 Per Hour<br>\$ 7.51 Per hour<br><u>\$24.01 Total</u> | \$15.68 Per Hour<br>\$ 7.13 Per Hour<br><u>\$22.81 Total</u> |
| 4. Straight time - armed Security Officer Wage (Minimum \$12.00/hour)<br>Overhead and profit over Security Officer Wage                 | \$13.00 Per Hour<br>\$ 6.90 Per hour<br><u>\$19.90 Total</u> | \$12.35 Per Hour<br>\$ 6.56 Per Hour<br><u>\$18.91 Total</u> |
| 5. Over time - armed Security Officer Wage (Minimum \$18.00/hour)<br>Overhead and profit over Security Officer Wage                     | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 6. Holidays - armed Security Officer Wage (Minimum \$18.00/hour)<br>Overhead and profit over Security Officer Wage                      | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 7. Straight time - unarmed Critical Area Security Officer Wage (Minimum \$12.00/hour)<br>Overhead and profit over Security Officer Wage | \$13.00 Per Hour<br>\$ 6.90 Per hour<br><u>\$19.90 Total</u> | \$12.35 Per Hour<br>\$ 6.56 Per Hour<br><u>\$18.91 Total</u> |
| 8. Over time - unarmed Critical Area Security Officer Wage (Minimum \$18.00/hour)<br>Overhead and profit over Security Officer Wage     | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 9. Holidays - unarmed Critical Area Security Officer Wage (Minimum \$18.00/hour)<br>Overhead and profit over Security Officer Wage      | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 10. Straight time - armed Critical Area Security Officer Wage (Minimum \$13.00/hour)<br>Overhead and profit over Security Officer Wage  | \$13.00 Per Hour<br>\$ 6.90 Per hour<br><u>\$19.90 Total</u> | \$12.35 Per Hour<br>\$ 6.56 Per Hour<br><u>\$18.91 Total</u> |
| 11. Over time - armed Critical Area Security Officer Wage (Minimum \$19.50/hour)<br>Overhead and profit over Security Officer Wage      | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 12. Holidays - armed Critical Area Security Officer Wage (Minimum \$19.50/hour)<br>Overhead and profit over Security Officer Wage       | \$19.50 Per Hour<br>\$ 8.36 Per hour<br><u>\$27.86 Total</u> | \$18.53 Per Hour<br>\$ 7.94 Per Hour<br><u>\$26.47 Total</u> |
| 13. Straight time - unarmed Supervisor Wage (Minimum \$14.00/hour)<br>Overhead and profit over Supervisor Wage                          | \$15.00 Per Hour<br>\$ 7.70 Per hour<br><u>\$22.70 Total</u> | \$14.25 Per Hour<br>\$ 7.31 Per Hour<br><u>\$21.56 Total</u> |
| 14. Over time - unarmed Supervisor Wage (Minimum \$21.00/hour)<br>Overhead and profit over Supervisor Wage                              | \$22.50 Per Hour<br>\$ 9.28 Per hour<br><u>\$31.78 Total</u> | \$21.38 Per Hour<br>\$ 8.80 Per Hour<br><u>\$30.18 Total</u> |
| 15. Holidays - unarmed Supervisor Wage (Minimum \$21.00/hour)<br>Overhead and profit over Supervisor Wage                               | \$22.50 Per Hour<br>\$ 9.28 Per hour<br><u>\$31.78 Total</u> | \$21.38 Per Hour<br>\$ 8.80 Per Hour<br><u>\$30.18 Total</u> |
| 16. Straight time - armed Supervisor Wage (Minimum \$15.00/hour)<br>Overhead and profit over Supervisor Wage                            | \$15.00 Per Hour<br>\$ 7.70 Per hour<br><u>\$22.70 Total</u> | \$14.25 Per Hour<br>\$ 7.31 Per Hour<br><u>\$21.56 Total</u> |
| 17. Over time - armed Supervisor Wage (Minimum \$22.50/hour)<br>Overhead and profit over Supervisor Wage                                | \$22.50 Per Hour<br>\$ 9.28 Per hour<br><u>\$31.78 Total</u> | \$21.38 Per Hour<br>\$ 8.80 Per Hour<br><u>\$30.18 Total</u> |
| 18. Holidays - armed Supervisor Wage (Minimum \$22.50/hour)<br>Overhead and profit over Supervisor Wage                                 | \$22.50 Per Hour<br>\$ 9.28 Per hour<br><u>\$31.78 Total</u> | \$21.38 Per Hour<br>\$ 8.80 Per Hour<br><u>\$30.18 Total</u> |

# Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • [www.tempe.gov/procurement](http://www.tempe.gov/procurement)

Issue Date: | 10/09/2013

This addendum will modify and/or clarify:

Solicitation No.: | 14-058

and is

Addendum No. | 3

Procurement Description: | Security Officer Servicer

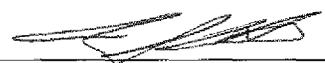
Changes should be made as follows:

1. The Proposal Due Date and Opening Time remain unchanged at October 17, 2013 at 3:00 P.M. (MST).
2. The following questions have been received from interested firms with the City's answers noted in italics below each question.
  - a. Can you tell me if a vendor will be disqualified if we chose to increase the armed positions? We service a number of armed post and would like to go in at a higher wage.

*The City has specified the minimum wage for each Security Officer position. Firms have the option of offering a higher wage and will not be rejected solely on that decision. The overall cost of the proposed contract will be evaluated as noted in the Evaluation Criteria section of the RFP.*

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

T.E.A.M. Security  
\_\_\_\_\_  
NAME OF COMPANY  
  
1826 West 4th Street  
\_\_\_\_\_  
ADDRESS (or PO Box)  
  
Tempe                      AZ      85281  
\_\_\_\_\_  
CITY                        STATE    ZIP

Mick Hirko Owner/President  
\_\_\_\_\_  
BY NAME (please print) TITLE  
  
480-829-8326  
\_\_\_\_\_  
TELEPHONE  
  
  
\_\_\_\_\_  
AUTHORIZED SIGNATURE




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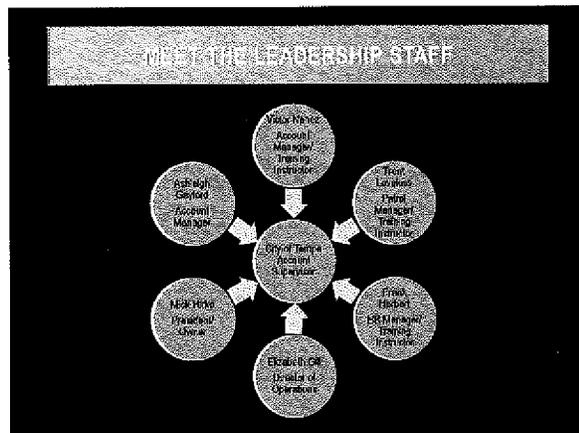
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**OUR BUSINESS**

We have been providing security for over 20 years and since opening our doors have been involved with Access Control and Critical Infrastructure Security.

We recently have performed security for the following areas/accounts, that are similar to Tempe:

- Salt River Fields
- Westgate
- Comerio Theatre
- Coller's International
- Original Contract Provider for City of Tempe
- Numerous DHS Special Event Assessment Rating Level one and two events.

Our geographic reach spans the greater Phoenix Valley and the surrounding counties, with a core concentration in the Tempe area.

Total employees: 350  
 Armed officers currently employed: 20  
 Unarmed officers currently employed: 180

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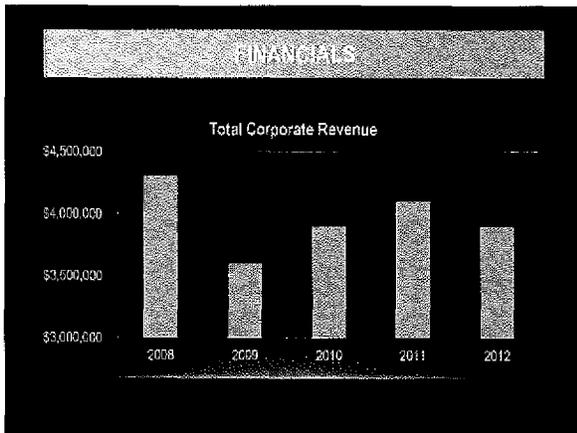
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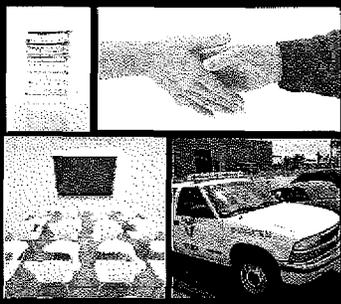
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### OUR STRENGTHS

- Comprehensive pre-screening and interview process
- Multiple levels of initial and ongoing training
- Dedicated Account Supervisors
- Detailed documentation and follow-up
- 24/7 live communication
- Demographic knowledge



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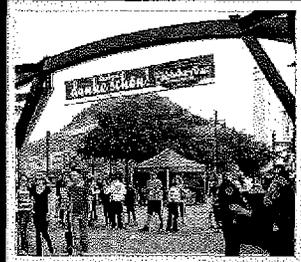
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### T.E.A.M. SECURITY PRIDES ITSELF ON INTERGRATING ITSELF INTO THE COMMUNITY



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T.E.A.M. SECURITY VOLUNTEERS PLAY AN ACTIVE  
ROLE IN THE ANNUAL 9/11 HEALING FIELDS MEMORIAL.  
OUR EMPLOYEES ARE ENCOURAGED  
TO GIVE BACK TO THE COMMUNITY.



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WE ALSO PROVIDE REDUCED RATES TO  
NON-PROFIT ORGANIZATIONS



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T.E.A.M. SECURITY HAS PROVIDED  
NUMEROUS SERVICES FOR EVENTS  
HOSTED BY THE CITY OF TEMPE



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SUCH AS FALL FRENZY, ARTS FEST,  
AND NEW YEAR'S EVE BLOCK PARTY



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AS WELL AS PROVIDING EXECUTIVE  
PROTECTION FOR NOTABLE GUESTS



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T.E.A.M. SECURITY GUARDS ARE TRAINED ON  
ENTRANCE SEARCH COMPONENTS, BAG SEARCHES,  
PAT DOWNS, MAGNETOMETERS AND WAND USAGE



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**WE HAVE A TRADITION OF  
POSITIVE INTERACTION WITH TPD**



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**ALTHOUGH WELL KNOWN FOR SPECIAL EVENTS,  
T.E.A.M. SECURITY PROVIDES ACCESS CONTROL,  
VENUE SECURITY, AND PATROL SECURITY  
TO CLIENTS ACROSS THE VALLEY.**



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**T.E.A.M. COVERAGE INCLUDES NEARLY ALL OF THE  
DOWNTOWN MILL AVENUE AREA AND ITS VENUES**



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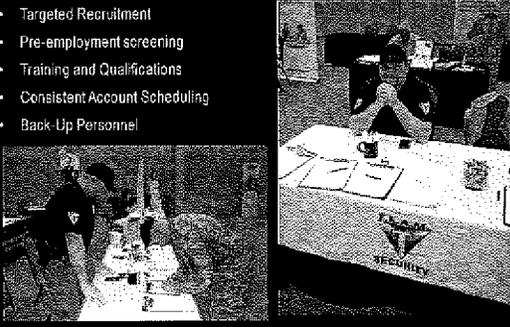
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### STAFFING

- Targeted Recruitment
- Pre-employment screening
- Training and Qualifications
- Consistent Account Scheduling
- Back-Up Personnel




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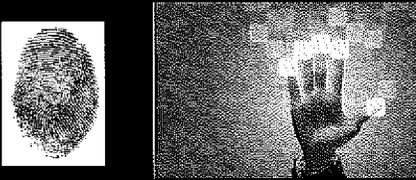
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### SCREENING AND BACKGROUND CHECKS

Every potential employee is required to submit two professional and two personal references. After references are checked, online background is verified through Superior Courts, E-Verify, Social Media, and other public record sites. After hiring, all employees are required to agree to submit to a 10 panel drug screening, anti-discrimination, and electronic monitoring policy. Employees are required to apply for an Arizona Department of Public Safety Security Guard License, requiring a FBI conducted NCIC/ACIC fingerprint background check.




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### TRAINING

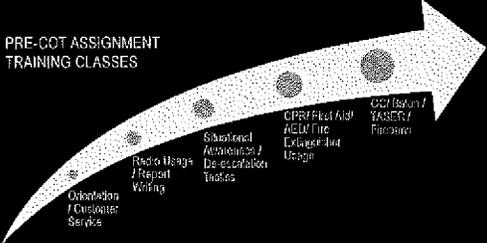
T.E.A.M. OFFERS SOME OF THE MOST ADVANCED TRAINING AVAILABLE  
IN COOPERATION WITH THE DEPARTMENT OF HOMELAND SECURITY  
AND TAUGHT BY CERTIFIED INSTRUCTORS  
AT NO COST TO OUR EMPLOYEES

**PRE-COT ASSIGNMENT TRAINING CLASSES**

- Orientation / Computer Services
- Radio Usage / Repeat Writing
- Situational Awareness / Description / Tactics

**FACILITY ASSIGNMENT**

- CPR/First Aid / AED / Fire Extinguisher Usage
- COT / Backup / BASICS / Procedures

HIRE POINT 

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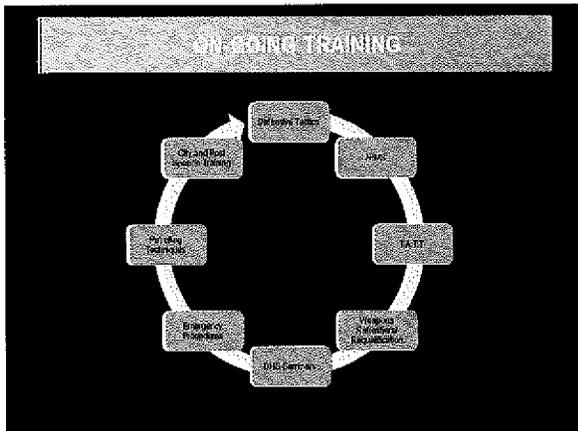
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**WALSH**

**BATON TRAINING  
IN-HOUSE CERTIFIED  
TRAINER**

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**OLEORESIN CAPSICUM SPRAY (O.C.)**

- ▣ STREAM
- ▣ FOAM
- ▣ EACH T.E.A.M. MEMBER GOES THROUGH EXPOSURE TRAINING THE SAME AS LAW ENFORCEMENT
- ▣ IN-HOUSE CERTIFIED TRAINER

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### TASER ELECTROSHOCK WEAPON

- ▣ FIRST PRIVATE AGENCY  
TASER CERTIFIED FOR  
X26'S
- ▣ CAMERA UNITS AVAILABLE
- ▣ 2 IN-HOUSE CERTIFIED  
TRAINERS



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### FIREARMS TRAINING

- Trained to the Same  
Standards as AZ P.O.S.T.
- Annual Recertification
- Scenario Based Training
- Highest Equipment Standards  
For All Armed Guards



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### TRAINED TO THE HIGHEST STANDARDS

- Active Shooter Scenarios
- "Shoot/Don't shoot"
- Safety Protocols
- Classroom/ Range training
- Quarterly Drills
- Annual Re-qualifications
- Daylight/ Low light scenarios



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**TEAM MANAGEMENT TRAINING**

• Team Management Training (T.M.T.) is a 3-phase course designed to provide law enforcement officers with the skills and knowledge necessary to effectively manage a team in a high-stress, high-risk environment.

• The course is divided into three phases: Phase 1: Team Management Fundamentals, Phase 2: Team Management Advanced, and Phase 3: Team Management Applied.

• Phase 1 covers the basics of team management, including team structure, communication, and decision-making. Phase 2 covers advanced team management techniques, including team dynamics, conflict resolution, and crisis management. Phase 3 covers the application of team management skills in a real-world setting, including team coordination, team leadership, and team performance.

• The course is designed to be highly interactive, with a focus on practical application and hands-on training. Participants will engage in a variety of exercises, including role-playing, scenario-based training, and live drills.

• The course is open to all law enforcement officers, regardless of rank or experience level. It is a highly sought-after course, and participants will receive a certificate of completion upon successful completion of the course.

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**ALL CLASSES AND TRAINING INCORPORATE DHS CONCEPTS AS PART OF OUR CURRICULUM**



T.E.A.M. Anti Terrorist Training (T.A.T.T.)  
3 Phase Course with Supplemental Classes

- T.A.T.T. 1
- T.A.T.T. 2
- T.A.T.T. 3
- BMAP
- Advanced Detection Training

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**PATROL SERVICES**

- Vehicle and foot patrols throughout many venues and properties in Tempe
- Comprised primarily of former military personnel, current/ex law enforcement, or experienced armed guards
- Operational for overnight hours, to support and assist outside the main supervisor-dedicated times.
- Training is based off of Caliber Press Street Survival and Reid Institute courses
- Instruction in ethics, verbal de-escalation, and suspect interview




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**TRANSITION AND ACA**

- The ACA is not currently factored in, due to the delay in the Employer Mandated Implementation and current market turmoil, making it impossible to calculate an accurate cost.
- There are no exceptions to the terms and conditions proposed by the City of Tempe.
- Hourly rates include guards wages, equipment, and vehicles.

12

UNDERSTANDING the  
**AFFORDABLE  
CARE ACT**

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**UNIFORMS**




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**KEYS TO SUCCESS**

- Developing a pool of quality guards
- Thorough training before and during
- Consistency of staff
- Reasonable and scalable transition plan
- Understanding of all post instructions and responsibilities
- Communication with contract administrator
- Well defined scope of Supervisor accountability
- Measurable methods of tracking logs, reports, incidents, equipment upkeep, and annual renewal training
- Delineated Incident Response Procedures
- Straightforward Chain of Command
- Code of Ethics
- Performance and Presentation in keeping with the expectations of the City of Tempe

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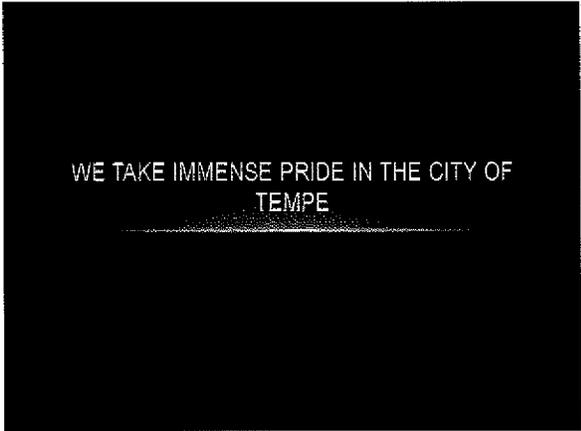
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State of Arizona

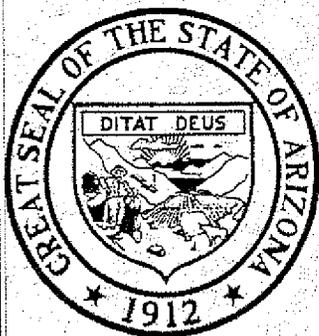
# Private Security Guard Agency License

T.E.A.M. Security  
1826 W. 4th Street  
Tempe, Arizona 85281

*Pursuant to the provisions of Title 32, Chapter 26, A. R. S.,*

**Mickey Peter Hirko / Qualifying Party**

*is licensed to conduct a Private Security Guard Agency in the State of Arizona  
in witness Whereof, The Director of the Arizona Department of Public Safety  
has caused this certificate to be issued.*



License No. 1003644

Expires 11/12/2014

NON TRANSFERABLE

A handwritten signature in black ink, appearing to read "Mickey Peter Hirko", written over a horizontal line.

Signature of Licensee

A handwritten signature in black ink, written over a horizontal line.

Director