



NOTICE OF AWARD EXTENSION-4934-21-SH

July 26, 2021

Brent Jagger
Citadel Security
304 North Avenue, Suite 2A
Grand Junction, CO 81501

**SOLICITATION DESCRIPTION: THIRD AND FINAL ANNUAL EXTENSION FOR
IFB-4500-18-SH, MUNICIPAL COURT SECURITY**

Dear Mr. Jagger,

You are hereby notified that your firm's contract has been extended to provide **Municipal Court Security Services** for the City of Grand Junction as needed from **May 1, 2021 to April 30, 2022**. This extension continues to include the necessary work as required for the types of tasks and functions related to the contract at **\$23.75 per hour**.

Please provide your updated proof of insurance within 30 days after receiving this notice. The document(s) can be emailed to Susan Hyatt at susanh@gjcity.org, or you can mail it to the Purchasing Office, 250 North 5th Street, Grand Junction, CO 81501, attention Susan Hyatt. The City is to be noted as certificate holder. The insurance information must be on file **no later than August 6, 2021**.

The contract has been established using the Scope of Service in the formal solicitation IFB-4500-18-SH.

If you have any questions or need to discuss this extension, please call me at 244-1513.

Sincerely,

Susan J. Hyatt, C.P.M, CPPB
City of Grand Junction
Purchasing Division

SUPPLIER ACKNOWLEDGEMENT

Receipt of this Extension is hereby acknowledged:

Contractor: Citadel Security USA

By: *Brent Jagger*

Title: COO

Date: 8/5/2021



Purchasing Division

NOTICE OF AWARD EXTENSION-4612-19-SH

February 25, 2019

Brent Jagger
Citadel Security USA
304 North Avenue #2a
Grand Junction, CO 81501

**SOLICITATION DESCRIPTION: FIRST of THREE ANNUAL EXTENSIONS FOR
IFB-4500-18-SH, Municipal Court Security Services**

Dear Mr. Jagger,

You are hereby notified that your firm's contract has been extended to provide **Municipal Court Security Services** for the City of Grand Junction as needed from **May 1, 2019 to April 30, 2020**. This extension continues to include the necessary work as required for the types of tasks and functions related to the contract at **\$23.75 per hour**.

Please provide your updated proof of insurance within 30 days after receiving this notice. The document(s) can be emailed to Susan Hyatt at susanh@gjcity.org, or you can mail it to the Purchasing Office, 250 North 5th Street, Grand Junction, CO 81501, attention Susan Hyatt. The City is to be noted as certificate holder. The insurance information must be on file **no later than April 1, 2019**.

The contract has been established using the Scope of Service in the formal solicitation.

If you have any questions or need to discuss this extension, please call me at 244-1513.

Sincerely,

Susan J. Hyatt, C.P.M, CPPB
City of Grand Junction
Purchasing Division

SUPPLIER ACKNOWLEDGEMENT

Receipt of this Extension is hereby acknowledged:

Contractor: Citadel Security USA
By: *Brent Jagger*
Title: COO
Date: 3/8/2019



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/8/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Home Loan & Investment Company 205 North 4th Street Grand Junction, CO 81501	CONTACT NAME: Renee Worrell PHONE (A/C, No, Ext): FAX (A/C, No): (970) 243-3914 E-MAIL ADDRESS: renew@hlic.com
INSURER(S) AFFORDING COVERAGE	
INSURER A : Everest Indemnity Insurance Co	
INSURER B : Pinnacol Assurance	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
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THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			51GL007757-181	6/25/2018	6/25/2019	EACH OCCURRENCE \$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000
							MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 1,000,000
							GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 1,000,000
							ERRORS OMISSION \$ Included
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$
							BODILY INJURY (Per person) \$
							BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			51CC002886-181	6/25/2018	6/25/2019	EACH OCCURRENCE \$ 4,000,000
							AGGREGATE \$
							Aggregate \$ 4,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	4118771	11/1/2018	11/1/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
							E.L. EACH ACCIDENT \$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	General Liability			51GL007757-181	6/25/2018	6/25/2019	Professional \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 City of Grand Junction, CO, Owner and the Owner's officers and employees are named as an Additional Insured with respects to General Liability . The policies are primary and non-contributory.

CERTIFICATE HOLDER City of Grand Junction, CO 250 N. 5th Street Grand Junction, CO 81501	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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CITY OF GRAND JUNCTION, COLORADO

CONTRACT

This CONTRACT made and entered into this 30th day of April, 2018 by and between the **City of Grand Junction, Colorado**, a government entity in the County of Mesa, State of Colorado, hereinafter in the Contract Documents referred to as the "Owner" and **Citadel Security USA** hereinafter in the Contract Documents referred to as the "Contractor."

WITNESSETH:

WHEREAS, the Owner advertised that sealed Bids would be received for furnishing all labor, tools, supplies, equipment, materials, and everything necessary and required for the Project described by the Contract Documents and known as **Municipal Court Security IFB-4500-18-SH**.

WHEREAS, the Contract has been awarded to the above named Contractor by the Owner, and said Contractor is now ready, willing and able to perform the Work specified in the solicitation, in accordance with the Contract Documents;

NOW, THEREFORE, in consideration of the compensation to be paid the Contractor, the mutual covenants hereinafter set forth and subject to the terms hereinafter stated, it is mutually covenanted and agreed as follows:

ARTICLE 1

Contract Documents: It is agreed by the parties hereto that the following list of instruments, drawings, and documents which are attached hereto, bound herewith, or incorporated herein by reference constitute and shall be referred to either as the "Contract Documents" or the "Contract", and all of said instruments, drawings, and documents taken together as a whole constitute the Contract between the parties hereto, and they are fully a part of this agreement as if they were set out verbatim and in full herein:

The order of contract document governance shall be as follows:

- a. The body of this contract agreement
- b. Solicitation Documents for the Project; **Municipal Court Security, IFB-4500-18-SH;**
- c. Contractors Response to the Solicitation, including all documentation submitted to the City

ARTICLE 2

Definitions: The clauses provided in the Solicitation apply to the terms used in the Contract and all the Contract Documents.

ARTICLE 3

Contract Work: The Contractor agrees to furnish all labor, tools, supplies, equipment, materials, and all that is necessary and required to complete the tasks associated with the

Work described, set forth, shown, and included in the Contract Documents as indicated in the Solicitation Document.

ARTICLE 4

Contract Price and Payment Procedures: The Contractor shall accept as full and complete compensation for the performance and completion of all of the Work specified in the Contract Documents, the sum of **Twenty Three Dollars Seventy Five Cents per hour (\$23.75/hr)**. The amount of the Contract Price is and has heretofore been appropriated by the Grand Junction City Council for the use and benefit of this Project. The Contract Price shall not be modified except by Change Order or other written directive of the Owner. The Owner shall not issue a Change Order or other written directive which requires additional work to be performed, which work causes the aggregate amount payable under this Contract to exceed the amount appropriated for this Project, unless and until the Owner provides Contractor written assurance that lawful appropriations to cover the costs of the additional work have been made.

ARTICLE 5

Contract Binding: The Owner and the Contractor each binds itself, its partners, successors, assigns and legal representatives to the other party hereto in respect to all covenants, agreements and obligations contained in the Contract Documents. The Contract Documents constitute the entire agreement between the Owner and Contractor and may only be altered, amended or repealed by a duly executed written instrument. Neither the Owner nor the Contractor shall, without the prior written consent of the other, assign or sublet in whole or in part its interest under any of the Contract Documents and specifically, the Contractor shall not assign any moneys due or to become due without the prior written consent of the Owner.

ARTICLE 6

Severability: If any part, portion or provision of the Contract shall be found or declared null, void or unenforceable for any reason whatsoever by any court of competent jurisdiction or any governmental agency having the authority thereover, only such part, portion or provision shall be effected thereby and all other parts, portions and provisions of the Contract shall remain in full force and effect.

IN WITNESS WHEREOF, City of Grand Junction, Colorado, has caused this Contract to be subscribed and sealed and attested in its behalf; and the Contractor has signed this Contract the day and the year first mentioned herein.

CITY OF GRAND JUNCTION, COLORADO

By: *Coe*
Title: _____

5/3/18
Date _____

CITADEL SECURITY USA

By: *Brent Jagger*
Title: Vice President

April 30, 2018
Date _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/30/2018

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PRODUCER Home Loan & Investment Company 205 North 4th Street Grand Junction, CO 81501	CONTACT NAME: Renee Worrell PHONE (A/C, No, Ext): _____ FAX (A/C, No): (970) 243-3914 E-MAIL ADDRESS: renew@hlic.com	
	INSURER(S) AFFORDING COVERAGE INSURER A : Everest Indemnity Insurance Co INSURER B : Pinnacol Assurance NAIC # 41190 INSURER C : _____ INSURER D : _____ INSURER E : _____ INSURER F : _____	
INSURED Citadel Security USA LLC PO Box 1742 Rifle, CO 81650		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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A X	UMBRELLA LIAB <input checked="checked" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="checked" type="checkbox"/> RETENTION \$ 10,000			51CC002886-171	06/25/2017	06/25/2018	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ _____ Aggregate \$ 4,000,000
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CERTIFICATE HOLDER

CANCELLATION

City of Grand Junction, CO 250 N. 5th Street Grand Junction, CO 81501	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Citadel Security USA

LOCAL RESPONSE - NATIONAL SUPPORT

www.csidefend.com

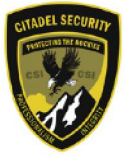
Office: 877-639-4301



LOCAL RESPONSE - NATIONAL SUPPORT



A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



City of Grand Junction.
200 W. Oak Street
Suite 4000
Fort Collins CO

Susan Hyatt,

Thank you for allowing Citadel Security the opportunity to submit a proposal for City of Grand Junction for Municipal Court Security Services. We believe Citadel Security is the right candidate to collaborate with you to enhance the overall security program for your facilities. We understand that having a successful security program requires a tremendous amount time, resources, creativity, and flexibility.

From our proposal, we hope you can see Citadel Security's effective business strategies, have created outstanding feedback from our clients in past projects for the professional services rendered and has been the key to our success in the security industry. Our experience and references completing the scope of work outlined in this RFP, make us qualified to perform the duties requested.

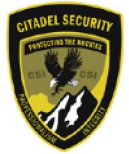
We understand the challenges in providing security for this project, and we are fully committed to providing solutions to these issues. We are committed to maintaining a professional rapport with all parties involved in service under this contract. Together we can continue to build on the success of your facility, and provide a proactive security team that will embrace and enforce

Thank You,

Brent Jagger
COO
Citadel Security USA
877.639.4301 office
970.274.9660 cell
hale@csidefend.com

LOCAL RESPONSE - NATIONAL SUPPORT 

A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



Proposal Summary

Citadel intends to utilize Management, Training, and Experience to provide the City of Grand Junction, with a professional and competent security solution. Our proven strategies will allow Citadel to meet the requirements stated in the scope of work for this RFP. Our proposal will demonstrate the level of quality that we are able to offer in response to your RFP for Security Services. This proposal will demonstrate that Citadel is responsible and responsive to perform that terms outlined.

- Citadel Security's headquarters is located directly within service area requested in this RFP.
- Our team consists of retired military and law enforcement professionals that have earned the trust of local law enforcement departments.



TRAINING

- Innovative methods that are developed around the most current training methods for Firearms and De-Escalations.
- Our company is focused on investing in our training program to develop our staff, and provide our clients with competent officers
- Highly qualified Field Training Officers are a knowledgeable source for our clients and officers.

- Citadel has provided more Security for local governments than any other security provider located in the service area.
- Trusted provider for multiple local governments thru out Colorado.
- With over 14,000 Hours of facilities security, yearly Citadel is the most trusted provider in securing local government facilities.

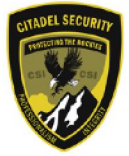


Challenges/Solutions

By understanding the challenges faced by local governments to keeping their facilities safe and secure for staff and the public, Citadel is able to responsibly perform the terms of the RFP, with a cost-effective solutions. Our experience in providing security screening at courthouse facilities some of the most common expectations and/or challenges are:

- ◆ *Adapt and Respond to extended hours and/or off hours:* With key management in place and only a phone call away we are able to respond rapidly to any need for service. Citadel receives calls from agencies in all hours of the night and has ALWAYS met the need with an average response time of fewer than 45 minutes.
- ◆ *Able to de-escalate situations on a daily basis:* Our utilization for innovative de-escalation programs give our officer the opportunity to manage aggressive behaviors without risking injury.
- ◆ *Maintain a positive relationship with local law enforcement, staff, and the public:* Citadel Security is one of the most trusted providers by local law enforcement, court administrators, and agency staff. The level of professionalism demonstrated by our officer has created a sense of safety for the general public.
- ◆ *Hiring and Retaining Qualified Personnel:* With over 30 years' experience in Human Resources, Citadel has created an unmatched Human Resource Philosophy that allows us to hire and retain the top employees in our industry.

LOCAL RESPONSE - NATIONAL SUPPORT 



Scope of Work

Qualification: Bridging the gap between Law Enforcement and Security has made Citadel the most trusted partner in providing Armed Security officers throughout the state of Colorado. With over 25,000 hours annually in Courthouse Security operations Citadel prides themselves on having the majority of those clients for the past 8 years.

Drug-Free: Citadel embraces a Drug-Free policy. Employees are subject to pre-employment drug screening as well as random drug screening during their employment. Employees are subject to a Zero-Tolerance drug policy that includes alcohol, marijuana, and/or drugs or narcotics.

Pre-Employment: Based on the experience that Citadel has established providing security solutions for our clients, management has created a hiring process to exceed our client's requirements. Each officer is screened through our hiring process to determine job suitability for a position as a security officer with Citadel.

Equipment: Citadel requires each officer to be in official company uniform which clearly identifies them as a Citadel employee. Officers are required to have duty belt that consists of O.C, Baton, Handcuffs, Protective Gloves, Flashlight, Dual Magazine Holder, and Level III Holster. Each officer working a will be issued a Level III customized protective vest. Each officer is required to carry a company approved firearm that is in excellent condition and recognized by Law Enforcement agencies as a duty weapon.

Training: Citadel has been fortunate enough to retain some of the best instructors in their field. Our internal training team, consists of subject matter experts ranging from Military, Police, and Federal officers throughout the United States. Outside of our internal training team Citadel Security USA works with various training partners in order to get the most up to date techniques in training our staff. Our training consists of continued education and Bi-Annual qualifications.

Supervision: Site supervision is a key part of our success. Citadel has developed a training program that focuses on team building, guard supervision, client communication, and quality control. In addition to our training program, we require each supervisor to have proven experience, leadership, and communication skills to effectively oversee our contracts.

Management: The experience of our management team allows Citadel to exceed the Scope of Work set forth in this RFP. With a clear mission of support and quality assurance, our team develops a working program that sets forth expectations, training requirements and increases team cohesion. Utilizing our Quality Assurance Plan ensures that we are meeting our client's requirements for training, reporting, recruitment, S.O.P's and monitoring officer's performance.

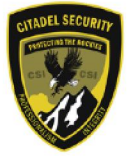
Armed Security Guard Conduct: Citadel has established a set of General Orders which are guidance to each officer in the field on how to conduct themselves while on duty. General Orders are the guiding principle for each officer on the expectations for them performing their duties. Each officer receives training and mentoring on the company General Orders during their face to face initial counseling, and they are continuously evaluated on adherence to their General Orders

Duties: Our ability to work with our clients in developing Standard Operating Procedures gives our officers step-by-step instructions that act as a guideline for employee work processes. When employees follow the SOP for their job site they produce a product that is consistent and predictable.

Administration: Citadel Security has a full-time administrative staff that consists of a payroll officer, contract specialist, receptionist, AR/AP manager, scheduler, operations manager, quality control officer and CEO. Our administrative support staff to ensure that our clients' needs are being met in every step of the business process. Additionally, with a Full-Time support staff, our Contract and Regional managers have the ability to ensure that compliance with contract service responsibilities are being met. The experience of our support staff working with government entities has allowed Citadel to provide various Clients with an efficient security solution.

LOCAL RESPONSE - NATIONAL SUPPORT 

A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



General Company Information

Company Background

Citadel Security is a veteran-owned organization with over 40 years of combined security and military experience and has been operating as a company since April 2007. Citadel Security USA is headquarters is located in Rifle, CO with branch offices located in Denver, Colorado Springs, Salt Lake City, and Missouri. Our organization provides professional security services for a full spectrum of governmental agencies, large retailers, utility infrastructure, commercial and residential complexes, and healthcare facilities. Additionally Citadel has earned the reputation as the premier security company by providing security solutions to several county and city governments.

Licenses

Citadel security holds the following Licenses:

- State of Utah Contract Security License
- City of Denver Merchant Guard License
- City of Pueblo Contract Security License
- Colorado Spring Merchant Guard License

Company Size

Citadel has created one of the fastest growing security companies in the Western States while maintaining only the highest values and commitment to both our clients and employees. Citadel Security provides direct service to our customers and has regional offices that last year had an annual revenue of over \$10 Million. Currently, Citadel has over 100 national and regional accounts, these include State, County, and Municipal contracts as well as several large state government accounts. Citadel does not contract out any work for accounts that we are awarded and provides direct regional support for all clients. Our "Best in the Industry" guard force staff 250 officers that provide our clients with the best security service available. Additionally, Citadel has a pool of over 400 trained PRN officers that are able to provide our clients with on-call response to any security solution that the account requires.

Office Locations

Corporate Headquarters Office
201 W 3rd Street
Rifle CO 81650

Grand Junction Regional Office
304 North Ave #2a
Grand Junction CO 81501

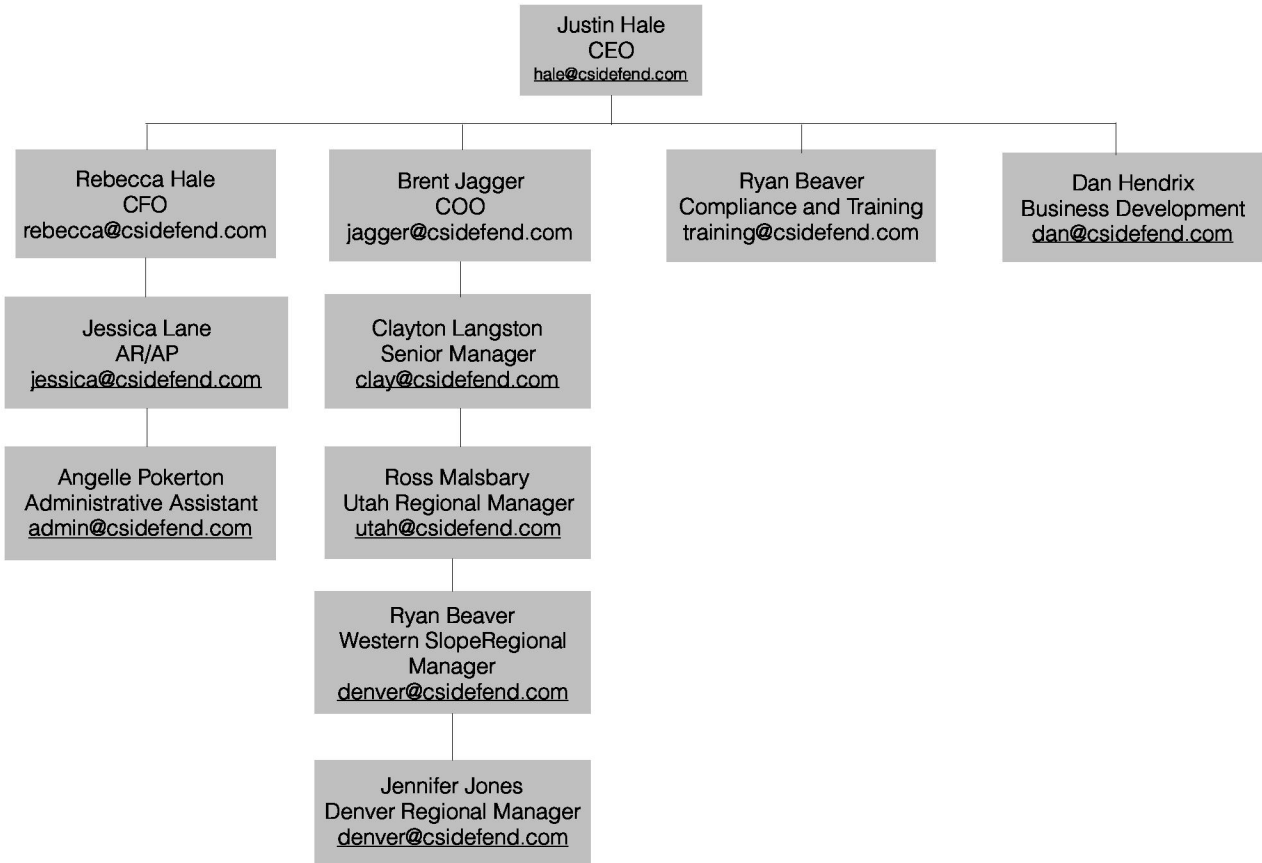
Utah Regional Office
9480 South Union Sq
Sandy UT 84070

LOCAL RESPONSE - NATIONAL SUPPORT



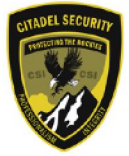


Organizational Chart/Key Personnel



LOCAL RESPONSE - NATIONAL SUPPORT 

A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



Key Personnel

Justin Hale, CEO

Justin has developed years of security experience holding numerous job titles and working with multiple organizations. Justin served 8 years in the United States Army where he was assigned to many specialized units that were deployed around the globe receiving numerous commendations for his hard work and dedication to his country. Justin was a manager for a large security company in Hawaii covering a wide variety of federal contracts along with numerous local clients. As a manager, he was directly responsible for over 200 security officers and managed over 26 contracts. Justin also has served as a senior manager in Northern California, maintaining management over contracts and supervised several regional managers. Before opening the doors to Citadel Security, Justin spent two years as the Director of Security for a foreign ambassador to the United States protecting over an estimated 500 million dollars worth of assets. Justin was required to work cooperatively with the State Department, Secret Service, and Security professionals from around the globe. During this time Justin would organize last minute Security teams to protect numerous high-profile guests as well conducting background screening on all temporary employees that were required to accommodate such guests.

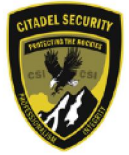
Brent Jagger, COO

Brent retired from the United States Army, after 20 years of decorated service. During his tenure in the Army, he planned and executed numerous military operations numbering in the hundreds of personnel and millions of dollars worth of equipment, coordinating with foreign governments and allied forces to accomplish sophisticated and dangerous tasks. With numerous combat and peacekeeping deployments, Brent has gained real-world experiences necessary in implementing proactive security solutions. Along with Brent's tactical experience, he has over ten years in Human Resource Management; he has brought expertise in recruiting, interviewing and training the most qualified security agents in the area. Brent was directly responsible for implementing safety protocols and risk management for over six separate governmental offices spread throughout western Colorado. Additionally, Brent is the Lead Instructor for Citadel, he is responsible for overseeing Citadel's Training Academy. In his function as Lead Instructor Brent has earned instructor level certifications that have been valuable to our training programs.

Ryan Beaver, Western Slope Regional Manager

Ryan has been a member of the Citadel team for over 5 year during this time his expertise in training and management has moved him into a regional manager position. Having serve in the US Army as a Noncommissioned officer he had the opportunity to learn the two most important aspects of security; Integrity and Dedication. After the military, as a company man for a major oil company Ryan was responsible of 250 employees over several oil facilities, which gave him the experience to manage and organize large operations. It was during his time as a manger for a large oil company that Ryan learned to identify how to maintain proper staffing levels for large projects and manage complex compliance requirements. An additional duty for Ryan within the Citadel team he is responsible for overseeing the firearms training for all Citadel USA's armed officers. As a NRA certified instructor Ryan is able to pass is knowledge of the proper use of firearms on to new hires for Citadel .

LOCAL RESPONSE - NATIONAL SUPPORT 



Drug-Free Work Place Policy

Substance abuse has an adverse impact on an employee's work and effects the ability to provide the highest quality of services. Citadel has committed to establishing and maintaining an alcohol and drug-free workplace. We are committed to providing a safe work environment and to fostering the well being of our employees and the public. Our commitment is jeopardized when an employee uses drugs or alcohol on the job, comes to work with these under the influence, possesses, distributes, or sells drugs in the workplace.

- It's a violation for any employee to possess, sell, trade, or offer for sale illegal drugs or engage in the use of drugs or alcohol on the job.
- Employees will not report to work under the influence of drug or alcohol.
- It's against company policy for employees to illegally use prescription drugs.
- Regardless of prescription or not, the use of marijuana is prohibited by employee's.

Drug Testing Practices

Citadel has adopted testing practices to identify employees who use illegal drugs either on or off this job. It shall be a condition of employment for all employees to submit to drug testing under the following circumstances:

- Pre-Employment drug screening is mandatory for all employees and subcontractors.
- Citadel conducts random drug testing on 5% of employees monthly.
- When there is reasonable suspicion to believe that an employee is under the influence.
- If an employee is involved in an on the job accident where personal injury or damage to property occurs.

Pre-Employment Requirements

Security Personnel Screening

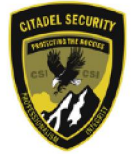
Citadel complies with all local regulations regarding background screening for security officers. After an offer of employment, officers are required to provide Citadel with State Criminal background check, and a Motor vehicle records checks. Officers are fingerprinted and a fingerprint card is submitted to the FBI for a Federal criminal background check. Candidates that do not meet Citadel's criteria for background checks will not be offered a position.

Security Personnel Criteria

- Must be at least 21 years of age or older as required by applicable law or contractual requirements.
- Must have a high school diploma or GED.
- Required to have 2-3 years of Uniformed Security experience.
- Ability to communicate effectively both orally and in writing for the purpose of public interaction and report writing.
- Authorized to work in the United States.
- Ability to perform essential functions of the position with or without reasonable accommodation. Such as sit, standing, and walk for extending periods.
- Willing to participate in the pre-employment process which includes drug testing and full background investigation.
- Officer must attend all continued education training required by local regulations and Citadel Security's training policies.
- Valid Driver License
- Officers must have the ability to make written or verbal reports.
- Must possess binocular vision, correctable to 20/20
- Maintain certification in American Red Cross first aid and CPR. And the willingness to render aid.

LOCAL RESPONSE - NATIONAL SUPPORT 

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Additional background screening

Due to the sensitivity of the position that our officers hold, Citadel is able to assist in providing additional background information. Citadel Security will conduct background checks for officers assigned to the City of Grand Junction contract thru Colorado Bureau of Investigation. Officers are required to submit DMV records and additional background information for verification.

Pre-Employment Selection Process

Recruitment Phase	Screening Phase	Selection Phase	Training Phase	Supervision Phase
Review Job Description and Qualification	Develop ranking criteria	Finalize Candidates for Position	Advance Training Required for Positions	Evaluation of Performance -Quarterly Performance Evaluation conducted by Contract Manager
Seek Key Stakeholder Input - Consult with Client to determine best officer for open position.	Determine Interview Process - Phone Interview - Initial Interview	Final Interviews - Job Suitability Interview - Situational Reaction Questionnaire - Management Review Board	Evaluation of Suitability for Positions - Previous experience - Compression of Job Functions - Schedule of Candidate	Continuation of Training for Position - Continued training conducted quarterly - Firearms Re-Certification - Advanced Training
Determine Recruitment Strategies	Review of Applications - Reference Check - Confirm Work History - Schedule and Experience Suitability	Selection of Qualified Applicant	Citadel Training Academy -Attendance of Approved Training - State and Federal Background Check	
Development of Application - Management identifies Scope of Work to provide applications - Determine Mandatory Minimum Requirements - Identify Experience and Schedule Suitability	Applicant Testing -Security Knowledge Testing - Physical Fitness Testing	Drug Testing of Candidates - Compliance with State and Federal Employment Laws	Initial Counseling - General Orders - Company Policies - Job Requirements	
		Complete Background Check - Criminal History - Civil Legal History - Financial History	On-Site Training - Site Specific Focused Training - Review of Post Orders for assigned post - Final FTO observation	



Training

Citadel Training Academy

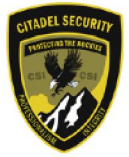
Citadel Security is a member of PASCO(Professional Alliance of Security Companies) which provides Citadel with a Division of Professional Licensing approved training program to train security officers. Citadel Training Academy is a 32-hour course that provides new officers with valuable security skills. The Citadel program also has the training elements suggested by National Association of Contract Security Companies, National Association of Security and Investigator Regulators, the Private Sector Liaison Committee of the International Association of Chiefs of Police, and ASIS International's Private Security Officer Selection and Training Guideline. Currently, Citadel has PASCO certified instructors on staff to provide security officers with the most up to date Training material.



General Awareness		
Citadel General Orders	Work Place Violence	Professional Development
Standard Operating Procedures	Basic Security Duties	Client Confidentiality
Code of Conduct	Cultural Diversity	Property Protection
Uniform Wear and Appearance		
Safety and Risk Management		
Community Sensitivity	Evacuation Procedures	Hazardous Material
Safety Procedures	Accident Prevention	Risk Mitigation
Legal Awareness		
Court Testimony	Powers of Arrest	Use of Force
Search and Seizure	Preserving Crime Scene	
Security		
Report Writing	Effective Patrol Techniques	Access Control Systems
CCTV Monitoring	Incident Response	Active Shooter Response
Fire Prevention and Control		
Public Relations/ Communication		
Law Enforcement Relations	Incident Report Writing	Active Listening Techniques
Customer Service Relations	Tactical Communication	Radio Procedures
Client Management and Relations	Verbal Judo	Media Relations
Specialty Training		
First Aid/CPR	Anti- Terrorism Awareness	Threat Recognition
PPCT Training	Bomb Threat Response	Magnetometer Use

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How training is delivered by, classroom, books, videos, eLearning, etc.

Conveyance of instruction will be achieved through several means: platform instruction, on-post supervisory instruction “opportunity training”, mobile training company delivery, computer/video self-paced programs, and performance tests.

How Citadel measures the success of our training program

Citadel Security offers a performance-based training, officers must meet a minimum standard that is assigned to the specific training event. To become a certified officer they must meet the minimum standards that are set forth prior to the training. Citadel requires officers to pass a security officer examination with a score of 80% that demonstrates competency in participation in classroom instruction. Armed security officers are required to pass a recognized practical pistol course. Any officer that is not able to meet the standard will be required to complete remedial training to ensure they understand the training task and then will be retested. Officers that fail to meet the minimum standard after remedial training will not be certified as a security officer and will not be assigned to location till they can meet the standard.

Learning Management System

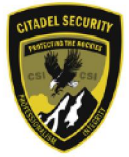
Citadel Security utilizes a software application for the administration, documentation, recording, and delivery of educational courses or training programs. Citadel instructors have the ability to deliver material to the students, administer tests and other assignments. Our learning management system allows supervisors to track officer progress, manage training records, and view security officers qualifications. Citadel’s LMS is focused on online learning delivery and supports a range of uses, acting as a platform for f online courses, as well as several hybrid forms, such as practical training exercise and field training exercise.



On-the-job, facility-specific or industry-specific training

Upon contract award, our company will implement its 16 Hour Project Specific Training Program. Project Specific Training Program will accomplish these primary objectives:

- Provide clients with certified, knowledgeable, competent, mission-oriented Security Officers.
- Maintain qualified Security Officers throughout the life of the contract. Citadel officers assigned to the contract on a continuous basis will be provided a minimum of four
- Eight hours of on-site project specific training by the Field Training Officer before beginning regularly assigned duties.
- An observation period by Field Training Officer to certify a new trainee will succeed in a position. Project Specific Training will include the importance of the Officer’s Post Orders, facility policies, and procedures, as well as incident response and areas of responsibility for the assigned post and shift.



Advanced Personnel Training



This training module, offered and updated since 1997, enables you to enhance your culture of safety and meet annual workplace violence training requirements with appropriate, affordable programs. The engaging, interactive, self-paced e-Learning version of TEAM Essentials is a cost-effective training option for individuals in higher risk departments, as well as new employees and staff in lower risk areas. The instructor-led TEAM Essentials course, which provides for group interaction, is an excellent alternative for higher risk departments.

MOAB® Training International, Inc. is a respected leader among training and consulting organizations across the US and Canada, specializing in programs for managing aggressive behavior. Since 1983, over 5,000 agencies have benefited from our highly researched, state-of-the-art programs. MOAB's goal is to teach participants how to protect themselves from injury and at the same time, control individuals without causing them harm.



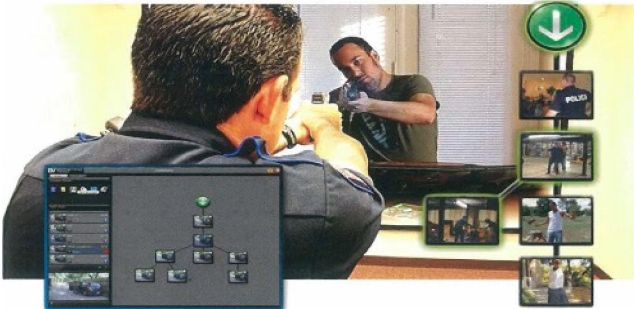
The PPCT Pressure Point Control Tactics course was the first subject control system designed based on tactical, legal and medical research. It was originally developed as a supplement to existing defensive tactics or impact weapon systems. The course focuses on two primary areas: controlling low-level resistance with finger-tip touch pressure to nerve pressure points and controlling high-level resistance with defensive counter strikes and the baton, which produce motor dysfunctions and controlled stuns.

NRA Instructors Training Course help you develop the additional knowledge, skills and techniques need to organize and teach courses in the safe and proper use of firearms.



Situational Simulation

In today's environment concerning the use of force, training has never been more important. Statistically, officers involved in active shooter situations have seconds to make a decision to exercise the use of lethal force. When using the Situational Simulator, instructors also have the ability to pass on verbal skills and tactics that may prevent and diffuse a potentially deadly interaction. The Situational Simulator, at the end of the day, provides training as close to a real-life situation as possible.



LOCAL RESPONSE - NATIONAL SUPPORT 



Management Controls

Development of Supervisors.

This plan offers our officers the ability to step directly into management positions with proper training and education. By identifying successors from our existing pool of employees Citadel has the ability to engage them in a training program that will give them the tools to take on new task and areas of responsibility within the company. During the training phase, Citadel management is able to evaluate an employee's decision-making processes, leadership abilities, interpersonal skills, and the ability to perform tasks required of supervisors. During the evaluation phase, potential candidates are introduced to key personnel for our clients, to ensure continuity in business relationships that have been developed. Once a candidate is selected Citadel's supervisor orientation provides them with expectation for their new role in the company. The last step in our succession plan is supervision of selected candidates to ensure that they are meeting performance objective.

Electronic Databases and Reporting Systems

By using the core principals of our Quality Assurance and Control Plan, Citadel has utilized electronic databases and reporting systems to more efficiently provide reliable and accurate officer accountability and performance monitoring. By partnering with industry-leading software companies Citadel has been able to offer real-time security monitoring solutions that compiles real-time data and making it readily available to our management team and clients at any time. Our guard management software tools has allowed Citadel to establish an industry leading process to monitor and ensure compliance any contract service responsibility.

Performance Monitoring and Incident Reporting System

Personnel accountability and monitoring of performance is accomplished with the aid of the Silvertrac Software application. Guards in the field report incidents, receive tasks, alerts, and scan checkpoints all from their Silvertrac app on their mobile devices. Silvertrac allows Citadel to transparently and instantly provide you with maintenance, security, safety and liability, and optional parking solutions that you may have never thought possible. Our accountability is second to none with complete 24/7 transparency, GPS date and time stamping on all incidents, and instant access to all reporting as incidents occur.

silvertrac



On-Line Scheduling Tool

Citadel Security uses an online scheduling tool in order to give the officers the most up to date schedule. This schedule is posted in real time and allows our officers to check and approve their up-coming work schedule as well as request time off. This has been a real value to our clients by providing Citadel's manager to staff any of their needs at a moments notice. Our

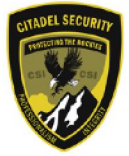
ready reserve pool of officers receive notification of open shifts in order to cover emergency and non-emergency circumstances.

Employee Evaluation Procedures

Employee evaluation is a focus of Citadel's supervision procedures in order to provide our contracted clients with officers who are aware of their performance. Citadel employs the military philosophy of routine counseling of employee's to provide each individual officers with feedback on performance, career progression, individual training and goal setting. Individual counseling is used by Citadel to perform any corrective measures needed based on a security officer not meeting Citadel's Conduct and Performance Standard.



LOCAL RESPONSE - NATIONAL SUPPORT



Citadel's Quality Assurance Plan

Our approach to management of contract of our Quality Assurance Plan is the utilization of formal, Security Post Orders to our employees that are supplemented by Citadel's general orders. These documented work methods, backed by our training programs detail the day-to-day procedures that our employees will follow, and govern their performance and conduct.

The second key our management strategy involves the routine, systematic monitoring and evaluation of our operations. Our objectives are to ensure that our processes yield the desired results, in terms of quality products and services that exceed the required performance criteria and result in high levels of services and the Client's satisfaction. We will use all of the elements of our QACP, the Client's feedback, internal quality audits, reports of operational non-conformance, mishap/close-call reports, and suggestions from our employees – as inputs to our continuous improvement strategy.

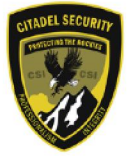
Core Values of Quality Assurance

Our core values of Integrity, Innovation, Imagination, and Intuition are why we are known as the "Benchmark" for professional, customer-oriented Security Services by our customers, our employees, and our peers. Our values are:

- **Integrity:** We have long demonstrated a firm adherence to a strong code of ethics in every aspect of our business; in our management philosophy, in the management of our resources, in the associations with our business family, with our partners and in our stewardship and protection of government and The Client's assets.
- **Innovation:** We have and will continue to demonstrate our innovation by integrating a philosophy of continual process improvement throughout our organization; with our partners, our employees, and our Client, with the explicit goal of finding a better way of doing business regardless of previous successes.
- **Imagination:** We have and will demonstrate our imagination by rewarding our employees for resourcefulness. We will not accept our successes as a way of doing business but as a model to be improved upon. We will keep ourselves abreast of the tools, methods, and motivations of those who will do our clients and us harm and neutralize their efforts.
- **Intuition:** We will demonstrate intuition by displaying a "quick and ready insight" into the needs of the Client. We will keep our finger on the pulse of the world so that we will be prepared to respond to environmental and political factors without hesitation.

Citadel Security's management and quality control system will serve to ensure that our clients will get excellent performance. To ensure that our Security Services officers understand their duties with respect to the Client's needs, Citadel's leadership team will construct client's requirements for the contract and Standard Operating Procedures.

LOCAL RESPONSE - NATIONAL SUPPORT 



Armed Security Guard conduct

Citadel has established a Code of Conduct and Code of Ethics that officers are instructed to follow. These two policies are the guiding principles in ensuring that all officers are meeting the needs of our clients. Each officer that is employed by Citadel is held to the high standard that is set forth in these documents.

Citadel Code of Conduct

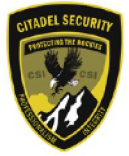
1. To be responsible for safe and security of assigned property and to protect/serve the public
2. To be alert and attentive during duty, and observe and report any hazard to the chain of command.
3. To report all violation of regulation and orders that you are instructed to enforce.
4. Officers must not conduct themselves in a manner that is illegal or unethical.
5. Exercise good and sound judgment when interacting with the public.
6. Perform all duties outlined in Post Orders and
7. Officer shall not engage in any activities that would distract them from performing the tasks outlined in your General Orders.

Citadel Code of Ethics

1. As a security agent, your primary duty is to serve the interest his security company in compliance with the contract entered into with the clients of the company he is suppose to serve.
2. He shall be honest in thoughts and deed both in his personal and official actions, obeying the law and regulation prescribed by his company and the client.
3. Officers shall not reveal any confidential matter that is confided to him as security guard.
4. Officers shall at all times act with decorum and shall not permit personal feelings, prejudice to influence his action in the performance of his functions.
5. Must carry his assigned duties as a security guard as required by law to the best of his ability and safeguard life and property to the officers place of duty.
6. Security officer must wear uniforms to the standard established by the company. And report to work in proper uniform and be neat in appearance
7. As a security officer be diligent in following rules and regulation established by the client and the company.
8. Promote, achieve and maintain trustworthy and professional relationship with clients and fellow officers

LOCAL RESPONSE - NATIONAL SUPPORT 

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Equipment/Uniforms

Citadel employees are expected and required to maintain their equipment, whether it be Company Issued or Personal Equipment. Our employee's are issued uniforms, and receive a uniform maintenance allowance to keep up the appearance of there uniforms. The heart of this company policy revolves around a common Security and Law Enforcement axiom: *"If you take care of your equipment, your equipment will take care of you."*

All Citadel Security Employees will:

- Perform PMC of equipment prior to start or beginning of scheduled shift.
- PMC will be conducted in accordance to specified manufacturer guidelines contained in equipment owners manuals.
- Report any deficiencies, damages, or failures of equipment. Reported utilizing established chain of command structure.
- Complete and submit an Incident Report documenting damage, deficiency, or failure of equipment; including photos if required.
- Wear complete uniform and duty equipment when on duty.
- Comply with company and client policy and procedures regarding equipment.

Reviews and audits will be conducted by management, on a quarterly basis to ensure:

- Regular shift PMC are being conducted to standard.
- There are no additional issues to be noted.
- Overall safety and functionality of equipment is to company standard.
- Compliance with Client equipment policies.

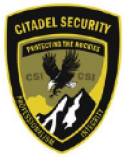
Uniform

Citadel Security USA believes that having security officers in a professional uniform gives a sense of safety for all event staff and attendees. By adapting to the law enforcement dress code our officers are neatly groomed and are only allowed to wear a minimal amount of jewelry. Our officers are dressed in a black button shirt with the company patch on both shoulders and a security badge on the left breast pocket. Each officer will also wear a black hat with a security badge on the front, black tactical footwear, black belt, and tan pants.



LOCAL RESPONSE - NATIONAL SUPPORT 

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Employee Retention Initiatives

Citadel Security employs several proven strategies in order to retain the best employees in the industry. We start by fostering a team environment that encourages employees to challenge their co-workers to provide our clients with the best possible service available. Our managers and supervisors are encouraged to connect with their team, by allowing them to express their ideas, recognizing their contribution, and giving them the proper tools and information that they need. Due to the high expectations of our officers Citadel encourages a healthy work-life balance, we offer flexible work schedules that allow officers to select shifts that work with their lives. Additionally we do not monitor time off request from our employees and allow them to request unlimited time off. We work to include our employees in all company decisions, including what training will help them accomplish tasks that are asked of them. Citadel retention program includes the following initiatives that have proven success in retaining qualified employees:

- **Job Suitability:** Hire the right people, determine applicants motivation for applying for a job, ask about passions.
- **Training and Growth:** Advanced Training opportunities, cross functional training, develop new skills, exploration into larger role
- **Conductive Work Environment:** Work-Life Balance, Team Building exercises
- **Using Communication to Develop Credibility:** Open Door policy, openly address concerns that hamper performance
- **Match Expectations, responsibilities, and rewards:** Ensure that efforts are being recognized and rewarded, show how efforts are contributing to bigger company goals.

Employee Turnover Rate

Citadel Security has a lower then industry standard turnover rate, the national industry standard turn-over rate for security guards is 100-300%. By using proven retention strategies Citadel has been able to maintain a average turnover rate of 80% over the last three years for Security Officer positions. For security management position over the last three years Citadel has been able to maintain 0% turnover rate. Due to the level of training that our officers receive and our high standard for professionalism we see many of our officer leave for careers in law enforcement, detentions, and military duty. Additionally our officer development program has resulted in many of our employee's taking internal promotion into Contract Manager, and Regional Manger positions for Citadel Security.

Further Retention Program

Citadel is committed to rewarding our officers for their success in continuing our contract with the City of Grand Junction for Municipal Court Services. If awarded a renewal the contract Citadel has included at 20% increase in pay to our security officers. Economist agree that increase wages allow companies to attract in retain more productive workers. We also believe that a wage increase will lower our turnover rate by providing officer with a industry leading pay. With a more competitive wage Citadel will be able to offer the City of Grand Junction a more efficient security solution while keep cost down.

LOCAL RESPONSE - NATIONAL SUPPORT 



Pricing

Courthouse Pricing	
<ul style="list-style-type: none">- Perform Bailiff duties as directed by Judge or Administrator- Operate X-Ray, Magnetometers- Miscellaneous duties as directed by Administrator- Confiscate weapons- Patrol and Secure facility at end of shift- Certified on secondary nonlethal weapon	<ul style="list-style-type: none">- Notify court clerk of any incidents- Follow directions given by court service personnel- Provide CBI background on officers- Assist in building evacuations- Professional attired with ballistic vest
Personnel	Hourly Rate
Armed Municipal Court Officer	\$23.75/ Hourly
ALL INVOICES DUE NET 30	

LOCAL RESPONSE - NATIONAL SUPPORT 

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References

Client: Mesa County, 215 Rice St, Grand Junction CO 81503

Contact Person:

Matt Lewis, Sheriff

970-244-3500

Available Office Hours

matt.lewis@mesacounty.us

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: Brent Jagger

Scope of Work: Citadel works with the Sheriff department to provide security solution for Mesa County justice center with screening of public entering into secure facilities .Mesa County Sheriff's department task Citadel with inmate watches, forensic watches, and on-call services.



Client: City of Glenwood Springs 101 8th St, Glenwood Springs CO 81601

Contact Person:

Terry Wilson, Police Chief

101 W 8th Street, Glenwood Springs CO 81601

970-384-6500

Available Office Hours

twilson@glenwoodpolice.com

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: 2012 to Present

Team Lead: Clayton Langston

Scope of Work: Citadel has developed a lasting partnership with the City of Glenwood Springs to provide security solutions for their municipal courthouse. Citadel handles courtroom security as well as transportation of inmates from the Detention center to the courtroom.



Client: Garfield County Government

Contact Person :

Kim Sills, Jail Commander

970-945-0453

kstills@garfieldsheriff.com

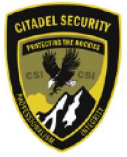
Type of Work Performed: Courthouse Security Officer and Detentions Officer

Team Lead: Clayton Langston

Scope of Work: Citadel work directly was the Garfield County Sheriff Detention Facility to provide courthouse security, inmate watches, and detention facility assistance. Our courthouse security team provides visitor screening full time for two court house locations. We are able to assist the Garfield County jail with detention center operations. Citadel also provides on-call assistance for forensic watches, and inmate



LOCAL RESPONSE - NATIONAL SUPPORT 



Client: Eagle County Government

Contact Person :

Greg Vanwyk, Deputy Commander

970-328-8518

gregory.vanwyk@eaglecounty.us

Type of Work Performed: Courthouse Security Officer

Team Lead: Brent Jagger

Scope of Work: Exclusive security provider for all Eagle County Government's security needs. Partner with Eagle County Sheriff's department to provide security personnel for the Eagle County Justice Center. Additional duties for the sheriff department are providing inmate watches at health care facilities. Citadel works with the office of Clerk and Recorder to provide security presence at three location throughout the county. Citadel also provides the county with on-call response for any security need. Additionally Citadel is



Client: City of Rifle, 201 E 18th Street, Rifle CO 81650

Contact Person:

Kathy Pototsky, Court Administrator

970-665-6420

Available Office Hours

kpototsky@rifleco.org

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: 2016 to Present

Team Lead: Brent Jagger

Scope of Work: In conduction with court clerk and the Rifle Police Department, Citadel developed a screening process for City Municipal court. Using our experience in courthouse security Citadel provides armed security screening during court. Additionally Citadel provides a bailiff that is present in the courtroom.



LOCAL RESPONSE - NATIONAL SUPPORT



SECTION 4.0: PREPARATION AND SUBMITTAL OF BIDS

Each bid shall be submitted in electronic format only through BidNet at <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.) For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)

ONLY THIS PAGE NEEDS TO BE SUBMITTED WITH YOUR BID

INCLUDE ANY NECESSARY CERTIFICATIONS AS REQUIRED, DRUG FREE WORK PLACE POLICY and a PICTURE OF UNIFORM TO BE WORN BY SECURITY OFFICERS

SECURITY SERVICES ALL-INCLUSIVE PER HOUR FEE: \$ 23.75

WRITTEN FEE: Twenty Three Dollar and Seventy Five Cents PER HOUR

ADDENDA: State number of Addenda received: 0

DATE 4/16/2018

- Prompt payment discount of 0% percent of the net dollar amount will be offered to the City if the invoice is paid within _____ days after the receipt of the invoice.
- The undersigned certifies and agrees that this Bid is submitted in accordance with all applicable Federal, State, County, and City laws.
- Prices in the bid have not knowingly been disclosed with another provider and will not be prior to award.
- Prices in this bid have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a bid for the purpose of restricting competition.
- The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction Payment Terms are Net 30.

Citadel Security USA
(Company Name of Bidder – Typed or Printed)

970-625-4301
(Phone Number of Bidder)

304 North Ave #2a
(Address of Bidder)

Brent jagger
(Authorized Agent or Contact Name – Typed or Printed)

Grand junction CO 81501
(City, State, and Zip Code)

Brent Jagger
(Authorized Signature)

jagger@csidefend.com
(E-mail Address of Agent or Sales Contact)



ADDENDUM NO. 1

DATE: April 10, 2018
FROM: City of Grand Junction Purchasing Division
TO: All Interested Parties
RE: Municipal Court Security Services IFB-4500-18-SH

Firms responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following clarifications, questions and answers:

Question #1: "Are there any other training requirements not listed in the IFB?"

Answer: No. If you have additional training requirements for your employees, please include that information in your bid response.

Question #2: "Are there any licenses that are not listed in the IFB?"

Answer: Not that the City is aware of. If you know of licensing requirements not included in the bid document, please state that information in your bid response.

The original solicitation for the project referenced above is amended as noted.

All other conditions of subject remain the same.

Respectfully,

Susan Hyatt
City of Grand Junction, Colorado



INVITATION FOR BIDS

IFB-4500-18-SH

MUNICIPAL COURT SECURITY SERVICES

RESPONSES DUE:

April 17, 2018 prior to 2:30 P.M.

Accepting Electronic Responses Only

Responses Only Submitted Through the Rocky Mountain E-Purchasing System (RMEPS)

<https://www.bidnetdirect.com/colorado>

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor MUST contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

PURCHASING REPRESENTATIVE:

Susan Hyatt

susanh@gjcity.org

970-244-1513

This solicitation has been developed specifically intended to solicit competitive responses for **Municipal Court Security Services** and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX IS NOT ACCEPTABLE** for this solicitation.

SECTION 1.0: ADMINISTRATIVE INFORMATION & CONDITIONS FOR SUBMITTAL

- 1.1 **Issuing Office:** This Invitations for Bids (IFB) is issued by the City of Grand Junction (City) Purchasing Division on behalf of the Grand Junction Municipal Court (Court).
- 1.2 **Purpose:** The Court is requesting bids from firms experienced in providing security services for the municipal court room. See Section 3 for a detailed Scope of Work.
- 1.3 **The Owner:** The Owner is the City of Grand Junction, Colorado and is referred to throughout this Solicitation. The term Owner means the Owner or his authorized representative.
- 1.4 **Bid Deadline:** Bids are due by April 17, 2018 prior to 2:30 P.M.
- 1.5 **Confidential Material:** All materials submitted in response to this IFB shall ultimately become public record and shall be subject to inspection after contract award. "Proprietary or Confidential Information" is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "**Confidential Disclosure**" shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the City Attorney. If denied, the proposer shall have the opportunity to withdraw its entire bid, or to remove the confidential or proprietary restrictions. **Neither cost nor pricing information, nor the total proposal, shall be considered confidential or proprietary.**
- 1.6 **Open Records:** All bids shall be read aloud in the Bid Opening. Trade secrets and confidential information contained in the bid so identified by Bidder as such shall be treated as confidential by the Owner to the extent allowable in the Open Records Act.
- 1.7 **Submission:** Each bid shall be submitted in electronic format only, and only through <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. *This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.)* For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**).
- 1.8 **Addenda:** All Questions shall be submitted in writing to the City Purchasing Representative. Any interpretations, corrections and changes to this IFB or extensions to the opening/receipt date shall be made by a written Addendum to the IFB by the City Purchasing Division. Sole authority to authorize addenda shall be

vested in the City of Grand Junction Purchasing Representative. Addenda will be issued electronically through BidNet at www.bidnetdirect.com/colorado. Addenda will also be posted on the City of Grand Junction web page at www.gjcity.org/business-and-economic-development/bids. Offerors shall acknowledge receipt of all addenda in their response.

- 1.9 Late Responses:** Responses received after the time and date specified, whether delivered or mailed, will not be considered and will be returned to the respondent unopened. It is the sole responsibility of each respondent to ensure that their submittals arrive at the City Clerk's Office prior to the time and date specified.
- 1.10 Rejection of Submittals:** The Owner reserves the right to accept or reject any or all submittals received in response to this solicitation. The Owner further reserves the right to waive any informalities and/or minor irregularities in submittals received, if deemed to be in the best interest of the Owner.
- 1.11 Submittal Ownership:** All materials submitted with regard to this solicitation become the property of the Owner and will only be returned at the Owner's option.
- 1.12 Expenses:** Expenses incurred by prospective respondents in preparation, submission, and presentation of this IFB are the responsibility of the respondents and cannot be charged to the Owner.
- 1.13 Assignment:** The selected firm shall not sell, assign, transfer or convey any contract resulting from this IFB in whole or in part without prior written approval from the Owner. Any claims for payment due to the provider from the Owner under this contract may not be assigned to a bank, trust company, or other financial institution or bankruptcy trustee without the prior written approval by the Owner.
- 1.14 Indemnification:** The selected firm shall defend, indemnify and save harmless the City of Grand Junction and/or Mesa County, State of Colorado, and all their respective officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the selected firm or of any of the firm's agent, employee, sub-consultant or supplier in the execution of, or performance under, any contract which may result from Bid award. The selected firm shall pay any judgment with cost which may be obtained against the Owner growing out of such injury or damages.

SECTION 2.0: INSURANCE AND BONDING REQUIREMENTS

Insurance Requirements: The selected firm agrees to procure and maintain, at its own cost, policy(s) of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the firm pursuant to this Section. Such insurance shall be in addition to any other insurance requirements imposed by this Contract or by law. The firm shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Section by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types.

The selected firm shall procure and maintain and, if applicable, shall cause any Subcontractor of the firm to procure and maintain insurance coverage listed below. Such coverage shall be procured and maintained with forms and insurers acceptable to the Owner. All coverage shall be continuously maintained to cover all liability, claims, demands, and other obligations assumed by the firm pursuant to this Section. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise in the Special Conditions:

(a) Worker Compensation insurance to cover obligations imposed by applicable laws for any employee engaged in the performance of work under this Contract, and Employers' Liability insurance with minimum limits of:

ONE MILLION DOLLARS (\$1,000,000) each accident,
ONE MILLION DOLLARS (\$1,000,000) disease - policy limit, and
ONE MILLION DOLLARS (\$1,000,000) disease - each employee

(b) General Liability insurance with minimum combined single limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) per job aggregate.

The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

(c) Comprehensive Automobile Liability insurance with minimum combined single limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) aggregate

With respect to each of the firm's owned, hired, or non-owned vehicles assigned to be used in performance of the Work. The policy shall contain a severability of interests provision. The policies required by paragraphs (a), (b), (c), and (d) above shall be endorsed to include the City and the City's officers and employees as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the HDD, its officers, or its employees, or carried by or provided through any insurance pool of the HDD, shall be excess and not contributory insurance to that provided by Consultant. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Consultant shall be solely responsible for any deductible losses under any policy required above.

SECTION 3.0: SCOPE OF SERVICES

3.1 Summary: Security Services shall be provided approximately thirty (30) minutes prior to the opening of Municipal Court Operations continuously through the closing of daily Court Operations. Multiple security services personnel may be rotated as necessary on rare occasions; but **high turnover rate is not acceptable**. Court Operation dates and times may be amended as necessary by the Owner.

3.2 Project Description: The Contractor shall perform Security Services for the Owner's Municipal Court Operations as noted below. For days with 8:30 A.M. start times, set up shall begin at 8:00 A.M.

Tuesday; 7:00 A.M., 8:30 A.M., 10:30 A.M., 1:30 P.M., and 3:00 P.M. for Trials
Second and Fourth Wednesdays of every month; 8:30 A.M.; 10:00 A.M. for Trials
Thursday; 8:30 A.M. and 10:00 A.M. for Trials.

3.3 Contractor Responsibilities: Contractor shall ensure the following requirements are in place and carefully monitored.

3.3.1 Provide two on duty security officers for Jury Trials.

3.3.2 Security Services personnel **shall be armed** at contractor's expense.

3.3.3 Personnel shall be properly trained and certified as necessary by law and industry standards or as requested by the Municipal Court Administrator.

3.3.4 Ensure Personnel attend firearms training as outlined in Section 3.4.5.

3.3.5 Provide uniforms as outlined in Section 3.4.6. **Provide a photo of standard uniform to be worn for this contract.**

3.3.6 Provide Bullet Proof Level 3 vests at contractor's expense for security personnel as outlined in Section 3.4.7.

3.3.7 Minimum age of security personnel shall be 21.

3.3.8 Provide CBI background check for all security personnel hired as a result of this contract.

3.3.9 Provide to the Municipal Court as part of this response your Drug Free Work Place Policy. This document will be considered in the evaluation of all bids received.

3.3.10 Contractor shall secure and pay for all permits, governmental fees and licenses necessary for the proper execution and completion of the contract.

3.4 Security Personnel Responsibilities: On-duty security services personnel shall be responsible for the following duties:

3.4.1 Set-up and take down of video and sound equipment as needed.

3.4.2 Set-up and take down of court signs and Security Equipment.

3.4.3 Performing Bailiff Duties as directed by the on duty Municipal Court Judge or Court Administrator.

3.4.4 Screening court attendees prior to entering the court for prohibited items not allowed in court. Contractor shall provide wand.

3.4.5 Personnel shall attend firearms training every six (6) months, minimum, at contractor's expense. Documentation of this training shall be provided to the Municipal Court.

3.4.6 Security Personnel shall be uniformed alike and easily identified as such.

3.4.7 Security Personnel uniform shall include Level 3 Bullet Proof Vest.

3.4.8 Miscellaneous duties as directed by the Municipal Court Administrator. These duties may include escort for Court Staff to and from their personal vehicles as deemed necessary by the Court. These services are rarely necessary.

3.5 Work Start Date: Security Services will begin upon award – the anticipated date is April 24, 2018.

3.6 Pricing: Prices and fees are **all-inclusive**; will be paid by the hour; and will not include any overtime or holiday increases. The all-inclusive per hour fee shall include all labor, travel, wands, Level 3 vests, firearms, training and anything necessary to perform Municipal Court Security Services.

3.7 Invoices: Invoices for Municipal Court Security Services shall be submitted to the Owner's Contract Administrator (Municipal Court Administrator):

Attn: Joanna Adams
City of Grand Junction
250 North 5th Street
Grand Junction, CO 81501

3.8 Tentative Project Schedule:

IFB Available	April 4, 2018
Inquiry Deadline, no questions after this date	April 10, 2018 at noon
Addendum due, if needed	April 10, 2018
Response Deadline at 2:30 P.M.	April 17, 2018

3.8 Contract Period: The initial contract period shall be for one year beginning upon award; with three (3) annual renewal options if mutually acceptable between Owner and Contractor..

SECTION 4.0: PREPARATION AND SUBMITTAL OF BIDS

Each bid shall be submitted in electronic format only through BidNet at <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 “Preparation and Submittal of Proposals.” Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)

ONLY THIS PAGE NEEDS TO BE SUBMITTED WITH YOUR BID

INCLUDE ANY NECESSARY CERTIFICATIONS AS REQUIRED, DRUG FREE WORK PLACE POLICY and a PICTURE OF UNIFORM TO BE WORN BY SECURITY OFFICERS

SECURITY SERVICES ALL-INCLUSIVE PER HOUR FEE: \$ _____

WRITTEN FEE: _____ PER HOUR

ADDENDA: State number of Addenda received: _____

DATE _____

- Prompt payment discount of _____ percent of the net dollar amount will be offered to the City if the invoice is paid within _____ days after the receipt of the invoice.
- The undersigned certifies and agrees that this Bid is submitted in accordance with all applicable Federal, State, County, and City laws.
- Prices in the bid have not knowingly been disclosed with another provider and will not be prior to award.
- Prices in this bid have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a bid for the purpose of restricting competition.
- The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction Payment Terms are Net 30.

(Company Name of Bidder – Typed or Printed)

(Phone Number of Bidder)

(Address of Bidder)

(Authorized Agent or Contact Name – Typed or Printed)

(City, State, and Zip Code)

(Authorized Signature)

(E-mail Address of Agent or Sales Contact)



CITY OF GRAND JUNCTION, COLORADO

CONTRACT

This CONTRACT made and entered into this 30th day of April, 2018 by and between the **City of Grand Junction, Colorado**, a government entity in the County of Mesa, State of Colorado, hereinafter in the Contract Documents referred to as the "Owner" and **Citadel Security USA** hereinafter in the Contract Documents referred to as the "Contractor."

WITNESSETH:

WHEREAS, the Owner advertised that sealed Bids would be received for furnishing all labor, tools, supplies, equipment, materials, and everything necessary and required for the Project described by the Contract Documents and known as **Municipal Court Security IFB-4500-18-SH**.

WHEREAS, the Contract has been awarded to the above named Contractor by the Owner, and said Contractor is now ready, willing and able to perform the Work specified in the solicitation, in accordance with the Contract Documents;

NOW, THEREFORE, in consideration of the compensation to be paid the Contractor, the mutual covenants hereinafter set forth and subject to the terms hereinafter stated, it is mutually covenanted and agreed as follows:

ARTICLE 1

Contract Documents: It is agreed by the parties hereto that the following list of instruments, drawings, and documents which are attached hereto, bound herewith, or incorporated herein by reference constitute and shall be referred to either as the "Contract Documents" or the "Contract", and all of said instruments, drawings, and documents taken together as a whole constitute the Contract between the parties hereto, and they are fully a part of this agreement as if they were set out verbatim and in full herein:

The order of contract document governance shall be as follows:

- a. The body of this contract agreement
- b. Solicitation Documents for the Project; **Municipal Court Security, IFB-4500-18-SH;**
- c. Contractors Response to the Solicitation, including all documentation submitted to the City

ARTICLE 2

Definitions: The clauses provided in the Solicitation apply to the terms used in the Contract and all the Contract Documents.

ARTICLE 3

Contract Work: The Contractor agrees to furnish all labor, tools, supplies, equipment, materials, and all that is necessary and required to complete the tasks associated with the

Work described, set forth, shown, and included in the Contract Documents as indicated in the Solicitation Document.

ARTICLE 4

Contract Price and Payment Procedures: The Contractor shall accept as full and complete compensation for the performance and completion of all of the Work specified in the Contract Documents, the sum of **Twenty Three Dollars Seventy Five Cents per hour (\$23.75/hr)**. The amount of the Contract Price is and has heretofore been appropriated by the Grand Junction City Council for the use and benefit of this Project. The Contract Price shall not be modified except by Change Order or other written directive of the Owner. The Owner shall not issue a Change Order or other written directive which requires additional work to be performed, which work causes the aggregate amount payable under this Contract to exceed the amount appropriated for this Project, unless and until the Owner provides Contractor written assurance that lawful appropriations to cover the costs of the additional work have been made.

ARTICLE 5

Contract Binding: The Owner and the Contractor each binds itself, its partners, successors, assigns and legal representatives to the other party hereto in respect to all covenants, agreements and obligations contained in the Contract Documents. The Contract Documents constitute the entire agreement between the Owner and Contractor and may only be altered, amended or repealed by a duly executed written instrument. Neither the Owner nor the Contractor shall, without the prior written consent of the other, assign or sublet in whole or in part its interest under any of the Contract Documents and specifically, the Contractor shall not assign any moneys due or to become due without the prior written consent of the Owner.

ARTICLE 6

Severability: If any part, portion or provision of the Contract shall be found or declared null, void or unenforceable for any reason whatsoever by any court of competent jurisdiction or any governmental agency having the authority thereover, only such part, portion or provision shall be effected thereby and all other parts, portions and provisions of the Contract shall remain in full force and effect.

IN WITNESS WHEREOF, City of Grand Junction, Colorado, has caused this Contract to be subscribed and sealed and attested in its behalf; and the Contractor has signed this Contract the day and the year first mentioned herein.

CITY OF GRAND JUNCTION, COLORADO

By: *Coe*
Title: _____

5/3/18
Date _____

CITADEL SECURITY USA

By: *Brent Jagger*
Title: Vice President

April 30, 2018
Date _____



CITASEC-01

RENEW

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/30/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Home Loan & Investment Company 205 North 4th Street Grand Junction, CO 81501	CONTACT NAME: Renee Worrell	
	PHONE (A/C, No, Ext): _____ FAX (A/C, No): (970) 243-3914 E-MAIL ADDRESS: renew@hlic.com	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Citadel Security USA LLC PO Box 1742 Rifle, CO 81650	INSURER A : Everest Indemnity Insurance Co	
	INSURER B : Pinnacol Assurance	41190
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:


THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	X		51GL007757-171	06/25/2017	06/25/2018	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000
							MED EXP (Any one person)	\$ 10,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 1,000,000
							ERRORS OMISSION	\$ Included
							COMBINED SINGLE LIMIT (Ea accident)	\$
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			51CC002886-171	06/25/2017	06/25/2018	EACH OCCURRENCE	\$ 4,000,000
							AGGREGATE	\$
							Aggregate	\$ 4,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		4118771	11/01/2017	11/01/2018	PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	General Liability			51GL007757-171	06/25/2017	06/25/2018	Professional	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 City of Grand Junction, CO, Owner and the Owner's officers and employees are named as an Additional Insured with respects to General Liability . The policies are primary and non-contributory.

CERTIFICATE HOLDER

CANCELLATION

City of Grand Junction, CO 250 N. 5th Street Grand Junction, CO 81501	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---



Citadel Security USA

LOCAL RESPONSE - NATIONAL SUPPORT

www.csiddefend.com

Office: 877-639-4301



LOCAL RESPONSE - NATIONAL SUPPORT



A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDDEFEND.COM



City of Grand Junction.
200 W. Oak Street
Suite 4000
Fort Collins CO

Susan Hyatt,

Thank you for allowing Citadel Security the opportunity to submit a proposal for City of Grand Junction for Municipal Court Security Services. We believe Citadel Security is the right candidate to collaborate with you to enhance the overall security program for your facilities. We understand that having a successful security program requires a tremendous amount time, resources, creativity, and flexibility.

From our proposal, we hope you can see Citadel Security's effective business strategies, have created outstanding feedback from our clients in past projects for the professional services rendered and has been the key to our success in the security industry. Our experience and references completing the scope of work outlined in this RFP, make us qualified to perform the duties requested.

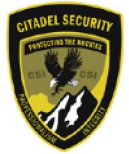
We understand the challenges in providing security for this project, and we are fully committed to providing solutions to these issues. We are committed to maintaining a professional rapport with all parties involved in service under this contract. Together we can continue to build on the success of your facility, and provide a proactive security team that will embrace and enforce

Thank You,

Brent Jagger
COO
Citadel Security USA
877.639.4301 office
970.274.9660 cell
hale@csidefend.com

LOCAL RESPONSE - NATIONAL SUPPORT 

A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



Proposal Summary

Citadel intends to utilize Management, Training, and Experience to provide the City of Grand Junction, with a professional and competent security solution. Our proven strategies will allow Citadel to meet the requirements stated in the scope of work for this RFP. Our proposal will demonstrate the level of quality that we are able to offer in response to your RFP for Security Services. This proposal will demonstrate that Citadel is responsible and responsive to perform that terms outlined.

- Citadel Security's headquarters is located directly within service area requested in this RFP.
- Our team consists of retired military and law enforcement professionals that have earned the trust of local law enforcement departments.



TRAINING

- Innovative methods that are developed around the most current training methods for Firearms and De-Escalations.
- Our company is focused on investing in our training program to develop our staff, and provide our clients with competent officers
- Highly qualified Field Training Officers are a knowledgeable source for our clients and officers.

- Citadel has provided more Security for local governments than any other security provider located in the service area.
- Trusted provider for multiple local governments thru out Colorado.
- With over 14,000 Hours of facilities security, yearly Citadel is the most trusted provider in securing local government facilities.

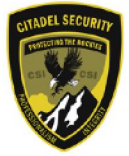


Challenges/Solutions

By understanding the challenges faced by local governments to keeping their facilities safe and secure for staff and the public, Citadel is able to responsibly perform the terms of the RFP, with a cost-effective solutions. Our experience in providing security screening at courthouse facilities some of the most common expectations and/or challenges are:

- ◆ *Adapt and Respond to extended hours and/or off hours:* With key management in place and only a phone call away we are able to respond rapidly to any need for service. Citadel receives calls from agencies in all hours of the night and has ALWAYS met the need with an average response time of fewer than 45 minutes.
- ◆ *Able to de-escalate situations on a daily basis:* Our utilization for innovative de-escalation programs give our officer the opportunity to manage aggressive behaviors without risking injury.
- ◆ *Maintain a positive relationship with local law enforcement, staff, and the public:* Citadel Security is one of the most trusted providers by local law enforcement, court administrators, and agency staff. The level of professionalism demonstrated by our officer has created a sense of safety for the general public.
- ◆ *Hiring and Retaining Qualified Personnel:* With over 30 years' experience in Human Resources, Citadel has created an unmatched Human Resource Philosophy that allows us to hire and retain the top employees in our industry.

LOCAL RESPONSE - NATIONAL SUPPORT 



Scope of Work

Qualification: Bridging the gap between Law Enforcement and Security has made Citadel the most trusted partner in providing Armed Security officers throughout the state of Colorado. With over 25,000 hours annually in Courthouse Security operations Citadel prides themselves on having the majority of those clients for the past 8 years.

Drug-Free: Citadel embraces a Drug-Free policy. Employees are subject to pre-employment drug screening as well as random drug screening during their employment. Employees are subject to a Zero-Tolerance drug policy that includes alcohol, marijuana, and/or drugs or narcotics.

Pre-Employment: Based on the experience that Citadel has established providing security solutions for our clients, management has created a hiring process to exceed our client's requirements. Each officer is screened through our hiring process to determine job suitability for a position as a security officer with Citadel.

Equipment: Citadel requires each officer to be in official company uniform which clearly identifies them as a Citadel employee. Officers are required to have duty belt that consists of O.C, Baton, Handcuffs, Protective Gloves, Flashlight, Dual Magazine Holder, and Level III Holster. Each officer working a will be issued a Level III customized protective vest. Each officer is required to carry a company approved firearm that is in excellent condition and recognized by Law Enforcement agencies as a duty weapon.

Training: Citadel has been fortunate enough to retain some of the best instructors in their field. Our internal training team, consists of subject matter experts ranging from Military, Police, and Federal officers throughout the United States. Outside of our internal training team Citadel Security USA works with various training partners in order to get the most up to date techniques in training our staff. Our training consists of continued education and Bi-Annual qualifications.

Supervision: Site supervision is a key part of our success. Citadel has developed a training program that focuses on team building, guard supervision, client communication, and quality control. In addition to our training program, we require each supervisor to have proven experience, leadership, and communication skills to effectively oversee our contracts.

Management: The experience of our management team allows Citadel to exceed the Scope of Work set forth in this RFP. With a clear mission of support and quality assurance, our team develops a working program that sets forth expectations, training requirements and increases team cohesion. Utilizing our Quality Assurance Plan ensures that we are meeting our client's requirements for training, reporting, recruitment, S.O.P's and monitoring officer's performance.

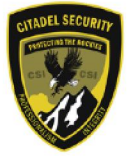
Armed Security Guard Conduct: Citadel has established a set of General Orders which are guidance to each officer in the field on how to conduct themselves while on duty. General Orders are the guiding principle for each officer on the expectations for them performing their duties. Each officer receives training and mentoring on the company General Orders during their face to face initial counseling, and they are continuously evaluated on adherence to their General Orders

Duties: Our ability to work with our clients in developing Standard Operating Procedures gives our officers step-by-step instructions that act as a guideline for employee work processes. When employees follow the SOP for their job site they produce a product that is consistent and predictable.

Administration: Citadel Security has a full-time administrative staff that consists of a payroll officer, contract specialist, receptionist, AR/AP manager, scheduler, operations manager, quality control officer and CEO. Our administrative support staff to ensure that our clients' needs are being met in every step of the business process. Additionally, with a Full-Time support staff, our Contract and Regional managers have the ability to ensure that compliance with contract service responsibilities are being met. The experience of our support staff working with government entities has allowed Citadel to provide various Clients with an efficient security solution.

LOCAL RESPONSE - NATIONAL SUPPORT 

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General Company Information

Company Background

Citadel Security is a veteran-owned organization with over 40 years of combined security and military experience and has been operating as a company since April 2007. Citadel Security USA is headquarters is located in Rifle, CO with branch offices located in Denver, Colorado Springs, Salt Lake City, and Missouri. Our organization provides professional security services for a full spectrum of governmental agencies, large retailers, utility infrastructure, commercial and residential complexes, and healthcare facilities. Additionally Citadel has earned the reputation as the premier security company by providing security solutions to several county and city governments.

Licenses

Citadel security holds the following Licenses:

- State of Utah Contract Security License
- City of Denver Merchant Guard License
- City of Pueblo Contract Security License
- Colorado Spring Merchant Guard License

Company Size

Citadel has created one of the fastest growing security companies in the Western States while maintaining only the highest values and commitment to both our clients and employees. Citadel Security provides direct service to our customers and has regional offices that last year had an annual revenue of over \$10 Million. Currently, Citadel has over 100 national and regional accounts, these include State, County, and Municipal contracts as well as several large state government accounts. Citadel does not contract out any work for accounts that we are awarded and provides direct regional support for all clients. Our "Best in the Industry" guard force staff 250 officers that provide our clients with the best security service available. Additionally, Citadel has a pool of over 400 trained PRN officers that are able to provide our clients with on-call response to any security solution that the account requires.

Office Locations

Corporate Headquarters Office
201 W 3rd Street
Rifle CO 81650

Grand Junction Regional Office
304 North Ave #2a
Grand Junction CO 81501

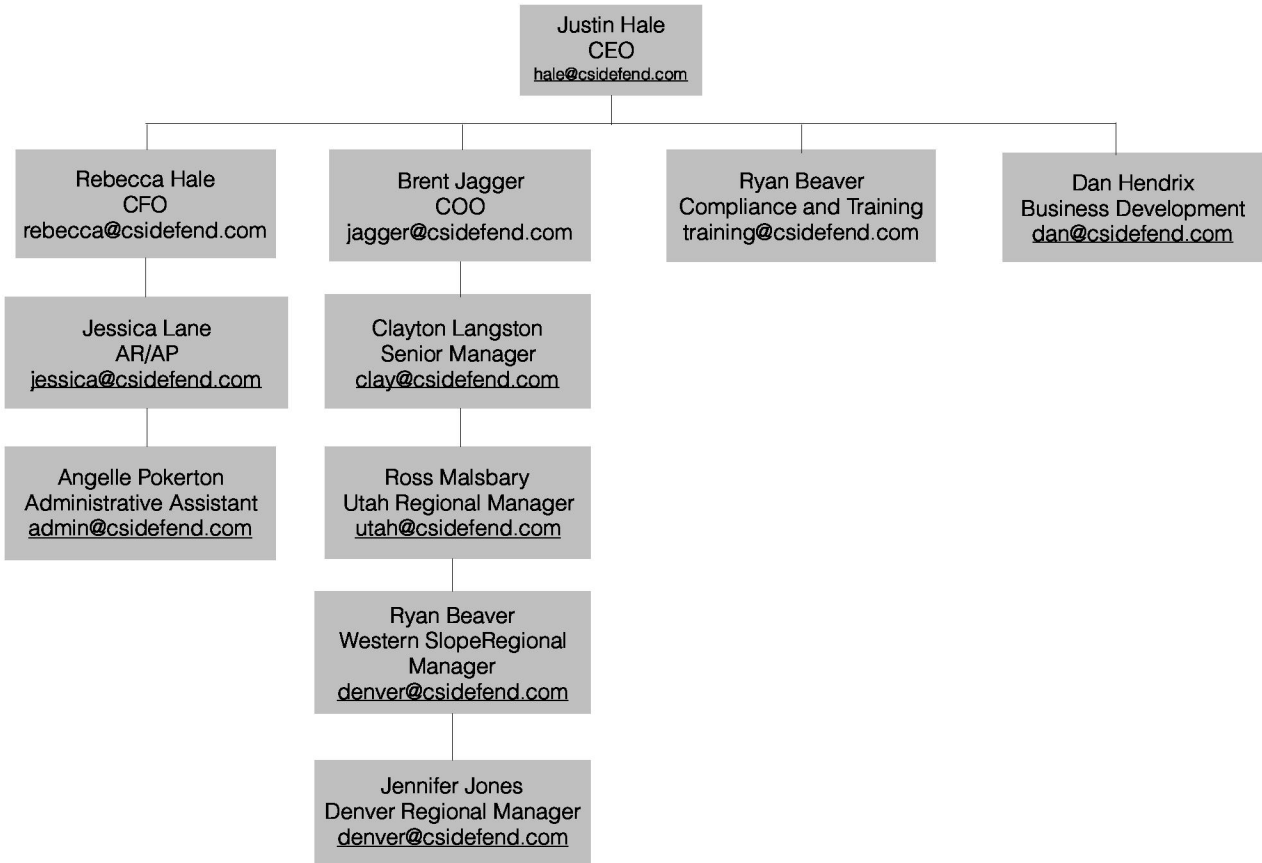
Utah Regional Office
9480 South Union Sq
Sandy UT 84070

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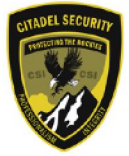


Organizational Chart/Key Personnel



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Key Personnel

Justin Hale, CEO

Justin has developed years of security experience holding numerous job titles and working with multiple organizations. Justin served 8 years in the United States Army where he was assigned to many specialized units that were deployed around the globe receiving numerous commendations for his hard work and dedication to his country. Justin was a manager for a large security company in Hawaii covering a wide variety of federal contracts along with numerous local clients. As a manager, he was directly responsible for over 200 security officers and managed over 26 contracts. Justin also has served as a senior manager in Northern California, maintaining management over contracts and supervised several regional managers. Before opening the doors to Citadel Security, Justin spent two years as the Director of Security for a foreign ambassador to the United States protecting over an estimated 500 million dollars worth of assets. Justin was required to work cooperatively with the State Department, Secret Service, and Security professionals from around the globe. During this time Justin would organize last minute Security teams to protect numerous high-profile guests as well conducting background screening on all temporary employees that were required to accommodate such guests.

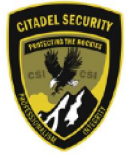
Brent Jagger, COO

Brent retired from the United States Army, after 20 years of decorated service. During his tenure in the Army, he planned and executed numerous military operations numbering in the hundreds of personnel and millions of dollars worth of equipment, coordinating with foreign governments and allied forces to accomplish sophisticated and dangerous tasks. With numerous combat and peacekeeping deployments, Brent has gained real-world experiences necessary in implementing proactive security solutions. Along with Brent's tactical experience, he has over ten years in Human Resource Management; he has brought expertise in recruiting, interviewing and training the most qualified security agents in the area. Brent was directly responsible for implementing safety protocols and risk management for over six separate governmental offices spread throughout western Colorado. Additionally, Brent is the Lead Instructor for Citadel, he is responsible for overseeing Citadel's Training Academy. In his function as Lead Instructor Brent has earned instructor level certifications that have been valuable to our training programs.

Ryan Beaver, Western Slope Regional Manager

Ryan has been a member of the Citadel team for over 5 year during this time his expertise in training and management has moved him into a regional manager position. Having serve in the US Army as a Noncommissioned officer he had the opportunity to learn the two most important aspects of security; Integrity and Dedication. After the military, as a company man for a major oil company Ryan was responsible of 250 employees over several oil facilities, which gave him the experience to manage and organize large operations. It was during his time as a manger for a large oil company that Ryan learned to identify how to maintain proper staffing levels for large projects and manage complex compliance requirements. An additional duty for Ryan within the Citadel team he is responsible for overseeing the firearms training for all Citadel USA's armed officers. As a NRA certified instructor Ryan is able to pass is knowledge of the proper use of firearms on to new hires for Citadel .

LOCAL RESPONSE - NATIONAL SUPPORT 



Drug-Free Work Place Policy

Substance abuse has an adverse impact on an employee's work and effects the ability to provide the highest quality of services. Citadel has committed to establishing and maintaining an alcohol and drug-free workplace. We are committed to providing a safe work environment and to fostering the well being of our employees and the public. Our commitment is jeopardized when an employee uses drugs or alcohol on the job, comes to work with these under the influence, possesses, distributes, or sells drugs in the workplace.

- It's a violation for any employee to possess, sell, trade, or offer for sale illegal drugs or engage in the use of drugs or alcohol on the job.
- Employees will not report to work under the influence of drug or alcohol.
- It's against company policy for employees to illegally use prescription drugs.
- Regardless of prescription or not, the use of marijuana is prohibited by employee's.

Drug Testing Practices

Citadel has adopted testing practices to identify employees who use illegal drugs either on or off this job. It shall be a condition of employment for all employees to submit to drug testing under the following circumstances:

- Pre-Employment drug screening is mandatory for all employees and subcontractors.
- Citadel conducts random drug testing on 5% of employees monthly.
- When there is reasonable suspicion to believe that an employee is under the influence.
- If an employee is involved in an on the job accident where personal injury or damage to property occurs.

Pre-Employment Requirements

Security Personnel Screening

Citadel complies with all local regulations regarding background screening for security officers. After an offer of employment, officers are required to provide Citadel with State Criminal background check, and a Motor vehicle records checks. Officers are fingerprinted and a fingerprint card is submitted to the FBI for a Federal criminal background check. Candidates that do not meet Citadel's criteria for background checks will not be offered a position.

Security Personnel Criteria

- Must be at least 21 years of age or older as required by applicable law or contractual requirements.
- Must have a high school diploma or GED.
- Required to have 2-3 years of Uniformed Security experience.
- Ability to communicate effectively both orally and in writing for the purpose of public interaction and report writing.
- Authorized to work in the United States.
- Ability to perform essential functions of the position with or without reasonable accommodation. Such as sit, standing, and walk for extending periods.
- Willing to participate in the pre-employment process which includes drug testing and full background investigation.
- Officer must attend all continued education training required by local regulations and Citadel Security's training policies.
- Valid Driver License
- Officers must have the ability to make written or verbal reports.
- Must possess binocular vision, correctable to 20/20
- Maintain certification in American Red Cross first aid and CPR. And the willingness to render aid.

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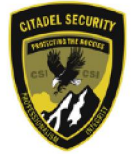
Additional background screening

Due to the sensitivity of the position that our officers hold, Citadel is able to assist in providing additional background information. Citadel Security will conduct background checks for officers assigned to the City of Grand Junction contract thru Colorado Bureau of Investigation. Officers are required to submit DMV records and additional background information for verification.

Pre-Employment Selection Process

Recruitment Phase	Screening Phase	Selection Phase	Training Phase	Supervision Phase
Review Job Description and Qualification	Develop ranking criteria	Finalize Candidates for Position	Advance Training Required for Positions	Evaluation of Performance -Quarterly Performance Evaluation conducted by Contract Manager
Seek Key Stakeholder Input - Consult with Client to determine best officer for open position.	Determine Interview Process - Phone Interview - Initial Interview	Final Interviews - Job Suitability Interview - Situational Reaction Questionnaire - Management Review Board	Evaluation of Suitability for Positions - Previous experience - Compression of Job Functions - Schedule of Candidate	Continuation of Training for Position - Continued training conducted quarterly - Firearms Re-Certification - Advanced Training
Determine Recruitment Strategies	Review of Applications - Reference Check - Confirm Work History - Schedule and Experience Suitability	Selection of Qualified Applicant	Citadel Training Academy -Attendance of Approved Training - State and Federal Background Check	
Development of Application - Management identifies Scope of Work to provide applications - Determine Mandatory Minimum Requirements - Identify Experience and Schedule Suitability	Applicant Testing -Security Knowledge Testing - Physical Fitness Testing	Drug Testing of Candidates - Compliance with State and Federal Employment Laws	Initial Counseling - General Orders - Company Policies - Job Requirements	
		Complete Background Check - Criminal History - Civil Legal History - Financial History	On-Site Training - Site Specific Focused Training - Review of Post Orders for assigned post - Final FTO observation	





Training

Citadel Training Academy

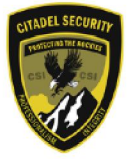
Citadel Security is a member of PASCO(Professional Alliance of Security Companies) which provides Citadel with a Division of Professional Licensing approved training program to train security officers. Citadel Training Academy is a 32-hour course that provides new officers with valuable security skills. The Citadel program also has the training elements suggested by National Association of Contract Security Companies, National Association of Security and Investigator Regulators, the Private Sector Liaison Committee of the International Association of Chiefs of Police, and ASIS International's Private Security Officer Selection and Training Guideline. Currently, Citadel has PASCO certified instructors on staff to provide security officers with the most up to date Training material.



General Awareness		
Citadel General Orders	Work Place Violence	Professional Development
Standard Operating Procedures	Basic Security Duties	Client Confidentiality
Code of Conduct	Cultural Diversity	Property Protection
Uniform Wear and Appearance		
Safety and Risk Management		
Community Sensitivity	Evacuation Procedures	Hazardous Material
Safety Procedures	Accident Prevention	Risk Mitigation
Legal Awareness		
Court Testimony	Powers of Arrest	Use of Force
Search and Seizure	Preserving Crime Scene	
Security		
Report Writing	Effective Patrol Techniques	Access Control Systems
CCTV Monitoring	Incident Response	Active Shooter Response
Fire Prevention and Control		
Public Relations/ Communication		
Law Enforcement Relations	Incident Report Writing	Active Listening Techniques
Customer Service Relations	Tactical Communication	Radio Procedures
Client Management and Relations	Verbal Judo	Media Relations
Specialty Training		
First Aid/CPR	Anti- Terrorism Awareness	Threat Recognition
PPCT Training	Bomb Threat Response	Magnetometer Use

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How training is delivered by, classroom, books, videos, eLearning, etc.

Conveyance of instruction will be achieved through several means: platform instruction, on-post supervisory instruction “opportunity training”, mobile training company delivery, computer/video self-paced programs, and performance tests.

How Citadel measures the success of our training program

Citadel Security offers a performance-based training, officers must meet a minimum standard that is assigned to the specific training event. To become a certified officer they must meet the minimum standards that are set forth prior to the training. Citadel requires officers to pass a security officer examination with a score of 80% that demonstrates competency in participation in classroom instruction. Armed security officers are required to pass a recognized practical pistol course. Any officer that is not able to meet the standard will be required to complete remedial training to ensure they understand the training task and then will be retested. Officers that fail to meet the minimum standard after remedial training will not be certified as a security officer and will not be assigned to location till they can meet the standard.

Learning Management System

Citadel Security utilizes a software application for the administration, documentation, recording, and delivery of educational courses or training programs. Citadel instructors have the ability to deliver material to the students, administer tests and other assignments. Our learning management system allows supervisors to track officer progress, manage training records, and view security officers qualifications. Citadel’s LMS is focused on online learning delivery and supports a range of uses, acting as a platform for f online courses, as well as several hybrid forms, such as practical training exercise and field training exercise.

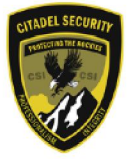


On-the-job, facility-specific or industry-specific training

Upon contract award, our company will implement its 16 Hour Project Specific Training Program. Project Specific Training Program will accomplish these primary objectives:

- Provide clients with certified, knowledgeable, competent, mission-oriented Security Officers.
- Maintain qualified Security Officers throughout the life of the contract. Citadel officers assigned to the contract on a continuous basis will be provided a minimum of four
- Eight hours of on-site project specific training by the Field Training Officer before beginning regularly assigned duties.
- An observation period by Field Training Officer to certify a new trainee will succeed in a position. Project Specific Training will include the importance of the Officer’s Post Orders, facility policies, and procedures, as well as incident response and areas of responsibility for the assigned post and shift.

LOCAL RESPONSE - NATIONAL SUPPORT 



Advanced Personnel Training



This training module, offered and updated since 1997, enables you to enhance your culture of safety and meet annual workplace violence training requirements with appropriate, affordable programs. The engaging, interactive, self-paced e-Learning version of TEAM Essentials is a cost-effective training option for individuals in higher risk departments, as well as new employees and staff in lower risk areas. The instructor-led TEAM Essentials course, which provides for group interaction, is an excellent alternative for higher risk departments.

MOAB® Training International, Inc. is a respected leader among training and consulting organizations across the US and Canada, specializing in programs for managing aggressive behavior. Since 1983, over 5,000 agencies have benefited from our highly researched, state-of-the-art programs. MOAB's goal is to teach participants how to protect themselves from injury and at the same time, control individuals without causing them harm.



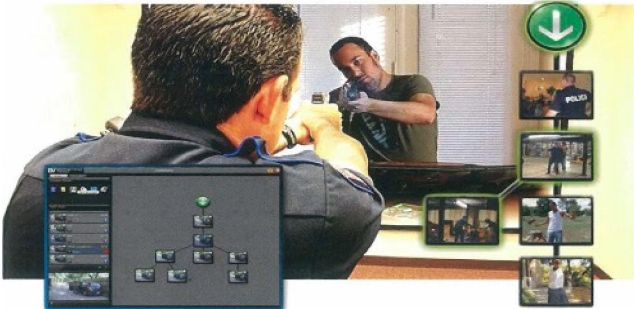
The PPCT Pressure Point Control Tactics course was the first subject control system designed based on tactical, legal and medical research. It was originally developed as a supplement to existing defensive tactics or impact weapon systems. The course focuses on two primary areas: controlling low-level resistance with finger-tip touch pressure to nerve pressure points and controlling high-level resistance with defensive counter strikes and the baton, which produce motor dysfunctions and controlled stuns.

NRA Instructors Training Course help you develop the additional knowledge, skills and techniques need to organize and teach courses in the safe and proper use of firearms.



Situational Simulation

In today's environment concerning the use of force, training has never been more important. Statistically, officers involved in active shooter situations have seconds to make a decision to exercise the use of lethal force. When using the Situational Simulator, instructors also have the ability to pass on verbal skills and tactics that may prevent and diffuse a potentially deadly interaction. The Situational Simulator, at the end of the day, provides training as close to a real-life situation as possible.



LOCAL RESPONSE - NATIONAL SUPPORT 



Management Controls

Development of Supervisors.

This plan offers our officers the ability to step directly into management positions with proper training and education. By identifying successors from our existing pool of employees Citadel has the ability to engage them in a training program that will give them the tools to take on new task and areas of responsibility within the company. During the training phase, Citadel management is able to evaluate an employee's decision-making processes, leadership abilities, interpersonal skills, and the ability to perform tasks required of supervisors. During the evaluation phase, potential candidates are introduced to key personnel for our clients, to ensure continuity in business relationships that have been developed. Once a candidate is selected Citadel's supervisor orientation provides them with expectation for their new role in the company. The last step in our succession plan is supervision of selected candidates to ensure that they are meeting performance objective.

Electronic Databases and Reporting Systems

By using the core principals of our Quality Assurance and Control Plan, Citadel has utilized electronic databases and reporting systems to more efficiently provide reliable and accurate officer accountability and performance monitoring. By partnering with industry-leading software companies Citadel has been able to offer real-time security monitoring solutions that compiles real-time data and making it readily available to our management team and clients at any time. Our guard management software tools has allowed Citadel to establish an industry leading process to monitor and ensure compliance any contract service responsibility.

Performance Monitoring and Incident Reporting System

Personnel accountability and monitoring of performance is accomplished with the aid of the Silvertrac Software application. Guards in the field report incidents, receive tasks, alerts, and scan checkpoints all from their Silvertrac app on their mobile devices. Silvertrac allows Citadel to transparently and instantly provide you with maintenance, security, safety and liability, and optional parking solutions that you may have never thought possible. Our accountability is second to none with complete 24/7 transparency, GPS date and time stamping on all incidents, and instant access to all reporting as incidents occur.

silvertrac



On-Line Scheduling Tool

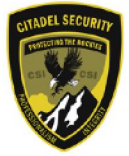
Citadel Security uses an online scheduling tool in order to give the officers the most up to date schedule. This schedule is posted in real time and allows our officers to check and approve their up-coming work schedule as well as request time off. This has been a real value to our clients by providing Citadel's manager to staff any of their needs at a moments notice. Our

ready reserve pool of officers receive notification of open shifts in order to cover emergency and non-emergency circumstances.

Employee Evaluation Procedures

Employee evaluation is a focus of Citadel's supervision procedures in order to provide our contracted clients with officers who are aware of their performance. Citadel employs the military philosophy of routine counseling of employee's to provide each individual officers with feedback on performance, career progression, individual training and goal setting. Individual counseling is used by Citadel to perform any corrective measures needed based on a security officer not meeting Citadel's Conduct and Performance Standard.

LOCAL RESPONSE - NATIONAL SUPPORT 



Citadel's Quality Assurance Plan

Our approach to management of contract of our Quality Assurance Plan is the utilization of formal, Security Post Orders to our employees that are supplemented by Citadel's general orders. These documented work methods, backed by our training programs detail the day-to-day procedures that our employees will follow, and govern their performance and conduct.

The second key our management strategy involves the routine, systematic monitoring and evaluation of our operations. Our objectives are to ensure that our processes yield the desired results, in terms of quality products and services that exceed the required performance criteria and result in high levels of services and the Client's satisfaction. We will use all of the elements of our QACP, the Client's feedback, internal quality audits, reports of operational non-conformance, mishap/close-call reports, and suggestions from our employees – as inputs to our continuous improvement strategy.

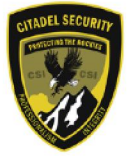
Core Values of Quality Assurance

Our core values of Integrity, Innovation, Imagination, and Intuition are why we are known as the "Benchmark" for professional, customer-oriented Security Services by our customers, our employees, and our peers. Our values are:

- **Integrity:** We have long demonstrated a firm adherence to a strong code of ethics in every aspect of our business; in our management philosophy, in the management of our resources, in the associations with our business family, with our partners and in our stewardship and protection of government and The Client's assets.
- **Innovation:** We have and will continue to demonstrate our innovation by integrating a philosophy of continual process improvement throughout our organization; with our partners, our employees, and our Client, with the explicit goal of finding a better way of doing business regardless of previous successes.
- **Imagination:** We have and will demonstrate our imagination by rewarding our employees for resourcefulness. We will not accept our successes as a way of doing business but as a model to be improved upon. We will keep ourselves abreast of the tools, methods, and motivations of those who will do our clients and us harm and neutralize their efforts.
- **Intuition:** We will demonstrate intuition by displaying a "quick and ready insight" into the needs of the Client. We will keep our finger on the pulse of the world so that we will be prepared to respond to environmental and political factors without hesitation.

Citadel Security's management and quality control system will serve to ensure that our clients will get excellent performance. To ensure that our Security Services officers understand their duties with respect to the Client's needs, Citadel's leadership team will construct client's requirements for the contract and Standard Operating Procedures.

LOCAL RESPONSE - NATIONAL SUPPORT 



Armed Security Guard conduct

Citadel has established a Code of Conduct and Code of Ethics that officers are instructed to follow. These two policies are the guiding principles in ensuring that all officers are meeting the needs of our clients. Each officer that is employed by Citadel is held to the high standard that is set forth in these documents.

Citadel Code of Conduct

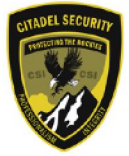
1. To be responsible for safe and security of assigned property and to protect/serve the public
2. To be alert and attentive during duty, and observe and report any hazard to the chain of command.
3. To report all violation of regulation and orders that you are instructed to enforce.
4. Officers must not conduct themselves in a manner that is illegal or unethical.
5. Exercise good and sound judgment when interacting with the public.
6. Perform all duties outlined in Post Orders and
7. Officer shall not engage in any activities that would distract them from performing the tasks outlined in your General Orders.

Citadel Code of Ethics

1. As a security agent, your primary duty is to serve the interest his security company in compliance with the contract entered into with the clients of the company he is suppose to serve.
2. He shall be honest in thoughts and deed both in his personal and official actions, obeying the law and regulation prescribed by his company and the client.
3. Officers shall not reveal any confidential matter that is confided to him as security guard.
4. Officers shall at all times act with decorum and shall not permit personal feelings, prejudice to influence his action in the performance of his functions.
5. Must carry his assigned duties as a security guard as required by law to the best of his ability and safeguard life and property to the officers place of duty.
6. Security officer must wear uniforms to the standard established by the company. And report to work in proper uniform and be neat in appearance
7. As a security officer be diligent in following rules and regulation established by the client and the company.
8. Promote, achieve and maintain trustworthy and professional relationship with clients and fellow officers

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Equipment/Uniforms

Citadel employees are expected and required to maintain their equipment, whether it be Company Issued or Personal Equipment. Our employee's are issued uniforms, and receive a uniform maintenance allowance to keep up the appearance of there uniforms. The heart of this company policy revolves around a common Security and Law Enforcement axiom: *"If you take care of your equipment, your equipment will take care of you."*

All Citadel Security Employees will:

- Perform PMC of equipment prior to start or beginning of scheduled shift.
- PMC will be conducted in accordance to specified manufacturer guidelines contained in equipment owners manuals.
- Report any deficiencies, damages, or failures of equipment. Reported utilizing established chain of command structure.
- Complete and submit an Incident Report documenting damage, deficiency, or failure of equipment; including photos if required.
- Wear complete uniform and duty equipment when on duty.
- Comply with company and client policy and procedures regarding equipment.

Reviews and audits will be conducted by management, on a quarterly basis to ensure:

- Regular shift PMC are being conducted to standard.
- There are no additional issues to be noted.
- Overall safety and functionality of equipment is to company standard.
- Compliance with Client equipment policies.

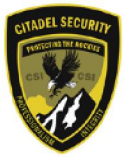
Uniform

Citadel Security USA believes that having security officers in a professional uniform gives a sense of safety for all event staff and attendees. By adapting to the law enforcement dress code our officers are neatly groomed and are only allowed to wear a minimal amount of jewelry. Our officers are dressed in a black button shirt with the company patch on both shoulders and a security badge on the left breast pocket. Each officer will also wear a black hat with a security badge on the front, black tactical footwear, black belt, and tan pants.



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Employee Retention Initiatives

Citadel Security employs several proven strategies in order to retain the best employees in the industry. We start by fostering a team environment that encourages employees to challenge their co-workers to provide our clients with the best possible service available. Our managers and supervisors are encouraged to connect with their team, by allowing them to express their ideas, recognizing their contribution, and giving them the proper tools and information that they need. Due to the high expectations of our officers Citadel encourages a healthy work-life balance, we offer flexible work schedules that allow officers to select shifts that work with their lives. Additionally we do not monitor time off request from our employees and allow them to request unlimited time off. We work to include our employees in all company decisions, including what training will help them accomplish tasks that are asked of them. Citadel retention program includes the following initiatives that have proven success in retaining qualified employees:

- **Job Suitability:** Hire the right people, determine applicants motivation for applying for a job, ask about passions.
- **Training and Growth:** Advanced Training opportunities, cross functional training, develop new skills, exploration into larger role
- **Conductive Work Environment:** Work-Life Balance, Team Building exercises
- **Using Communication to Develop Credibility:** Open Door policy, openly address concerns that hamper performance
- **Match Expectations, responsibilities, and rewards:** Ensure that efforts are being recognized and rewarded, show how efforts are contributing to bigger company goals.

Employee Turnover Rate

Citadel Security has a lower then industry standard turnover rate, the national industry standard turn-over rate for security guards is 100-300%. By using proven retention strategies Citadel has been able to maintain a average turnover rate of 80% over the last three years for Security Officer positions. For security management position over the last three years Citadel has been able to maintain 0% turnover rate. Due to the level of training that our officers receive and our high standard for professionalism we see many of our officer leave for careers in law enforcement, detentions, and military duty. Additionally our officer development program has resulted in many of our employee's taking internal promotion into Contract Manager, and Regional Manger positions for Citadel Security.

Further Retention Program

Citadel is committed to rewarding our officers for their success in continuing our contract with the City of Grand Junction for Municipal Court Services. If awarded a renewal the contract Citadel has included at 20% increase in pay to our security officers. Economist agree that increase wages allow companies to attract in retain more productive workers. We also believe that a wage increase will lower our turnover rate by providing officer with a industry leading pay. With a more competitive wage Citadel will be able to offer the City of Grand Junction a more efficient security solution while keep cost down.

LOCAL RESPONSE - NATIONAL SUPPORT





Pricing

Courthouse Pricing	
<ul style="list-style-type: none">- Perform Bailiff duties as directed by Judge or Administrator- Operate X-Ray, Magnetometers- Miscellaneous duties as directed by Administrator- Confiscate weapons- Patrol and Secure facility at end of shift- Certified on secondary nonlethal weapon	<ul style="list-style-type: none">- Notify court clerk of any incidents- Follow directions given by court service personnel- Provide CBI background on officers- Assist in building evacuations- Professional attired with ballistic vest
Personnel	Hourly Rate
Armed Municipal Court Officer	\$23.75/ Hourly
ALL INVOICES DUE NET 30	

LOCAL RESPONSE - NATIONAL SUPPORT 

A: 201 W 3rd Street Rifle CO 81650 P: 877-639-4301 W: CSIDEFEND.COM



References

Client: Mesa County, 215 Rice St, Grand Junction CO 81503

Contact Person:

Matt Lewis, Sheriff

970-244-3500

Available Office Hours

matt.lewis@mesacounty.us

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: Brent Jagger

Scope of Work: Citadel works with the Sheriff department to provide security solution for Mesa County justice center with screening of public entering into secure facilities .Mesa County Sheriff's department task Citadel with inmate watches, forensic watches, and on-call services.



Client: City of Glenwood Springs 101 8th St, Glenwood Springs CO 81601

Contact Person:

Terry Wilson, Police Chief

101 W 8th Street, Glenwood Springs CO 81601

970-384-6500

Available Office Hours

twilson@glenwoodpolice.com

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: 2012 to Present

Team Lead: Clayton Langston

Scope of Work: Citadel has developed a lasting partnership with the City of Glenwood Springs to provide security solutions for their municipal courthouse. Citadel handles courtroom security as well as transportation of inmates from the Detention center to the courtroom.



Client: Garfield County Government

Contact Person :

Kim Sills, Jail Commander

970-945-0453

kstills@garfieldsheriff.com

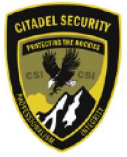
Type of Work Performed: Courthouse Security Officer and Detentions Officer

Team Lead: Clayton Langston

Scope of Work: Citadel work directly was the Garfield County Sheriff Detention Facility to provide courthouse security, inmate watches, and detention facility assistance. Our courthouse security team provides visitor screening full time for two court house locations. We are able to assist the Garfield County jail with detention center operations. Citadel also provides on-call assistance for forensic watches, and inmate



LOCAL RESPONSE - NATIONAL SUPPORT 



Client: Eagle County Government

Contact Person :

Greg Vanwyk, Deputy Commander

970-328-8518

gregory.vanwyk@eaglecounty.us

Type of Work Performed: Courthouse Security Officer

Team Lead: Brent Jagger

Scope of Work: Exclusive security provider for all Eagle County Government's security needs. Partner with Eagle County Sheriff's department to provide security personnel for the Eagle County Justice Center. Additional duties for the sheriff department are providing inmate watches at health care facilities. Citadel works with the office of Clerk and Recorder to provide security presence at three location throughout the county. Citadel also provides the county with on-call response for any security need. Additionally Citadel is



Client: City of Rifle, 201 E 18th Street, Rifle CO 81650

Contact Person:

Kathy Pototsky, Court Administrator

970-665-6420

Available Office Hours

kpototsky@rifleco.org

Type of Work Performed: Armed Courthouse Security Officer

Period work was performed: 2016 to Present

Team Lead: Brent Jagger

Scope of Work: In conduction with court clerk and the Rifle Police Department, Citadel developed a screening process for City Municipal court. Using our experience in courthouse security Citadel provides armed security screening during court. Additionally Citadel provides a bailiff that is present in the courtroom.



LOCAL RESPONSE - NATIONAL SUPPORT



SECTION 4.0: PREPARATION AND SUBMITTAL OF BIDS

Each bid shall be submitted in electronic format only through BidNet at <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.) For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)

ONLY THIS PAGE NEEDS TO BE SUBMITTED WITH YOUR BID

INCLUDE ANY NECESSARY CERTIFICATIONS AS REQUIRED, DRUG FREE WORK PLACE POLICY and a PICTURE OF UNIFORM TO BE WORN BY SECURITY OFFICERS

SECURITY SERVICES ALL-INCLUSIVE PER HOUR FEE: \$ 23.75

WRITTEN FEE: Twenty Three Dollar and Seventy Five Cents PER HOUR

ADDENDA: State number of Addenda received: 0

DATE 4/16/2018

- Prompt payment discount of 0% percent of the net dollar amount will be offered to the City if the invoice is paid within _____ days after the receipt of the invoice.
- The undersigned certifies and agrees that this Bid is submitted in accordance with all applicable Federal, State, County, and City laws.
- Prices in the bid have not knowingly been disclosed with another provider and will not be prior to award.
- Prices in this bid have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a bid for the purpose of restricting competition.
- The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction Payment Terms are Net 30.

Citadel Security USA
(Company Name of Bidder – Typed or Printed)

970-625-4301
(Phone Number of Bidder)

304 North Ave #2a
(Address of Bidder)

Brent jagger
(Authorized Agent or Contact Name – Typed or Printed)

Grand junction CO 81501
(City, State, and Zip Code)

Brent Jagger
(Authorized Signature)

jagger@csidefend.com
(E-mail Address of Agent or Sales Contact)



ADDENDUM NO. 1

DATE: April 10, 2018
FROM: City of Grand Junction Purchasing Division
TO: All Interested Parties
RE: Municipal Court Security Services IFB-4500-18-SH

Firms responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following clarifications, questions and answers:

Question #1: "Are there any other training requirements not listed in the IFB?"

Answer: No. If you have additional training requirements for your employees, please include that information in your bid response.

Question #2: "Are there any licenses that are not listed in the IFB?"

Answer: Not that the City is aware of. If you know of licensing requirements not included in the bid document, please state that information in your bid response.

The original solicitation for the project referenced above is amended as noted.

All other conditions of subject remain the same.

Respectfully,

Susan Hyatt
City of Grand Junction, Colorado



INVITATION FOR BIDS

IFB-4500-18-SH

MUNICIPAL COURT SECURITY SERVICES

RESPONSES DUE:

April 17, 2018 prior to 2:30 P.M.

Accepting Electronic Responses Only

Responses Only Submitted Through the Rocky Mountain E-Purchasing System (RMEPS)

<https://www.bidnetdirect.com/colorado>

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor MUST contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

PURCHASING REPRESENTATIVE:

Susan Hyatt

susanh@gjcity.org

970-244-1513

This solicitation has been developed specifically intended to solicit competitive responses for **Municipal Court Security Services** and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX IS NOT ACCEPTABLE** for this solicitation.

SECTION 1.0: ADMINISTRATIVE INFORMATION & CONDITIONS FOR SUBMITTAL

- 1.1 **Issuing Office:** This Invitations for Bids (IFB) is issued by the City of Grand Junction (City) Purchasing Division on behalf of the Grand Junction Municipal Court (Court).
- 1.2 **Purpose:** The Court is requesting bids from firms experienced in providing security services for the municipal court room. See Section 3 for a detailed Scope of Work.
- 1.3 **The Owner:** The Owner is the City of Grand Junction, Colorado and is referred to throughout this Solicitation. The term Owner means the Owner or his authorized representative.
- 1.4 **Bid Deadline:** Bids are due by April 17, 2018 prior to 2:30 P.M.
- 1.5 **Confidential Material:** All materials submitted in response to this IFB shall ultimately become public record and shall be subject to inspection after contract award. "Proprietary or Confidential Information" is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "**Confidential Disclosure**" shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request shall be reviewed and either approved or denied by the City Attorney. If denied, the proposer shall have the opportunity to withdraw its entire bid, or to remove the confidential or proprietary restrictions. **Neither cost nor pricing information, nor the total proposal, shall be considered confidential or proprietary.**
- 1.6 **Open Records:** All bids shall be read aloud in the Bid Opening. Trade secrets and confidential information contained in the bid so identified by Bidder as such shall be treated as confidential by the Owner to the extent allowable in the Open Records Act.
- 1.7 **Submission:** Each bid shall be submitted in electronic format only, and only through <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. *This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of proposals. (Note: "free" registration may take up to 24 hours to process. Please Plan accordingly.)* For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 "Preparation and Submittal of Proposals." Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**).
- 1.8 **Addenda:** All Questions shall be submitted in writing to the City Purchasing Representative. Any interpretations, corrections and changes to this IFB or extensions to the opening/receipt date shall be made by a written Addendum to the IFB by the City Purchasing Division. Sole authority to authorize addenda shall be

vested in the City of Grand Junction Purchasing Representative. Addenda will be issued electronically through BidNet at www.bidnetdirect.com/colorado. Addenda will also be posted on the City of Grand Junction web page at www.gjcity.org/business-and-economic-development/bids. Offerors shall acknowledge receipt of all addenda in their response.

- 1.9 Late Responses:** Responses received after the time and date specified, whether delivered or mailed, will not be considered and will be returned to the respondent unopened. It is the sole responsibility of each respondent to ensure that their submittals arrive at the City Clerk's Office prior to the time and date specified.
- 1.10 Rejection of Submittals:** The Owner reserves the right to accept or reject any or all submittals received in response to this solicitation. The Owner further reserves the right to waive any informalities and/or minor irregularities in submittals received, if deemed to be in the best interest of the Owner.
- 1.11 Submittal Ownership:** All materials submitted with regard to this solicitation become the property of the Owner and will only be returned at the Owner's option.
- 1.12 Expenses:** Expenses incurred by prospective respondents in preparation, submission, and presentation of this IFB are the responsibility of the respondents and cannot be charged to the Owner.
- 1.13 Assignment:** The selected firm shall not sell, assign, transfer or convey any contract resulting from this IFB in whole or in part without prior written approval from the Owner. Any claims for payment due to the provider from the Owner under this contract may not be assigned to a bank, trust company, or other financial institution or bankruptcy trustee without the prior written approval by the Owner.
- 1.14 Indemnification:** The selected firm shall defend, indemnify and save harmless the City of Grand Junction and/or Mesa County, State of Colorado, and all their respective officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the selected firm or of any of the firm's agent, employee, sub-consultant or supplier in the execution of, or performance under, any contract which may result from Bid award. The selected firm shall pay any judgment with cost which may be obtained against the Owner growing out of such injury or damages.

SECTION 2.0: INSURANCE AND BONDING REQUIREMENTS

Insurance Requirements: The selected firm agrees to procure and maintain, at its own cost, policy(s) of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the firm pursuant to this Section. Such insurance shall be in addition to any other insurance requirements imposed by this Contract or by law. The firm shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to this Section by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types.

The selected firm shall procure and maintain and, if applicable, shall cause any Subcontractor of the firm to procure and maintain insurance coverage listed below. Such coverage shall be procured and maintained with forms and insurers acceptable to the Owner. All coverage shall be continuously maintained to cover all liability, claims, demands, and other obligations assumed by the firm pursuant to this Section. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise in the Special Conditions:

(a) Worker Compensation insurance to cover obligations imposed by applicable laws for any employee engaged in the performance of work under this Contract, and Employers' Liability insurance with minimum limits of:

ONE MILLION DOLLARS (\$1,000,000) each accident,
ONE MILLION DOLLARS (\$1,000,000) disease - policy limit, and
ONE MILLION DOLLARS (\$1,000,000) disease - each employee

(b) General Liability insurance with minimum combined single limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) per job aggregate.

The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

(c) Comprehensive Automobile Liability insurance with minimum combined single limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each occurrence and
ONE MILLION DOLLARS (\$1,000,000) aggregate

With respect to each of the firm's owned, hired, or non-owned vehicles assigned to be used in performance of the Work. The policy shall contain a severability of interests provision. The policies required by paragraphs (a), (b), (c), and (d) above shall be endorsed to include the City and the City's officers and employees as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the HDD, its officers, or its employees, or carried by or provided through any insurance pool of the HDD, shall be excess and not contributory insurance to that provided by Consultant. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Consultant shall be solely responsible for any deductible losses under any policy required above.

SECTION 3.0: SCOPE OF SERVICES

3.1 Summary: Security Services shall be provided approximately thirty (30) minutes prior to the opening of Municipal Court Operations continuously through the closing of daily Court Operations. Multiple security services personnel may be rotated as necessary on rare occasions; but **high turnover rate is not acceptable**. Court Operation dates and times may be amended as necessary by the Owner.

3.2 Project Description: The Contractor shall perform Security Services for the Owner's Municipal Court Operations as noted below. For days with 8:30 A.M. start times, set up shall begin at 8:00 A.M.

Tuesday; 7:00 A.M., 8:30 A.M., 10:30 A.M., 1:30 P.M., and 3:00 P.M. for Trials
Second and Fourth Wednesdays of every month; 8:30 A.M.; 10:00 A.M. for Trials
Thursday; 8:30 A.M. and 10:00 A.M. for Trials.

3.3 Contractor Responsibilities: Contractor shall ensure the following requirements are in place and carefully monitored.

3.3.1 Provide two on duty security officers for Jury Trials.

3.3.2 Security Services personnel **shall be armed** at contractor's expense.

3.3.3 Personnel shall be properly trained and certified as necessary by law and industry standards or as requested by the Municipal Court Administrator.

3.3.4 Ensure Personnel attend firearms training as outlined in Section 3.4.5.

3.3.5 Provide uniforms as outlined in Section 3.4.6. **Provide a photo of standard uniform to be worn for this contract.**

3.3.6 Provide Bullet Proof Level 3 vests at contractor's expense for security personnel as outlined in Section 3.4.7.

3.3.7 Minimum age of security personnel shall be 21.

3.3.8 Provide CBI background check for all security personnel hired as a result of this contract.

3.3.9 Provide to the Municipal Court as part of this response your Drug Free Work Place Policy. This document will be considered in the evaluation of all bids received.

3.3.10 Contractor shall secure and pay for all permits, governmental fees and licenses necessary for the proper execution and completion of the contract.

3.4 Security Personnel Responsibilities: On-duty security services personnel shall be responsible for the following duties:

3.4.1 Set-up and take down of video and sound equipment as needed.

3.4.2 Set-up and take down of court signs and Security Equipment.

3.4.3 Performing Bailiff Duties as directed by the on duty Municipal Court Judge or Court Administrator.

3.4.4 Screening court attendees prior to entering the court for prohibited items not allowed in court. Contractor shall provide wand.

3.4.5 Personnel shall attend firearms training every six (6) months, minimum, at contractor's expense. Documentation of this training shall be provided to the Municipal Court.

3.4.6 Security Personnel shall be uniformed alike and easily identified as such.

3.4.7 Security Personnel uniform shall include Level 3 Bullet Proof Vest.

3.4.8 Miscellaneous duties as directed by the Municipal Court Administrator. These duties may include escort for Court Staff to and from their personal vehicles as deemed necessary by the Court. These services are rarely necessary.

3.5 Work Start Date: Security Services will begin upon award – the anticipated date is April 24, 2018.

3.6 Pricing: Prices and fees are **all-inclusive**; will be paid by the hour; and will not include any overtime or holiday increases. The all-inclusive per hour fee shall include all labor, travel, wands, Level 3 vests, firearms, training and anything necessary to perform Municipal Court Security Services.

3.7 Invoices: Invoices for Municipal Court Security Services shall be submitted to the Owner's Contract Administrator (Municipal Court Administrator):

Attn: Joanna Adams
City of Grand Junction
250 North 5th Street
Grand Junction, CO 81501

3.8 Tentative Project Schedule:

IFB Available	April 4, 2018
Inquiry Deadline, no questions after this date	April 10, 2018 at noon
Addendum due, if needed	April 10, 2018
Response Deadline at 2:30 P.M.	April 17, 2018

3.8 Contract Period: The initial contract period shall be for one year beginning upon award; with three (3) annual renewal options if mutually acceptable between Owner and Contractor..

SECTION 4.0: PREPARATION AND SUBMITTAL OF BIDS

Each bid shall be submitted in electronic format only through BidNet at <https://www.bidnetdirect.com/colorado>. The uploaded response shall be a single PDF document with all required information included. This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) For proper comparison and evaluation, the City requests that proposals be formatted as directed in Section 5.0 “Preparation and Submittal of Proposals.” Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**)

ONLY THIS PAGE NEEDS TO BE SUBMITTED WITH YOUR BID

INCLUDE ANY NECESSARY CERTIFICATIONS AS REQUIRED, DRUG FREE WORK PLACE POLICY and a PICTURE OF UNIFORM TO BE WORN BY SECURITY OFFICERS

SECURITY SERVICES ALL-INCLUSIVE PER HOUR FEE: \$ _____

WRITTEN FEE: _____ PER HOUR

ADDENDA: State number of Addenda received: _____

DATE _____

- Prompt payment discount of _____ percent of the net dollar amount will be offered to the City if the invoice is paid within _____ days after the receipt of the invoice.
- The undersigned certifies and agrees that this Bid is submitted in accordance with all applicable Federal, State, County, and City laws.
- Prices in the bid have not knowingly been disclosed with another provider and will not be prior to award.
- Prices in this bid have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- No attempt has been made nor will be to induce any other person or firm to submit a bid for the purpose of restricting competition.
- The undersigned certifies that no Federal, State, County or Municipal tax will be added to the above quoted prices.
- City of Grand Junction Payment Terms are Net 30.

(Company Name of Bidder – Typed or Printed)

(Phone Number of Bidder)

(Address of Bidder)

(Authorized Agent or Contact Name – Typed or Printed)

(City, State, and Zip Code)

(Authorized Signature)

(E-mail Address of Agent or Sales Contact)